The location and the service hours for major service points of **Trade and Industry Department** are as follows:

**Trade and Industry Tower**  
Address : 1/F & 13/F – 18/F, Trade and Industry Tower, 3 Concorde Road, Kowloon City, Hong Kong  
Service Hours* : Monday to Friday 8:45 am - 12:30 pm & 1:30 pm - 5:45 pm

<table>
<thead>
<tr>
<th>Service Points and Floor</th>
<th>Services and Enquiry Numbers</th>
</tr>
</thead>
</table>
| Customer Service Centre of Hong Kong Service Supplier (HKSS) and Hong Kong Investor (HKI) Certification Section (16/F) | ● Application for Certificate of HKSS  
(Tel: 3403 6428)  
● Application for Certificate of HKI  
(Tel: 3403 6428)  
● Classification services for strategic commodities  
(Tel: 2398 5587)  
● Licensing services for strategic commodities  
(Tel: 2398 5575)  
● Import and export manifests  
Sea, Air and Land  
(Tel: 2398 5565)  
● Transhipment Cargo Exemption Scheme  
(Tel: 2398 5565)  
● Rough Diamonds  
(Tel: 2398 5557)  
● Licensing services for Ozone Depleting Substances  
(Tel: 2398 5560)  
● Dissemination of Information of Trade-related United Nations Sanctions  
(Tel: 2398 5560)  
● Trade and Industrial Organisation Support Fund  
(Tel: 2398 5128)  
● Textiles Trader Registration  
(Tel: 2398 5122)  
● Registration as Local Importers of Mainland Cereals and Grain Flour  
(Tel : 2398 5733)  
● Registration as Hong Kong Registered Wine Exporters  
(Tel: 3403 6426)  
● Powdered Formula Licensing  
(Tel: 3403 6220)  
● Licensing services relating to the Rice Control Scheme  
(Tel: 2398 5570)  
● Collection and Form Sales  
(Tel: 2398 5325)  |
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<tbody>
<tr>
<td>Support and Consultation Centre for SMEs (SUCCESS) (13/F)</td>
<td>• Free business information and consultation services for SMEs (Tel: 2398 5133)</td>
</tr>
<tr>
<td>SME Export Marketing Fund Service Counter (13/F)</td>
<td>• SME Export Marketing Fund (Tel: 2398 5127)</td>
</tr>
<tr>
<td>Information Counter (1/F)</td>
<td>• General Enquiries (Tel: 2398 5333)</td>
</tr>
</tbody>
</table>

Website: [http://www.tid.gov.hk](http://www.tid.gov.hk)
24-Hour Enquiry Hotline: 2392 2922
Email: enquiry@tid.gov.hk or 1823 Online Application Form

All telephone conversations on the enquiry hotlines of the Trade and Industry Department shall be recorded to ensure service quality. The recorded conversations will be kept for 90 days. Members of the public may request for conversations relevant to them recorded in 90 days on a CD, at a charge of $50 per CD.

* In accordance with the Government's five-day week arrangement, the normal service days of TID are Mondays to Fridays; Saturdays, Sundays and Public Holidays closed.

(May 2020)