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Frequently Asked Questions

- + **How do I order official documents from a company that interests me?**
- + **Where can I find my ordered documents in electronic format?**
- + **How to get invoices for document orders?**
- + **What formalities can be completed on infogreffe.fr?**
- + **How to resume your formality when it has been rejected by a registry?**
- + **In the event of a refusal due to missing documents and/or information, can a formality from the Single Window be resubmitted to Infogreffe?**
- + **Do I need an account to order a document or complete a formality?**

- + **When to use RGS1* or RGS2* signatures?**

- + **How to obtain a Certigrefe signature key?**

- + **How do I renew my Certigrefe signature key and at what cost?**

- + **For commercial agents, are the formalities possible on the Infogreffe website?**

- + **What are the different states of a formality and how long is it kept?**

- + **Why does my SIREN number say “Not registered”?**

- + **Why subscribe to an Infogreffe subscription?**

- + **How do I cancel my subscription?**

- + **How do I manage my monitoring portfolio?**

- + **How do I change my personal information?**

- + **How do I delete my account?**

- + **How is my personal data managed?**

- + **What other services does Infogreffe offer?**

- + **How do I request access to confidential accounts?**

- **How do I request access to the register of beneficial owners?**

Article L. 561-46 of the Monetary and Financial Code specifies the categories of entities that may have access to documents relating to beneficial owners.

From July 31, 2024, access to information relating to beneficial owners (RBE), which was previously public, is restricted to **persons and organizations justifying a legitimate interest**, in accordance with the judgment of November 22, 2022 of the Court of Justice of the European Union and the Sixth Anti-Money Laundering Directive. The competent authorities and entities subject to the fight against money laundering and terrorist financing retain access to all information from the RBE.

To obtain the access forms and benefit from personalized treatment, please contact us at this address rbe@infogreffe-siege.fr

For requests relating to your own declaration of beneficial owner, please contact us at this address: certificatbe@infogreffe-siege.fr

Please note that the access forms will be directly accessible in September 2024.