



FREQUENTLY ASKED QUESTIONS(FAQs)

FINANCE

1. BUSINESS HOURS/SERVICES PROVIDED.

- Business Hours – Monday to Friday
- Services Provided at Cash Office
- Office Hours: 08:45 – 16:00 hrs
- Cash Office: 09:00 – 15.30 hrs

Payment of Fees:

- Annual Registration Fees
- Trade Fees
- Other Fees (Compounding, Application for copies, current standing etc...)

2. WHAT ARE THE MODES OF PAYMENT?

(a) ONLINE PAYMENT:

To effect payment, the person should be registered with the Mauritius Network Services (MNS) at <https://portalmns.mu/cbris/>.

Online Payment can be effected in the following manner:

- Payment from Deposit Account (See 4 and 5 below)
- Electronic Transfer Via Local Banks (For Mur Only)
- Credit Card
- Instant Payment System (IPS) Via Maucas:-
 - Pay via QR code Scan & Pay
 - POP (Bank One)
 - Juice (MCB)
 - Blink (Emtel)
 - QR code (MauBank)
 - MyT Money
 - Internet Banking (Account Transfer)

(b) PAYMENT AT CASH OFFICE:

- By Cash
- By cheques
- Debit Card

The cheque should:

- be payable to the Government of Mauritius
- be crossed
- clearly indicate on verso, the Business Registration Number and name of the company or name of holder of the BRC, address and phone number of a contact person.
- By Debit/Credit Cards **

****Note : A Service Charge of 1.725% is applicable for payment exceeding Rs 25 000.**

3. HOW TO OPEN A DEPOSIT ACCOUNT KEPT WITH ROC?

- To submit an application letter to ROC signed by the Director of the Company. After Approval by AROC, Finance section proceed for necessary action.
- Minimum Amount for
 - Normal Company- Rs 5000 &
 - Management Company: In MUR-10,000
USD -500

4. HOW TO REPLENISH DEPOSIT ACCOUNT?

- At Cash Office: (MUR) By Cash, Cheque and/or Debit/Credit Cards accompanied by letter specifying the amount to be deposited and the Deposit Account Number.

USD: USD Notes as from 2006

USD Notes should be in good conditions free from tear, ink marks, and stamps

- By Bank Transfer and send mail to Finance Section on fin_companies@govmu.org

5. WHAT SHOULD BE DONE IF AN ONLINE PAYMENT BY CREDIT CARD FAILS?

To contact the online administrator (MNS) on **86205** or mail on helpdesk@mns.mu

- **In case of loss of receipt**

For payment made at counter, a request letter signed by the Director of the company or owner of the business card requesting for a duplicate copy.

For payment made online, contact MNS helpdesk to retrieve a copy of the receipt (*Note: - Receipt can be retrieved only through the login of the person who made the payment*)