Frequently Asked Questions (FAQs)

1. **BR Registration approval takes five (5) working days. How will I be notified upon its approval?**

   The companies will be notified via email within five (5) working days, should there be no notification received, please contact DARe Call Centre or Local Business Development Hotline for further assistance. Companies can also send their query to br@jpm.jov.bn

2. **For a company having multiple owner/director, are all the owners/directors required to have an eDarussalam account in order to update their BR account?**

   Only a minimum of one (1) owner/director is required to have an active eDarussalam account to update their BR. It is recommended for the account holder to be a local owner/director.

3. **In Section 1 of the BR, the "Date of Registration / Incorporation" does not match my company's actual Date of Registration / Incorporation.**

   The company information reflected in Section 1 is automatically synchronize from ROCBN system, should any of the company information need to be altered, the company need to update the information at the ROCBN counter or online via ROCBN website.

4. **What if the owner/director has forgotten his / her eDarussalam password and/or email address?**

   They may call eDarussalam hotline at 123 for assistance.

5. **When the owner log in using his/her eDarussalam account, there is 'no match found' message.**

   These occur maybe because the IC number of the owner is not updated in ROCBN. The owner may need to update the information at the ROCBN counter or online via ROCBN website. If the IC number is already updated, the owner can contact DARe Call Centre or Local Business Development Hotline for further assistance. Companies can also send their query to br@jpm.jov.bn

6. **When the owner/user log in using his/her eDarussalam account, there is no company name listed or the owner is directed to a blank page.**

   Owner/user may need to refresh the page or try to login using different browser. If the problem persist, please contact DARe Call Centre or Local Business Development Hotline for further assistance. Companies can also send their query to br@jpm.jov.bn.

Standard Operating Procedure for Technical Errors

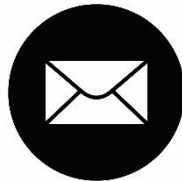Should you encounter any technical error during the Business Reporting process, kindly follow the following steps:

Step 1: Specify the sections where error occurred

Step 2: Print screen or Snapshot and save image

Step 3: Email it to br@jpm.gov.bn

Common Technical Errors

1) The owner or director is not automatically linked to their company in the BR Portal due to the company has not updated the company information at ROCBN.

2) Owner's eDarussalam account is not linked to their company due to owner forget to fill in the Owner details when filling in the BR e-form.

3) "Something went wrong" or "Error: message pop out after clicking the 'save' icon because some of the box does not accept special character.