



The European Business Registry Association (EBRA), together with our peer organizations International Association of Commercial Administrators (IACA), Corporate Registers Forum (CRF) and ASORLAC, sought member feedback on the impact of the COVID-19 Pandemic on business registries. The response period was open from 8 March to 16 April 2021. We hereby present the received responses from our member jurisdictions.

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COVID-19 in your country

COVID-19 has had a major impact on daily life (blockages, limited social life ...) and the economy (lower incomes in almost all economic sectors, a shrinking economy ...).

Impact of COVID-19 on workload and operations

During the pandemic we encountered difficulties not experienced before. In the beginning we experienced great fear. Work from distance became mandatory for our staff (exceptions for essential tasks, such as server maintenance, etc.). There was reduced staff in the office. Registration online was not so profitable, because in our country we have taught the parties to register businesses in physical form (the law on business organisations allows it). There have been new registrations as usual, as well as termination of businesses, as in other years. As a measure of organization, we have renovated our offices, for officials, and we have invited the parties to apply online as much as possible. Registration and termination of business is free of charge. Protective equipment has been applied. Visits only took place in virtual form, although it was quite difficult comparing to physical visits. The Government took measures to support and help businesses that were affected by COVID-19. The request for support measures required accurate data in the register.

Impact of COVID-19 on development projects and strategy

Most of the projects were delayed because the meetings could not take place (remote work was not convenient, people were unavailable...). To facilitate the registration of businesses we have published on the KBRA website a video that shows how to register a business. We have also published the phone number of our IT department to support the parties. We have had a slowdown in some processes of setting up the Business Registry system, for the interconnections within the intergovernmental system. The register of beneficial owners is one of the delayed projects due to the pandemic.



COVID-19 and companies

We encouraged Online Registration and online meetings as much as we could.

The “New Normal”

The pandemic has once again made it clear that digital / online procedures are essential. "Paper formalities" should be exceptions, and processes should be automated where possible.