



# AALCO HONG KONG REGIONAL ARBITRATION CENTRE 亞非法協香港區域仲裁中心

## .hk and .香港 Domain Name

### COMPLAINT TRANSMITTAL COVERSHEET

Attached is a domain name Complaint filed against you (as a .hk and .香港 domain name registrant) with **AALCO Hong Kong Regional Arbitration Centre (AALCO-HKRAC)** pursuant to:

- The **Domain Name Dispute Resolution Policy for .hk and .香港 domain names**, approved by the Hong Kong Internet Registration Corporation (HKIRC) on 22 February 2011 (*the Policy*);
- The **Domain Name Dispute Resolution Policy for .hk and .香港 domain names Rules of Procedure**, effective as of 15 July 2020 (*the Rules*); and
- The **AALCO-HKRAC .hk and .香港 Domain Name Supplemental Rules**, effective as of 1 July 2025 (*the Supplemental Rules*).
- **Arbitration Ordinance (Chapter 609)**, including any statutory modification thereof for the time being in force.

The Policy is incorporated by reference into your **Registration Agreement** with the Registrar of your domain name. Under these terms, you are required to participate in a **mandatory arbitration proceeding** if a third party (the Complainant) submits a Complaint to AALCO-HKRAC regarding a .hk or .香港 domain name registered to you. The accompanying document includes the Complainant's name, contact details, and the domain name subject to this Complaint.

### Submission of Response

You must submit a Response to the Complaint in accordance with the Rules and Supplemental Rules to both AALCO-HKRAC and the Complainant. The due date and submission instructions are outlined in AALCO-HKRAC's **Notice of Commencement of Arbitration**. Legal counsel may assist you in this proceeding.

## Key Resources

- Hong Kong Domain Name Registration Company Limited Domain Name Registration Agreement for .hk and .香港 Domain Names (Version 6.5, Effective 28 Jan 2021)  
[https://www.hkdnr.hk/wp-content/uploads/HKDNR-Registration\\_Agreement\\_eng.pdf](https://www.hkdnr.hk/wp-content/uploads/HKDNR-Registration_Agreement_eng.pdf)
- The Policy and Rules for .hk and .香港 domain names:  
<https://www.hkirc.hk/en/our-services-support/domain-dispute-policies-and-procedures/>
- The AALCO-HKRAC Supplemental Rules and dispute resolution guidelines:  
<https://aalcohkrac.org/aalco-hkrac-domain-name-dispute-resolution-services/>
- The Arbitration Ordinance (Cap. 609) <https://www.elegislation.gov.hk/hk/cap609>

## Contact Information

For inquiries, please contact:

**AALCO Hong Kong Regional Arbitration Centre (AALCO-HKRAC)**

Tel: (852) 2180 0923

Email: [case.manager@aalcohkrac.org](mailto:case.manager@aalcohkrac.org)

## Updating Contact Details

AALCO-HKRAC will correspond using the WHOIS database information provided by the concerned Registrar. To update your contact details for these proceedings, please notify AALCO-HKRAC promptly.

## Complainant's Obligation

By submitting this Complaint to AALCO-HKRAC, the Complainant agrees to abide by the Policy, Rules, and Supplemental Rules.

**.hk and .香港**  
**Domain Name Dispute Resolution**  
**Complaint Form**

**I. Case Profiles**

**A. Complainant Information:**

- **Name:** \_\_\_\_\_
- **Address:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- **Tele No:** \_\_\_\_\_
- **Fax No:** \_\_\_\_\_
- **Email:** \_\_\_\_\_
- **Legal Status:** \_\_\_\_\_
- **Place of Incorporation:** \_\_\_\_\_
- **Business Registration Number:** \_\_\_\_\_  
*(attach a copy of the Registration)*
- **Registered Office:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- **Authorized Representative (if any):**
  - **Name:** \_\_\_\_\_
  - **Address:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  - **Tele No:** \_\_\_\_\_
  - **Fax No:** \_\_\_\_\_
  - **Email:** \_\_\_\_\_

- **Complainant's Preferred Contact Person:**

- **Name:** \_\_\_\_\_

- **Tele No:** \_\_\_\_\_

- **Email:** \_\_\_\_\_

- ☐ **(A) electronic-only material**

- ☐ **(B) other material including hard copy (where applicable)**

**B. Respondent Information (based on registration details or known information):**

- **Name:** \_\_\_\_\_

- **Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- **Tele No:** \_\_\_\_\_

- **Fax No:** \_\_\_\_\_

- **Email:** \_\_\_\_\_

- **Legal Status:** \_\_\_\_\_

- **Place of Incorporation:** \_\_\_\_\_

- **Business Registration Number:** \_\_\_\_\_

*(attach a copy of the Registration)*

- **Registered Office:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**C. Disputed Domain Name:**

- **Domain Name:**

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- **Registrar:** \_\_\_\_\_

- **Domain Registration Date:** \_\_\_\_\_

- **Domain Expiry Date:** \_\_\_\_\_

## II. Complaint

Pursuant to Paragraph 4 of the Policy and Paragraph 3 of the Rules, the Complainant hereby submits this Complaint to AALCO-HKRAC for arbitration.

### D. Rights of the Complainant

#### 1. The Disputed Domain Name is Identical or Confusingly Similar to a Trademark or Service Mark in Hong Kong in which the Complainant has Rights.

##### Trademark or Service Mark Information:

- The Complainant holds the following **registered trademark/service mark rights** in Hong Kong (*please attach trademark registration certificates in Hong Kong or other supporting documents*) (if applicable):

- Trademark Name: \_\_\_\_\_
- Trademark Registration No.: \_\_\_\_\_
- Trademark Registration Date: \_\_\_\_\_
- Trademark Classes: \_\_\_\_\_
- Goods/Services Covered: \_\_\_\_\_

- The Complainant holds unregistered trademark rights in Hong Kong (if applicable). Please explain and provide the following relevant information, such as:

- *(i) Duration and nature of use of the mark in Hong Kong.*
- *(ii) Sales volume under the mark in Hong Kong.*
- *(iii) Nature and extent of advertising using the mark.*
- *(iv) the degree of public recognition of the mark in Hong Kong.*

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- **The trademark/service mark is identical or confusingly similar to the disputed domain name (please provide details):**

- \_\_\_\_\_
- \_\_\_\_\_

## 2. Respondent Has No Rights or Legitimate Interests:

Please explain and provide the following relevant information, such as:

- *The Complainant has not authorised the Respondent to use the domain name or any mark related to the trademark.*
- *The Respondent has not used, or made demonstrable preparations to use, the domain name or a corresponding name in connection with a bona fide offering of goods or services in Hong Kong.*
- *The Respondent is not commonly known by the domain name or a corresponding name in Hong Kong.*
- *The Respondent is not making a legitimate non-commercial or fair use of the domain name without intent to mislead consumers or tarnish the trademark.*

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## 3. Registration and Use in Bad Faith:

Please explain and provide the following relevant information, such as:

- *The Respondent registered the domain name primarily to sell, rent, or transfer the domain name registration to the Complainant or a competitor for valuable consideration exceeding its out-of-pocket costs directly related to the domain name.*
- *The Respondent registered the domain name to prevent the owner of the trademark from reflecting the mark in a corresponding domain name, and has engaged in a pattern of such conduct.*
- *The Respondent registered the domain name primarily to disrupt the business of the Complainant.*
- *The Respondent intentionally attempted to attract Internet users to its website for commercial gain by creating a likelihood of confusion with the Complainant's trademark regarding the source, sponsorship, affiliation, or endorsement of its website or products/services.*

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## E. Remedies Sought

Pursuant to Paragraph 4(i) of the Policy and Paragraph 15 of the Rules, the Complainant requests that the Arbitration Panel issue the following decision:

- ☐ Transfer the domain name to the Complainant; or
- ☐ Cancellation of the domain name.

## F. Arbitration Process

### 1. Panelist Selection:

- ☐ **Single-member Panel:** The Complainant elects to have the dispute decided by a single-member Arbitration Panel.
- ☐ **Three-member Panel:** The Complainant elects to have the dispute decided by a three-member Arbitration Panel.
  - If a three-member panel is selected, provide the names and contact details of three candidate Panelists (candidates must be from the AALCO-HKRAC list of Panelists):
    1. \_\_\_\_\_
    2. \_\_\_\_\_
    3. \_\_\_\_\_

### 2. Language:

- Pursuant to Paragraph 11 of the Rules, unless otherwise agreed by the Parties, the language of the arbitration proceedings shall be **English for English .hk domain names** and **Chinese for Chinese .hk domain names or .香港 domain names**, subject always to the authority of the Arbitration Panel to determine otherwise, having regard to all the circumstances of the arbitration proceedings.
- The Complainant proposes that the language of the arbitration proceedings be:
  - ☐ English
  - ☐ Chinesebased on the following reason(s):
  - \_\_\_\_\_
  - \_\_\_\_\_



## G. Confirmation of Service

- The Complainant confirms that a copy of **this Complaint** and **Complaint Transmittal Coversheet** has been sent to the Respondent.

☐ **Yes**

☐ **No**

- Attach documentary verification of service (e.g., email confirmation, postal receipt).

## H. Other Relevant Details

- Include any additional information relevant to the case, such as:
  - *Any previous communications with the Respondent.*
  - *Any attempts at settlement or resolution.*
  - *Any other legal proceedings related to the domain name.*

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## I. Additional Information

- **Supporting Evidence:**
  - Attach any additional documentary or other evidence supporting the Complaint, along with a schedule indexing such documents.
- **Submission Format:**
  - This Complaint should be submitted in electronic form to:
    - **AALCO Hong Kong Regional Arbitration Centre**
    - **Attention:** Case Administrator
    - **Email:** [case.manager@aalcohkrac.org](mailto:case.manager@aalcohkrac.org)

## J. Payment of Fees

- Enclose or transfer the appropriate fees in accordance with Paragraph 4(g) of the Policy.

- **General Fee Responsibility:**

- All fees charged by a Provider in connection with any dispute before an Arbitration Panel pursuant to this DNDRP shall be paid by the Complainant, except in cases where the Respondent elects to expand the Arbitration Panel from one to three Panelists as provided in Paragraph 5(b)(iv) of the Rules or in the Supplemental Rules. In such cases, all fees will be split evenly by the Respondent and the Complainant.
- Attention is also drawn to Paragraph 18(d) of the Rules, which provides for the possible charge for extra fees in exceptional circumstances, for example, if an in-person hearing is held.

- **Telegraphic Transfer Details:**

- If a fee payment is required, it should be made via telegraphic transfer to the following account:
  1. **Account Name:** AALCO Hong Kong Regional Arbitration Centre
  2. **Bank Code:** 012
  3. **Account Number:** 012-721-2-019854-4
  4. **Bank:** Bank of China (Hong Kong) Limited

- **Responsibility for Bank Charges:**

- All bank charges, transfer fees, or other amounts levied in connection with a payment made to the Centre shall be the responsibility of the Party making the payment.

## **K. Complainant's Declaration**

The Complainant hereby declares:

- The Complainant, by submitting the Complaint agrees to the settlement of the dispute, regarding the Domain Name which is the object of the Complaint by final and binding arbitration in Hong Kong in accordance with the Domain Name Dispute Resolution Policy for .hk and .香港 domain names, and Domain Name Dispute Resolution Policy for .hk and .香港 domain names Rules of Procedure and The AALCO-HKRAC .hk and .香港 Domain Name Dispute Resolution Policy Supplemental Rules.
- Complainant agrees that its claims and remedies concerning the registration of the Domain Name, the dispute, or the dispute's resolution shall be solely against the domain name holder and, except in cases of fraud, waives all such claims and remedies against (a) the AALCO-HKRAC and the arbitration Panelist(s) hearing the

dispute; (b) HKIRC or (c) the Registrar; as well as (d) the respective directors, officers, employees, and agents of the AALCO-HKRAC, HKIRC or the Registrar, as the case may be.

- The Complainant by submitting this Complaint agrees that the decision of the Arbitration Panel to be appointed in this matter may be made public and may be published on the website including without limitation other forms of publication of the HKIRC and/or the AALCO-HKRAC who shall appoint the Arbitration Panel in question.
- Complainant certifies that the information contained in this Complaint is to the best of Complainant's knowledge complete and accurate, that this Complaint is not being presented for any improper purpose, such as to harass, and that the assertions in this Complaint are warranted under the Rules and under applicable law, as it now exists or as it may be extended by a good-faith and reasonable argument.

**Signature of Complainant or Authorised Representative :**

Date: \_\_\_\_\_

### III. List of Attachments

1. **Attachment 1:** Copy of the trademark/service mark registration certificate.
2. **Attachment 2:** WHOIS information of the disputed domain name.
3. **Attachment 3:** Screenshot of the website associated with the disputed domain name (if applicable).
4. **Attachment 4:** Correspondence between the Complainant and Respondent (if any).
5. **Attachment 5:** Any additional evidence supporting the Complaint (e.g., marketing materials, media reports).
6. **Attachment 6:** Copies of **Domain Name Dispute Resolution Policy for .hk and .香港 domain names**.
7. **Attachment 7:** Schedule indexing all attached documents.