**Commonly Asked Questions for Electronic Forms**

1. **What should I do if the contents of my enquiry or complaint exceed the word limit prescribed in the online form? (Note: the word limit is 2,000)**

You may prepare the contents of your enquiry or complaint in a file in one of the formats acceptable to the EOC (i.e. pdf, jpg, jpeg, png and gif formats), and upload the file in the place indicated in the online form as an attachment. (Note: Up to 3 attachments can be uploaded and the file size of each should not exceed 4 MB.)

2. **What should I do if weird characters appear on the downloaded page of the completed form?**

This may be due to the encoding scheme of your web browser.
To solve this issue, right click the mouse on the page with the strange symbols, choose "Encoding" and select the code Unicode (UTF-8) as in the illustration below. The normal characters should appear.
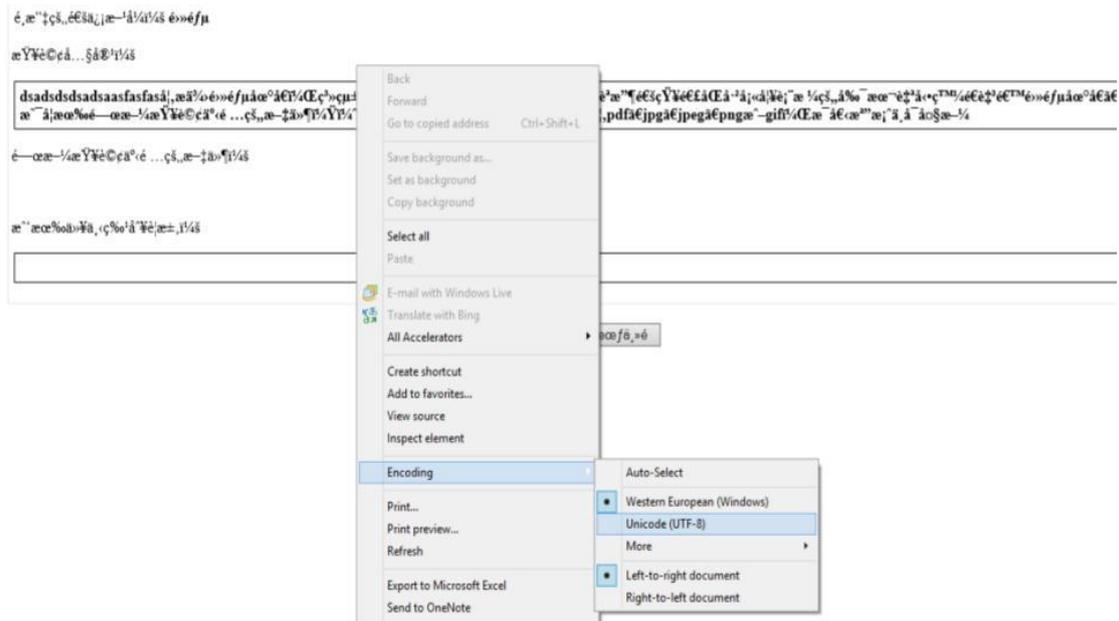
For reference, the issue happens when your computer is running Microsoft Internet Explorer. The issue is less likely to occur when opening a website in other web browsers such as Microsoft Edge, Google Chrome, Safari, Mozilla Firefox and Opera.

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3.   How would I know that the form has been successfully transmitted?

On successful transmission of your completed form, a screen will immediately pop up with the message saying that the form has been successfully submitted. If you also provide an email contact, an acknowledgement will be sent to the email address soon after the form is successfully transmitted.

Furthermore, you will be contacted by an EOC officer within seven (7) working days after you submit a complaint form, or fourteen (14) working days after you submit an enquiry form.

4.   After I complete the Content field in the form, the page continues to load and I cannot proceed. What should I do?

Please wait for a few minutes as there may be internet connection problems.

Another possible reason is that it may take time to load the reCAPTCHA code which is a website protection set-up for the page. When reCAPTCHA code appears, just click the checkbox to continue.

5.   Once I click the reCAPTCHA code "I'm not a robot" on the webpage, there is a pop up error: "Cannot contact reCAPTCHA. Check your connection and try again." What should I do?

Please wait for a few minutes. The reCAPTCHA code should reload again on the page for you to check in a short while.

6.   I have not received any acknowledgement email after submitting the on-line form though I have provided my email address. What should I do?

The EOC's acknowledgement may be filtered by your email service provider as a spam email and stored in the spam or junk mail folder.

7.   What should I do if I have questions or encounter problems in completing the form?
Please call the EOC hotline at 2511 8211 for assistance.

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