REGISTER OF BENEFICIAL OWNERSHIP, NOMINATORS AND APPOINTORS REGULATIONS 2017

GUIDANCE – KEEPING RECORDS ACCURATE & FAQ'S

SEPTEMBER 2025

UBO Register

HM Government of Gibraltar

Disclaimer:

This guidance note is provided for general informational purposes only and does not constitute legal advice. While every effort has been made to ensure that the information contained herein is accurate and up to date as of the date of publication, laws and regulations may change over time. In the event of any discrepancy between this guidance note and the provisions of the applicable laws or regulations, the latter shall prevail. Readers are advised to consult the official legislation and seek professional legal advice to ensure full compliance with their obligations. The issuer of this guidance note accepts no liability for any loss or damage arising from reliance on the information contained herein.

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Keeping Records Accurate

The **Ultimate Beneficial Owner (UBO)** must be a natural person who directly or indirectly owns or controls more than 25% of a company's shares, voting rights, or ownership interest.

If no such individual can be identified, the person(s) holding the role of **Senior Managing Official (SMO)** must be registered.

Any material change to this information, or discovery of a significant inaccuracy, must be updated within **30 days**.

All relevant details (such as company name and number, date of birth, and names) must match the existing record exactly. If they do not, the system will create a new entry instead of updating the current record.

Please note, updates will only appear in the Public Register from 2.a.m. the following day.

Changing the Company's Name on the UBO Public Register

If your company changes its name, simply submit a new application using:

- The original company number (EICN)
- The new company name
- At least some of the existing company data

This submission will update the register with the new name while preserving the previous name in the historical records. Please note, there is no need to mark any entries as ceased.

Changing the Name and Address of the Trust and Company Service Provider (TCSP)

- Complete Part A only. The name and company number (EICN) must match exactly.
- This section includes the address of the registered office and the name of the TCSP - any new information entered will override the details already held in the system.

Changing the Address of a UBO or SMO

If you are only changing a UBO - complete Part B.
If you are only changing a Senior Manager - complete Part C.

- Complete Part A. The name and company number (EICN) must match exactly

- Complete Part B or C. Include only the individual(s) whose address will be changing. Keep all details the same as your previous submission, name and date of birth must match exactly and include their new address.

Changing the Name or Surname of a UBO or SMO

Changing a name requires two steps: first ceasing the previous record, then submitting a new application with the updated details.

Step 1: Cease the Previous Record

If you are removing a UBO - only complete Part B.
If you are removing a Senior Manager - only complete Part C.

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B. Include only the individual(s) being removed. Name and date of birth must match the previous submission – including the previous name. Update the shareholding and voting rights to 0%. Enter a registration and cease date. Submit.
- Complete Part C. Include only the individual(s) being removed. Name and date of birth must match the previous submission – including the previous name. Enter a registration and cease date. Submit.

Step 2: Submit the New Application

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B or C. Include only the details of the individual(s) with the updated name. Ensure all information is accurate and correct. The date of birth must match exactly.

Changing the Percentage of Shares of a UBO

If there are multiple UBOs, ensure the overall shareholding and voting rights are accurate and that the totals align with the company's capital and control structure.

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B. Include only the details of the individual(s) whose percentages will be changing. Name and date of birth must match exactly and update the percentage.

Ceasing a UBO or SMO

When a person ceases to be a UBO or Senior Managing Official, this must be actively recorded on the form - simply omitting their name is not sufficient. Please note, that the cessation date cannot be earlier than 26 June 2017.

Removing a single UBO or SMO

If you are removing a UBO - only complete Part B.
If you are removing a Senior Manager - only complete Part C.

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B. Include only the individual being removed. Name and date of birth must match the previous submission. Update the shareholding and voting rights to 0%. Enter a registration and cease date. Submit.
- Complete Part C. Include only the individual being removed. Name and date of birth must match the previous submission. Enter a registration and cease date. Submit.

Removing all UBOs or SMOs

This may be required in situations once an entity is struck off or liquidated.
If you are removing all UBO's - only complete Part B.
If you are removing all Senior Manager's - only complete Part C.

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B. Include all individuals being removed. Name and date of birth must match the previous submission. Update the shareholding and voting rights to 0%. Enter a registration and cease date. Submit.
- Complete Part C. Include all individuals being removed. Name and date of birth must match the previous submission. Enter a registration and cease date. Submit.

Removing a Listed Entity as a UBO

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B3.1. Include only the listed entity being removed. Details must match the previous submission. Update the ownership of shares and voting rights to 0%. Enter a registration and cease date. Submit.

Removing yourself as a Trust and Company Service Provider (TCSP)

To remove yourself as a company's management service provider, create a new application and complete Part A only.

Part A1&A2:
Include the name and company number (EICN) - these must match exactly.

Part A3:
Please state: “the company does not have authority to use this address it has registered, which was – <Include Company Address>”.

Part A4:
Full name: <Include Company Name> ceased to provide services on (include date here).
Address: leave blank

Common errors reflected on the Register

Errors in Name or Date of Birth

Any errors in an individual’s name or date of birth will result in a duplication on the Public Register. When the next submission is made with the incorrect details, the system will create a new entry rather than updating the existing record.

Correcting the error

Step 1: Cease the Previous Record

If you are removing a UBO - only complete Part B.
If you are removing a Senior Manager - only complete Part C.

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B. Include only the individual(s) being removed. Name and date of birth must match the previous submission – including incorrect details. Update the shareholding and voting rights to 0%. Enter a registration and cease date. Submit.
- Complete Part C. Include only the individual(s) being removed. Name and date of birth must match the previous submission – including the incorrect details. Enter a registration and cease date. Submit.

Step 2: Submit the New Application

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B or C. Include only the corrected details of the individual(s) who previously had the error. Ensure all information is accurate. The name and date of birth must match exactly.

Duplications of UBOs and SMOs

Duplications may occur if there is a discrepancy in the name or date of birth compared to previous submissions. For example, if a previous submission did not include an individual's middle name but the new submission does, the system will treat this as a different person and create a new entry, instead of updating the existing record.

Correcting the error

Step 1: Cease the Previous Record

If you are removing a UBO - only complete Part B.
If you are removing a Senior Manager - only complete Part C.

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B. Include only the individual(s) being removed. Name and date of birth must match the previous submission – including incorrect details. Update the shareholding and voting rights to 0%. Enter a registration and cease date. Submit.
- Complete Part C. Include only the individual(s) being removed. Name and date of birth must match the previous submission – including the incorrect details. Enter a registration and cease date. Submit.

Duplication of a Company

If a company has been **duplicated** on the UBO Register due to similar company names – for example, "Company Group Limited" and "Company Group Ltd". You must first **confirm in writing** which company should remain active. Once confirmed, our **IT team** will remove the inactive company from the **Public Register**.

Updating Trust UBOs

The Register was amended in January 2026 to add a new section specifically for Trusts that own or control a legal person (Section B5).

If you need to make amendments regarding a Trust UBO, you may either cease all records and complete a bulk upload from scratch, or submit only the required amendments.

To note that section B5 is only applicable to Trusts registered under the Trust (Notifications) Regulations. Other trusts are required to register the UBOs accordingly (please refer to the RUBOR Guidance on how to identify a UBO: https://uboregister.egov.gi/Downloads/RUBOR_Guidance.pdf

Amending the existing record:

Step 1: Cease the Previous Record

If you are removing a UBO - only complete Part B.
If you are removing a Senior Manager - only complete Part C.

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B. Include only the individual(s) being removed. Name and date of birth must match the previous submission. Update the shareholding and voting rights to 0%. Enter a registration and cease date. Submit.
- Complete Part C. Include only the individual(s) being removed. Name and date of birth must match the previous submission. Enter a registration and cease date. Submit.

Step 2: Submit the New Application

- Complete Part A. The name and company number (EICN) must match exactly.
- Complete Part B5. Include the name of the Trust and the Trustees. Enter the Trust's registration date as a shareholder (i.e. the date the Trust became a shareholder, as previously used). Update the shareholding and voting rights. Submit.

Frequently Asked Questions (FAQs)

How can I carry out a search of the Register?

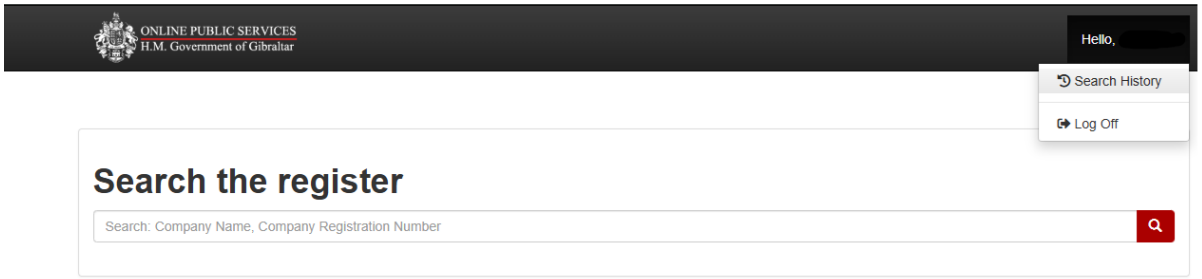
To obtain the most up-to-date information available on the Register, you will need to carry out a search. You may conduct a search of the UBO Public Register via the following link: **https://portal.egov.gi/All-Services/UBO**.

Please note, that any changes made to the Register should appear from **2 a.m. the following day** and each search is subject to a fee of **£2.50**.

How can I view my search history?

You can view your search history by logging into the UBO search platform. All paid searches are saved as **"snapshots."** To access them:

1. Log in to your account.
2. Click on your username in the top-right corner.
3. Select **"Search History"** from the dropdown menu.



How can I access my historical submissions?

You can view your historical submissions by logging into your account and selecting **"Submission"** from the top menu. Then, choose **"View online submission history"** to obtain copies of your previous submissions. Alternatively, you may carry out a search of the Public Register via **https://portal.egov.gi/All-Services/UBO** (please note that a fee of **£2.50** per search applies).

Why do I not have access to historical submissions?

You may not have access to some or all historical submissions if they were filed by a previous company service provider (TCSP). Please note, that we do not usually provide submission copies and therefore, you will need to follow the procedure below:

- Request previous filings from the TCSP who made the original submission, or from the company you are currently appointed by.
- If retrieval from the previous TCSP is not possible, you will need provide written confirmation of your appointment to act on behalf of the company and request the required data.

How do I report a discrepancy in the Public Register?

If you believe there is a discrepancy in the Public Register, you should first contact the provider of the information directly to seek clarification or correction. If, after contacting them, you still believe a discrepancy exists, notify the UBO Register Team. We will investigate the matter further as appropriate.

Is it possible to register other users under the same UID?

No this is not possible. Best practice is to use a **single, generic email address** accessible to authorised employees

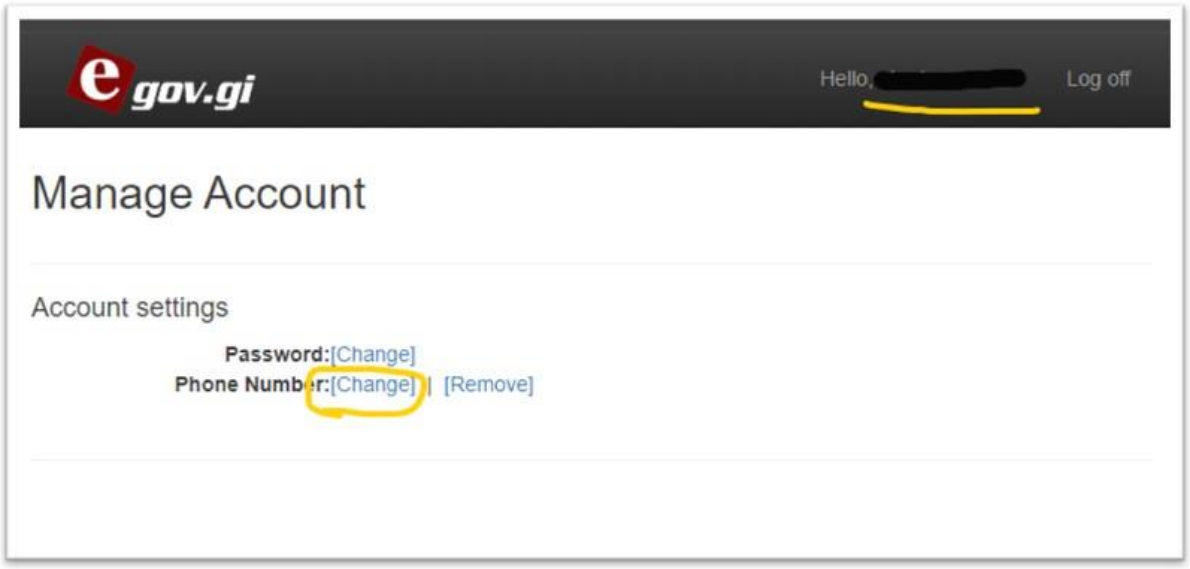
Multiple accounts are not recommended because the submission history is tied to each account. If a staff member leaves, their submission history **cannot be accessed** by a new account. This creates continuity and tracking issues, as well as a lengthy procedure to access the historical data.

How do I change the telephone number that receives receipts?

The phone number can be updated in your profile on either of the following sites, but not on the UBO register:

- https://login.egov.gi
- https://register.egov.gi

Once logged in, click on your username at the top right (this will appear as an underlined link). Then click on [change] and follow the on-screen instructions to update your telephone number.



How do I change my email address?

You must email **uboregister@gibraltar.gov.gi** from your current email address, specifying both your existing and the new address you'd like it updated to. We will then forward your request to our IT team for processing.

I cannot remember my username or password. What should I do?

If you have forgotten your password, we recommend resetting it by clicking on "Forgot Password" at the link below. You will receive an email containing your password and instructions to proceed: https://login.egov.gi/Account/Forgot or alternatively, through SMS via https://portal.egov.gi/recover/password

If you have forgotten your username, we recommend clicking on "Forgot Username" at the link below. You will receive an email containing your username and instructions to proceed: https://portal.egov.gi/recover/username

How do I create a submission on Trusts?

All Trusts are required to be registered with the Gibraltar Financial Services Commission (GFSC). For further information or assistance with the registration process, please contact the GFSC via the following email address: trustnotification@fsc.gi

How do I report a discrepancy on the UBO Register:

All discrepancies on the UBO Register are to be reported to the Gibraltar Financial Services Commission (GFSC). Please contact the GFSC via the following email address: beneficialownership@fsc.gi

If no individuals meet the threshold of 25% plus one share, what should I do?

The Ultimate Beneficial Owner (UBO) must be a natural person who directly or indirectly owns or controls more than 25% of a company's shares, voting rights, or ownership interest.

If no such individual can be identified, the person(s) holding the role of Senior Managing Official (SMO) must be registered in Part C of the UBO form.

Support and contacts

- UBO portal access and submissions: https://uboregister.egov.gi
- Public Register searches: https://portal.egov.gi/All-Services/UBO

- Companies House Gibraltar E-Filing credentials: mail@companieshouse.gi
- UBO Warnings and Penalties: ubofines@financecentre.gov.gi
- Technical Support: uboerrors@gibraltar.gov.gi
- General UBO queries: uboregister@gibraltar.gov.gi
- GFSC – Trusts: trustnotification@fsc.gi
- GFSC – Discrepancy Reports: beneficialownership@fsc.gi

When to contact Technical Support

Please contact Technical Support if you experience any of the following:

- Errors on the UBO Register website
- Problems submitting the form online
- Incorrect data appearing on your account
- Inability to access your account

What this email is not for

Please do not use the Technical Support email for:

- Queries regarding warnings or penalties
- Questions about submissions
- Discrepancies with UBO data
- Requests for information
- General queries regarding the Register of Ultimate Beneficial Owners, Nominators and Appointors Regulations 2017

If you have any queries regarding the UBO process, you may contact the Registrar via email at uboregister@gibraltar.gov.gi.

Please note that the UBO Register cannot provide legal advice regarding RUBOR. If you are uncertain about your obligations, including how to determine the ultimate beneficial owner (UBO) of an entity, we recommend that you seek independent professional advice.