



Brønnøysundregistrene

The Brønnøysund Register Centre

# Annual Report 2007



• **20** • • •  
years

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# What happened in 2007

**1 January**

The Department for National e-Administration and Infrastructure is up and running

**11 January**

Coordinated register notification launched in Altinn

**12 January**

The Brønnøysund Register Centre runs payroll operations from its own payroll system

**1 April**

The Register of Mortgaged Moveable Property moves to Storgata

**15 June**

Stortinget (Parliament) passes bill to establish the Register of Voluntary Organisations

**28 June**

The Brønnøysund Register Centre has launched two new services for My Page: Checking of encumbrances in the Register of Mortgaged Moveable Property and registration in the Central Marketing Exclusion Register

The Department for National e-Administration and Infrastructure moves to Havnegata

**17 August**

Massive recruitment campaign: 24 positions announced

**13 September**

Launch of the Bachelor's degree studies programme of Informatics

**15 October**

New Altinn version launched

**18 November**

Tenth anniversary for the Register of the Reporting Obligations of Enterprises

## Twenty years of growth and development

Twenty years of continuous growth and development to the benefit of Norwegian business enterprises and public administration!

I think we can comfortably boast of our accomplishments and say that this is how I could sum up the two first decades of the Brønnøysund Register Centre.





Erik Fossum

When the registers were established as an independent agency under the Ministry of Justice and the Police on 1 January 1988, we were responsible for four registers and less than 100 employees. Today our case portfolio comprises 18 national registers, administration of the Altinn internet services and a broad national and international cooperative network. We have close to 500 employees who have substantial competence in ICT, electronic communication, law and register administration.

All Norwegian businesses and most of the public sector use our services. We follow up legal matters and maintain an overview of Norwegian business and industry. We play a key role in the development of electronic administration in Norway, and we help to simplify and reduce the reporting obligations of business enterprises and public agencies. Since we were placed under the Department of Trade and Industry in 2001, our responsibility for satisfying the aims of the Government's policies for business and industry has increased.

We have not, fortunately, reached our final destination. Having just passed our teens, we have much to look forward to. We

have many challenges to solve and we are constantly being assigned the responsibility for new registers and duties while we also work on improving and developing the services we are already responsible for delivering. Living up to our vision of being a world leader in our fields of expertise is demanding. With motivated and dedicated employees, good relations to our superior authorities and an innovative cooperative network we look to the future with optimism.

We were extremely active in 2007, as we have been year after year. Our strategies and programmes for developing complete electronic solutions are the impetus for many projects and much of what we do. Nonetheless, our primary job – keeping on top of all document processing and services – has the highest priority.

Developing the next generation of Altinn solutions requires a heavy uses of resources. Backed by the right political decisions we feel we are developing in the right direction. We have, for instance, put management of the newly established Department for National e-Administration and Infrastructure in place. We intend to be well equipped to administer new versions of

Altinn and to follow up the 21 partners that have so far joined the cooperation, and are prepared for all the new obligations and duties that will come our way.

Last year we launched the coordinated register notification and a separate Altinn site for bankrupt estates. We established services with the Register of Mortgaged Moveable Property and the Central Marketing Exclusion Register on My Page. We started our own payroll services for the registers, and we were a prime mover in establishing a special ICT Bachelor's degree studies programme in Brønnøysund.

We also initiated the development of a new Register of Voluntary Organisations, which will simplify the interaction between NGOs and the public authorities. We dealt with 55 million internet queries, 1.8 million "cases" and 500 000 telephone calls.

This annual report will tell you more about all this and provide comprehensive statistics on the status in the Norwegian business world.

Happy reading!  
Erik Fossum

## The Brønnøysund Register Centre celebrates its twentieth anniversary – congratulations!

The goal for the Government's policy for business and industry is to have the greatest possible total value creation in the Norwegian economy. This is an essential goal for the Government because value creation is the basis of welfare. A proactive policy for business and industry therefore strengthens the interests of the business world and society in general. The relation between society's ability to create and to share is the core of this Government's policy.

An important aspect of our policy for business and industry is to facilitate for value creation through simple and inexpensive rules that are adapted to the needs and requirements of the business world. It is therefore a goal of this Government to reduce the administrative costs businesses incur from their reporting obligations to the public authorities so that they spend less time on administration and more time on innovation and value creation. The Brønnøysund Register Centre has a prominent role in the endeavour to simplify the day-to-day operation of companies. Developing good and user friendly electronic public services in conjunction with the business community and its organisations is an important contribution to this end.

The Brønnøysund Register Centre is a significant initiator of and contributor to the simplification and coordination of this work. The electronic reporting service Altinn is now heading into its fifth year of operation. Altinn has enjoyed great success, and is on its way to becoming the most important contact point between business enterprises and the public authorities. Altinn aims to be the gateway to the public authorities for business enterprises, and the



Dag Terje Andersen (Photo: Scanpix)

work to develop new services and solutions will continue with unabated enthusiasm.

The importance of the Brønnøysund Register Centre has grown as the information society has developed. Society continues to increase its demands on the type of information it wants and on the quality of this information. The Brønnøysund Register Centre has managed

to provide proper and reliable solutions so that its users have trust and confidence in it. Today the registers are responsible for a number of national inspection and registration schemes. These contain a great amount of information, contributing to financial security and efficiency for

Norwegian citizens, business enterprises and the public authorities.

I would like to applaud the Brønnøysund

Register Centre for the way it has dealt with and implemented new and old duties while maintaining the high quality of the registers. In 2008, the Brønnøysund Register Centre celebrates its twentieth anniversary, after two decades as a world-class register owner. Over this time the Brønnøysund Register Centre has developed from a relatively minor agency with less than 100 employees into a hugely important centre of expertise with almost 500 employees. I am confident that the Brønnøysund Register Centre will continue its excellent work in the future. So, happy twentieth anniversary!

*Dag J. Fuld*



## The story behind the Brønnøysund Register Centre

On 1 January 1981 the Register of Mortgaged Moveable Property was formally opened. This register (the national register for encumbrances on moveable property) was established after the Mortgage Act came into force and thus legally regulated entitlements and encumbrances on moveable property.

The register was established by the Norwegian Parliament, which decided to locate the new register in Brønnøysund in accordance with its commitment to regional development.

In 1981, the Register of Marriage Settlements and the Register of Company Accounts were also opened. Initially the registers were part of what were then the responsibilities of the Brønnøy municipal court chief judge, and in 1980 14 new positions were assigned to

this authority in addition to the original five employees in the chief judge's office. The number of employees grew gradually, keeping pace with the increasing duties as more and more clients started to use the new register services.

In march 1983 the National Fee Collection Office was opened to deal with the registration and invoicing of vouchers as the basis for accounting and collecting enforcement fees for the state authorities.



## 20 years as a register authority

**1988** The Register of Business Enterprises was established, and the Brønnøysund Register Centre was established as a separate authority under the Ministry of Justice and the Police.

From being the responsibility of a few staff members at the office of the chief local judge registering moveable property, the registration activities had become so comprehensive, particularly due to the new Register of Business Enterprises, that it was a natural development to establish a separate agency.

The Register of Business Enterprises is responsible for registering Norwegian and foreign enterprises in Norway. The register helps to ensure the due course of law, provides a financial overview and is an important source for those who need correct and detailed information about Norwegian business and industry. Since 1 January 1988, all business enterprises, whether with limited or unlimited liability, have been under the obligation to register in the Register of Business Enterprises. This also applies to sole proprietorships trading in purchased goods or which have more than five employees whose primary occupation is in the business in question.

**1991** The Disqualified Directors Register is established to register disqualifications

from business activities following a bankruptcy court order.

**1993** The Register of Private Debt Amnesty (1 January) and the Register of Bankruptcies (in September) are opened.

**1995** A giant step on the way to a simpler Norway was taken with the establishment of the Central Coordinating Register for Legal Entities in March 1995. The Central Coordinating Register for Legal Entities coordinates information about business enterprises that is found in seven other public registers. Using this, business operators and legal persons only need to deal with the one register to satisfy their obligations and find information.

In the same year, the Register of Business Enterprises was given responsibility for the Norwegian section of EMAS – Eco Management and Audit Scheme – which is a voluntary scheme for environmental registrations in the EU. Norwegian companies may participate through the EEA scheme.

**1997** The Register of the Reporting Obligations of Enterprises was established to keep track of the reporting obligations to public authorities of business enterprises and to find opportunities for coordination and simplification



# 20th anniversary

In the following years a number of new minor registers were established. These included:

**1999** The Norwegian Register of Hunters. The EBR (European Business Register) was established, with the Brønnøysund Register Centre a key actor.

**2001** The Central Marketing Exclusion Register, the Employment and Labour Register, and the Lottery Register were established. The Brønnøysund Register Centre was transferred from the Ministry of Justice and the Police to the Ministry of Trade and Industry.

**2002** The Register of Political Parties was established. This was also the first official year of operation for the electronic accounts database in Brønnøysund, making it possible to submit electronic annual accounts. Internet-based registration was pilot tested in the autumn of 2002 and came into regular operation in the spring of 2003.

**2003** Altinn was officially opened in December. The services offered by Altinn are important in the endeavour to modernise Norwegian public administration.

**2004** The Voluntary Register of Complementary Practitioners was established.

**2006** The Aquaculture Register was established.

## Organisational development

At the same time that the Central Coordinating Register for Legal Entities was established, a major organisational change was carried out at the Brønnøysund Register Centre. The Central Coordinating Register for Legal Entities was a new cornerstone for our activities, as until then we had primarily had provided business enterprises with registration, official registration and information services. The new primary task for the Central Coordinating Register for Legal Entities was to coordinate and simplify the registration functions of public administration.

## We have become many

At the opening of the Register of Mortgaged Moveable Property on 1 January 1981 the local judge's office had around 15 employees dealing with registration. When the Brønnøysund Register Centre was established as an agency in 1988, with the Register of Business Enterprises in place, we had less than 100 employees, but this number was growing rapidly.

In 1991, we had around 189 permanent positions, and as we made our way into the new millennium our work force totalled 335

full-time equivalents. At the end of 2007, this number had grown to 480 full-time equivalents. We have been the second largest employer in the Sør-Helgeland district for quite some time now, with only Brønnøy local authority ahead of us.

When you think about how fast we have grown, it is no surprise that we have gone through several phases of restructuring and change, so that at all times we have an organisation fit to deal with all the new duties and assignments we are given.

One positive side effect of the many, and in part, new duties we are assigned is that we have developed leading competence in many fields, not least law, ICT and communication. As we start our anniversary year, the Brønnøysund Register Centre is one of the most concentrated centres of expertise in these fields north of Trondheim.

## International leader

The Brønnøysund Register Centre lives up to its vision of being a world leader in its fields to the benefit of Norwegian business enterprises and public administration. Since

the middle of the 1990s the Brønnøysund Register Centre has increasingly staked out a place among the world leaders in registration expertise. Delegations from many countries visit us to learn from how we do things. In 2007, our visitors included a delegation from the Chinese National Administration for Code Allocation to Organisations (NACAO), corresponding to our own Central Coordinating Register for Legal Entities.

Our aim is to strengthen and develop our expertise through specific cooperation, development and assistance projects in other countries. We participate in developing multi-lateral services and promoting electronic cooperation across national boundaries.

The Brønnøysund Register Centre also plays a prominent role in international register organisations and networks such as the European Business Register and the European Commerce Register Forum. We are also an important participant in such international projects as "Business Register Interoperability Throughout Europe" (BRITE), a three-year project funded by the EU.

## 2200 telephone calls a day

“It’s about a company registration that’s been returned because some information is lacking, but the recipient has not received it.”

The male voice on the line speaks in the cadences typical of the Trøndelag area of Norway. It is eleven o’clock on a Tuesday morning, and Mona Ebbesen is preparing for an hour of duty answering the Information Telephone. The Brønnøysund Register Centre’s call centre answers 2200 telephone inquiries every day, more than half a million in the course of a year.

“Good morning, Mona Ebbesen speaking.”

She has just put on her headset and answers one of the waiting calls.

“Could you please check the address you have registered for us?” “The letter hasn’t arrived”, the caller continues.

Mona looks up the address, and tells the customer which address is registered. Not surprisingly, the address is correct, but a slightly worried businessman is still not put at ease. It is urgent to correct the error in the notification he has submitted, but

the answer he has received is only “refused registration”

“Could you please fax it to me instead?”

“Certainly, I’ll have the Register of Business Enterprises do that,” Mona replies.

“Thank you very much! Have a nice day!” a satisfied customer chirps back.

**+47 75 00 75 00 – +47 75 00 60 00**

The Brønnøysund Register Centre Information Telephone is our face, or perhaps we should say our voice to the world. Now this service has two divisions, the Information Telephone +47 75 00 75 00 and Altinn User Service +47 75 00 60 00. Typical services include information on business enterprises, persons and registration numbers, and ordering printouts, certificates and guidelines. Our employees work shifts so that at any point in time around 14 operators are ready to answer calls. We use a powerful planning tool where experience and statistics are important inputs to increase or reduce the number of telephone operators



on watch to keep pace with the traffic. Three to six weeks of training is obligatory for our Service telephone and Altinn User Service operators. Before starting in this job our operators must pass an exam with both a theoretical and a practical section, and once they have commenced working, they receive regular follow-up to ensure that they are updated at all times.

Weekly meetings are arranged with one purpose in mind: Making the service even better. There is much our telephone operators have to know, not least where to find the information our customers request. They also have comprehensive online manuals they can consult to help customers. A special training team at the Information Department prepares customised plans for training and follow-up of each telephone



operator. To enhance the Brønnøysund Register Centre telephone services further, a forum has been established across the departments. Our telephone operators on average receive 2200 telephone calls a day, with an average waiting time of 30 seconds before answering.

Mona has a new voice on the line. This time it's about filling in a form for a foreign company

wishing to establish in Norway. The customer is forwarded to the duty operator at the Central Coordinating Register for Legal Entities for additional assistance and guidance. The next caller is forwarded to the Register of Mortgaged Moveable Property. This customer is inquiring about an official registration that he wants withdrawn. The Brønnøysund Register Centre telephone operators are well trained and prepared to answer most questions. However, there is a clear border for the level of answer the first-line operators can give before forwarding a call to the cutting edge competence at each register. The primary concern is that all customers receive the same level of service.

#### Assistance with e-registration

Mona has received another call, this time from the office of an accounting firm somewhere in Norway, and the caller sounds a little frantic:



*"I've received a notification from Altinn, the coordinated register notification is ready for registration, but I'm unable to send it!"*

Mona easily guides the customer through the mysteries of electronics to the last key press but one.

*"So now I have to press the button and send it, and that's all? Now it says 'Form sent'! So nice to talk to somebody who knows what's going on! Thank you so much, this was great!"* the customer says with a sigh of relief.

New call:

*– Can you tell me which companies a particular person is involved in?*

*– Sorry, no, this is information that has to be ordered.*

Another call:

*– I'm calling to find out whether it's possible to have immediate processing of a new auditor for our company. We submitted our accounts late, or rather Norway Post has lost our accounts so that we have to do everything all over again. Could you please allow us to register a new auditor so that we can submit the accounts, or we will be fined*

*NOK 2000. And wouldn't you know it, our current auditor is just now unreachable at his mountain lodge, so we're between a rock and a hard place here."*

Mona tells the man that his case can be registered for urgent processing if he sends a fax requesting this. The customer then thanks her for her assistance and says goodbye. The next call is from an experienced Brønnøysund Register Centre user, an auditing company needing certain types of information about a customer. The woman calling has her customer number and the organisation number ready, and inquires whether the information can be faxed.

*"You can also have it by e-mail,"* says Mona. *"Oh, lovely, I'd certainly like that,"* says the customer thanking her.

Mona Ebbesen's hour of duty is over, with nary an unhappy customer. Rather the opposite: each caller has thanked her happily for her assistance. Happenstance? We think not! Our statistics show that in all of 2007 the information telephone had only four complaints.

## “Lots of work required, but very exciting”

In September 2007, twenty Brønnøysund Register Centre employees started the new ICT studies programme that has been established in Brønnøysund. Liz Lakselv and Luis Mancilla Ponce are two of the new students.

Last autumn, Torgar Studies Centre, owned and operated by Torgar Næringshage AS, started decentralised informatics studies leading to a Bachelor's degree. Twenty of the 37 students are employed by the Brønnøysund Register Centre.

Liz Lakselv and Luis Mancilla Ponce are two of the students. They find that the studies programme requires a lot of hard work but is very exciting. They are aiming for the bachelor's degree, but before that has been accomplished they have four and a half years of densely packed studies ahead of them. There is a great deal to learn in a brief time span. The decentralised students in Brønnøysund, with families and jobs to take care of, are working in parallel with the full-time students in Bodø. The Bachelor's degree programme is based on modules. In the course of a semester they have to attend a number of weekend seminars in Brønnøysund with lectures from Bodø University College.

The Brønnøysund informatics students will have no problems filling their time in the coming years, what with group work, weekend seminars and reading their literature, most of which is in English.

*“The studies centre is used constantly, day and evening. It's really good that we have a place where we can meet,”* Luis says.

He had already applied for college studies in Trondheim and Bodø when the decentralised programme in Brønnøysund was launched.

*“I have been working a lot on projects, and need a foot in the door when it comes to ICT,”* Luis continues.

Liz had no prior experience with higher education beyond upper secondary school. She had applied for a college course in Bodø, but changed her plans when the informatics study was offered locally.



Luis Mancilla Ponce and  
Liz Lakselv

*"This has given me a unique opportunity," she says.*

Both Liz and Luis praise the agreement the Brønnøysund Register Centre has made with its employees participating in this study.

*"For example, all expenses are covered. The Brønnøysund Register Centre has really made it easy for us to focus on our studies and complete them," they say.*

The first study module will be completed in the spring of 2008 and is thought of as a real hurdle. On starting the second module each student may work on a case relating to the company they work for, moving the studies in a more practical direction.

#### **Career opportunities**

*"What do you think this studies programme will mean for your future job and career?"*

*"I'm going to apply for a job in the IT department, or perhaps it will connect me from my present place of work, the Register of Mortgaged Moveable Property, to the IT department," says Luis.*

*"Needless to say, I aim to work with what I learn from my studies. It would be nice to be able to use this in project work and project management. Of course we should not forget that education gives better pay," adds Liz.*

*"Would you recommend decentralised education to others?"*

*"Certainly, but you have to be ready to work hard, and you'll have to forget about everything else for quite a long time. The informatics study is very interesting, and you really don't need a lot of computer skills before you start," Luis says, and Liz nods agreement.*

*"I started absolutely from scratch when it comes to computer skills," she adds.*

*"What is most important if you are to embark on such a study?"*

*"Motivation, and that you and your classmates can help motivate each other. When you see that others are working hard, it inspires your own efforts," these students say, greatly encouraging other Brønnøysund Register Centre employees to start decentralised college studies if and when the opportunity arises.*

#### **Important for the Brønnøysund Register Centre**

*"For the Brønnøysund Register Centre, the commitment and dedication seen in the establishment and implementation of the ICT studies programme was an important strategic move," says Ann-Christine Nybacka, Department Director.*

*"We have one of the largest concentrated IT communities in this region, with important functions to be filled, while we also find it*

*difficult to recruit the employees with the ICT training we need."*

Nybacka also emphasises that a studies programme such as this is important in general for the Brønnøysund area.

*"It is nice that we have other interesting workplaces locally, both for those already living here and for people considering moving here."*

## **New centre of studies**

In 2007 Brønnøysund established its own centre of studies – Torgar Næringsshage AS. With its central location in Brønnøysund, Torgar Studies Centre represents a quantum leap for higher education in the Sør-Helgeland district, and aims to tempt potential students to take decentralised education in Brønnøysund. What is more, it is also finding growing interest in arranging short courses for business enterprises. The ICT studies programme, promoted by the Brønnøysund Register Centre, was their first major endeavour. "Guidance and communication" is another studies programme now being offered, a single-module study in conjunction with the Norwegian University of Science and Technology. Ten of the students currently taking this are employed by the Brønnøysund Register Centre.



## Has officially registered liens and encumbrances amounting to billions of kroner

After it was established in 1981, the Register of Mortgaged Moveable Property has officially registered liens and encumbrances amounting to billions of kroner.



After it was established in 1981, the Register of Mortgaged Moveable Property has officially registered liens and encumbrances amounting to billions of kroner.

The Register of Mortgaged Moveable Property was the first public register that was located in Brønnøysund. After a somewhat modest beginning, today mortgages, liens and encumbrances amounting to NOK 3.25 billion are officially registered.

### Large amounts

These are amazing numbers. In comparison, the Government Pension Fund, more often called the oil fund, has a market value of just over NOK 2 billion. The estimated income in the state budget for 2008 is just over NOK 1 billion.

Of the NOK 3.25 billion which has been officially registered as mortgages or liens, 2.8 billion are for inventories, factoring agreements and operating equipment. (Factoring is financing via a company's receivables, i.e. invoices issued to customers buying on credit.) These categories constitute almost a third of the official registrations with value estimations, but also correspond to the bulk of the total values officially registered.

In 2007 alone, official registrations made in the Register of Mortgaged Moveable Property

amounted to NOK 1.1 billion – that is to say many, many millions.

Factoring, operating equipment and inventories continue to make up the largest values officially registered. These three categories together amounted to around 90 per cent of the officially registered value, but only came to 13 per cent of the number of official registrations in 2007. Sales liens in motor vehicles comprised 76 per cent of the official registrations, but only amounted to 2.3 per cent of the total value of the official registrations in 2007.

### Important instrument

The Register of Mortgaged Moveable Property is an important instrument for Norwegian companies when it comes to liberating capital. An officially registered mortgage document gives the lender legal protection against other creditors for the money she or he lends a company.

The Register of Mortgaged Moveable Property makes official registrations of mortgages and liens or other encumbrances quickly and reliably. This means that Norwegian business enterprises can obtain loans for new investments secured with existing value more easily than in most other countries. The high figures from the Register of Mortgaged Moveable Property



show that the ability to register moveable property satisfies a great need in the business community, where companies that officially register mortgages or liens in movable property will have great opportunities to obtain funding for development and investment.

#### Official registration register

The Register of Mortgaged Moveable Property is a register for official registration for rights and mortgages or liens against moveable property. An official registration means that the right, the mortgage or lien is registered as an encumbrance against the person or enterprise the secured claim identifies. An official registration gives legal protection against creditors.

Most people will be familiar with the Register of Mortgaged Moveable Property as a source of information in connection with security interests in used cars and other vehicles. Many have avoided being saddled with the seller's debts when buying a vehicle by contacting the Register of Mortgaged Moveable Property first.

Official registrations are public. This means that anyone can obtain information about the encumbrances and rights that are registered in the Register of Mortgaged Moveable Property. Combined with information from the Register of Business Enterprises and the Register of Company Accounts, an excerpt from a registered security interest from the Register of Mortgaged Moveable Property may, for example, give a good picture of a potential customer or business partner.

## The Register of Voluntary Organisations is under development

On 15 June 2007, the Norwegian Parliament adopted the Government's proposal to establish a separate register for NGOs. The Register of Voluntary Organisations will improve and simplify interaction between voluntary organisations and the public authorities. It will also ensure that systematic information is available which can both strengthen the legitimacy of the organisation in question and provide general knowledge about the voluntary sector. This will aid the public authorities in making policies for the voluntary sector and also give a better basis for research.

The Brønnøysund Register Centre is responsible for developing and managing the register. Development is in full swing and the voluntary sector is participating in the planning. Registration in the Register of Voluntary Organisations will be voluntary for the organisations. According to the schedule, the register will be in operation on 1 January 2009.

## Touring Norway with electronic registration

In 2007, the Brønnøysund Register Centre Course Centre toured Norway to stimulate the use of electronic registration using the coordinated registration notification in Altinn. The target group was primarily auditors, accountants and employees in accounting and lawyers' offices. These seminars have instructed the target groups in registering a company through Altinn, and they have gained insight into the benefits of submitting information electronically. The tour started in Oslo on 17 April 2007, and public interest was so great that an extra seminar was arranged.

Feedback from participants tells us that the course is useful and focused, and that it has helped users save time. The tour continued from Oslo to Stavanger, Bergen, Trondheim, Tromsø and Bodø. The last course in electronic registration so far was arranged in Brønnøysund.

And not only that: The Course Centre also arranged courses for members of the Norwegian Association of Authorised Accountants on using Altinn and electronic registration. These courses were arranged in Oslo, Lillehammer, Kristiansand, Stavanger, Bergen, Ålesund, Trondheim, Bodø and Tromsø.

## Cooperative societies – a new organisation form

On 1 January 2008, the new Cooperative Societies Act came into force. This gave Norwegian business enterprises and the Brønnøysund Register Centre a new organisation form to deal with, the cooperative society.

One of our in-house projects completed in 2007 aimed to prepare us to deal with cooperative societies. We feel that we are entering the new year well prepared to register and provide services to cooperative societies.

The Cooperative Societies Act clarifies the legal status of cooperative societies and opens for increased use of this organisation form, while also preserving the characteristics of traditional cooperative societies. Many established financial associations and cooperative societies, such as road associations, garage associations and other enterprises with limited liability will come under the new act. Those founded before 1 January 2008 will have a five-year transition period, so they will have to comply with the Cooperative Societies Act by 1 January 2013, but of course can do this before then. Those founded after 1 January 2008 must be registered as cooperative societies.

# Help with rules and complete form catalogue

In the middle of October 2007, the Brønnøysund Register Centre proudly noted that we had complied with important requirements in the Government's action plan for electronic services for business enterprises.

Version 5.1 of Altinn, with a new information portal, offered several exciting new features when it was launched on 15 October 2007, including:

- Enhanced integration between services and information by means of a new navigation structure
- The already established website called "Spør OSS ("Ask Us")" was moved to Altinn under the tab "Help with rules"
- A new forms catalogue, available both before and after logging on, with around 700 forms
- Topic Maps that bind forms and rules together by topic, form owner and so on
- Search engine in the information portal with grouping of search hits

- Multi-language structure in both the information portal and the service portal
- Alphabetic index
- New visual profile and new logo

## Integrated communication portal

The original Altinn solution required logging on to gain access to the form catalogue, "My work list", the archive, the box for messages received and so on. When logged on, it was in practice necessary to log off to go back to the information pages.

"The new information portal makes the Altinn services much easier to see and understand at a glance, and work lists, the archive, the message-received box and the administration section are accessible in the

menu before logging on. If you select "My profile" in the menu without being logged on, you will be sent to the log-on screen and then taken to the correct screen. After logging on, you can navigate freely between services and information," says the project manager for the new information portal, Jørgen Ferkingstad.

## Form catalogue with 700 forms

The new Altinn version has moved the forms catalogue from the forms portal (the web application) to the information portal, which has several benefits. First, the forms catalogue is now available without users needing to log on. Second, the owner of the form or Altinn central administration can make changes in the forms catalogue in a simpler and quicker way.

In addition to all the Altinn forms, the new forms catalogue also includes links to several hundred forms that are only accessible in pdf or word formats on the agencies' websites. Information on these forms has been imported directly from the database of the Register of the Reporting Obligations of Enterprises. Information about the name of the form and its owner, the purpose of the form, who must submit it, the frequency



and the legal authority was imported. The only thing that was necessary to add manually was a link to the forms on the agencies' websites.

## Help with rules

One of the great new features of the new information portal was the inclusion of adapted information about the rules that have to be complied with when founding and operating a business enterprise. This was accomplished by including the established rules portal "Ask Us" in Altinn. Altinn and "Ask US" listened to the advice given in the report "Næringsrett på Internett" (Business law on the Internet"), which was prepared by Forvaltningsinfo AS on assignment from the Ministry of Trade and Industry.





information about the VAT rules with all the forms connected to reporting VAT. When a visitor is on a form page, links to relevant rules will automatically pop up in the right-hand margin. The topic map also generates special topic sites found in the alphabetical index or by searching.

“We generally used the ontology of the topic maps from what we found in the categorisation activities that for years have been undertaken at the Register of the Reporting Obligations of Enterprises.

“The five ‘Ask Us’ agencies continue to be responsible for updating and quality assuring the information, and thus ‘Ask Us’ may be considered as tenants in the information portal. Altinn intends to expand the selection of rules information in the future,” says Svein Strand, deputy project manager.

### Topic maps and searching

To satisfy the goals for the new info portal it was necessary to replace the old content management system. A new search engine was also put in place as well as a topic map module. From the start of the project it had been decided that the new information portal would be based on topic maps. The aim was to bind together information that naturally belongs together, for example

There the forms are categorised by purpose, and forms triggered by events are also categorised by the event that triggers the reporting obligation. An example of this is ‘accident’, which we could put straight into the topic map,” says Ferkingstad.

In the new forms catalogue users can find both Altinn forms and forms that only exist as downloadable pdf or word files on agency websites. Altinn forms are highlighted by a direct-link icon (or an attachment icon [a paper clip]) for attachment forms.



## From the Government’s action plan “Electronic services for business enterprises”:

- All relevant services directed at business and industry shall be made available in the Altinn portal by the end of 2008. The services will be presented in such a way that users will not need to know how the public sector is organized in order to be able to find and use the services.
- Relevant information for business and industry will be made available via the Altinn portal in a structured, coordinated and user-friendly manner.
- The Altinn portal will as far as possible enable simple access to additional services naturally associated with the electronic services.
- Altinn is to be further developed to become: a common portal providing business and industry with access to all the electronic services of the public authorities (central government and municipal authorities), regardless of where the services are produced.
- Altinn will make public information available in a clear and comprehensible manner. General information will be made directly available in Altinn. Other information will be reached by means of links to other information pages. Altinn will be provided with better search functions in order to make it easier for users to find their way. More information will be made available to users both before and after logging on. Furthermore, information and forms in the same professional area will be more closely integrated.

# The key to world-leading electronic public administration

The work on establishing the next generation Altinn solution (Altinn II) is forging ahead. In 2007, many important steps were taken toward the Altinn of the future.

Bids for new contracts for operation, application management and development of Altinn were announced in January 2007, as existing contracts were coming to an end.

## Comprehensive project

“Altinn II” is a comprehensive project. In addition to the heavy participation of the Brønnøysund Register Centre, representatives from central ministries are involved, as well as agencies in the Altinn cooperation, external quality assurance experts and representatives of vital user groups. The decision to initiate the project was made in 2005, and it will be completed in 2010.

## Competitive dialogue

The project is one of the first in Norway to use a new type of competition – the competitive dialogue. This opens for cooperation between the customer and the bidders to specify the requirements for the new solution.

“By using the competence of both parties, we have unique opportunities to arrive at the optimal solution, and not least the bidders get real insight into what is expected of them. This gives even new suppliers great opportunities to acquire the necessary expertise to offer good solutions in accordance with the customer’s needs,” says Edvard Pedersen, project manager for Altinn II.

## Postponement and new launch

In October the decision was reached to postpone the acquisition process for the new Altinn solution by three months. This decision was made because the Ministry of Trade and Industry and the Ministry of Finance, as well as the central participating agencies in the Altinn cooperation and other departments, found that more work was needed on quality assurance and the determination of where various elements belonged to resolve the framework for the

long-term focus on Altinn. After the quality assurance process was completed, it was decided that the acquisition of a new Altinn solution would proceed as planned.

“This is a vital common effort to establish electronic administration in Norway. The focus on Altinn has been strengthened because it is anchored both with the public authorities and on the ministerial level,” says Erik Fossum, head of the Altinn control group and Director General of the Brønnøysund Register Centre.

Due to this postponement, contract signing has been put off until the summer of 2008. The agreements to be entered into will have durations of from three to six years. The first version of the new Altinn solution is expected to be ready in the autumn of 2009.

## Important milestones in the future work

- Announcing the final tender invitation to pre-qualified bidders in February 2008
- Selection of supplier(s) will be made in June 2008
- The first version of the next generation Altinn will be put into operation during the autumn of 2009

- The second version of the next generation Altinn will be put into operation during the autumn of 2010
- The Altinn II project will be completed towards the end of 2010

## Ambitious goals for the next generation of Altinn

- Altinn shall be developed into a cooperative platform for all public authorities, enterprises and local authorities in their dialogues with enterprises in the public and private sector
- All electronic services for business enterprises shall be made available in the Altinn portal
- Altinn can be used for the production of services for private individuals while they are presented by, for example, My Page
- The Altinn solution shall also enable interaction across agency boundaries in the public sector

# Two million Altinn users

Both the amount of transactions and the number of unique users of Altinn continued to rise in 2007. When it comes to new Altinn agencies and forms, it is possible that some agencies are waiting for the arrival of the next generation Altinn.

Even if Altinn's central administration is in dialogue with several potential Altinn agencies, only NAV (the Norwegian Labour and Welfare Administration) and DSB (the Directorate for Civil Protection and Emergency Planning) signed cooperation agreements as new Altinn agencies during 2007. These are two very important agencies for the Altinn users. As the Product Register is becoming part of the Norwegian Pollution Control Authority in January, a total of 20 agencies participated in the Altinn cooperation at the start of 2008 compared to 19 the year before.

"Our impression is that some agencies have been biding their time waiting for Altinn II. We hope that more agencies will join in 2008, perhaps also some local authorities. The earlier they join, the earlier they can have impact on the development of Altinn," says Henning Andersson, head of Altinn central administration.

## New Altinn forms and link services

The number of Altinn forms increased by 17, eleven main forms and six sub-forms, to rise from 134 to 151 forms last year. There were also six so-called link services, which means that after logging on the user will be forwarded to the relevant agency's own electronic reporting solution, which may contain a number of the agency's forms. Such link services provided access to forms from the Norwegian Food Safety Authority, SLF (the Norwegian Agricultural Authority) and NVE (the Norwegian Water Resources and Energy Directorate).

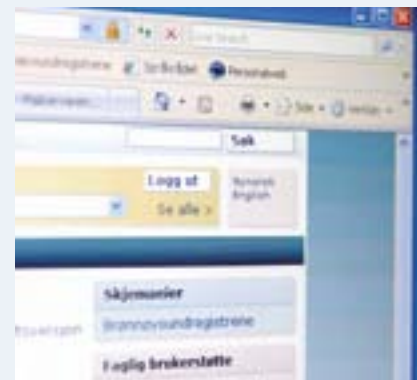
"We appreciate all the new services that join Altinn. However, it should be mentioned that forms connected to Altinn's log-on solution as link services are not included in the user's forms archive, nor can they benefit from Altinn's interface for system integration," Andersson points out.

The number of notification services from agencies to end users increased from seven in 2006 to 11 in 2007. The number of transactions to end users was quadrupled, coming to more than 850 000.

## Other new services

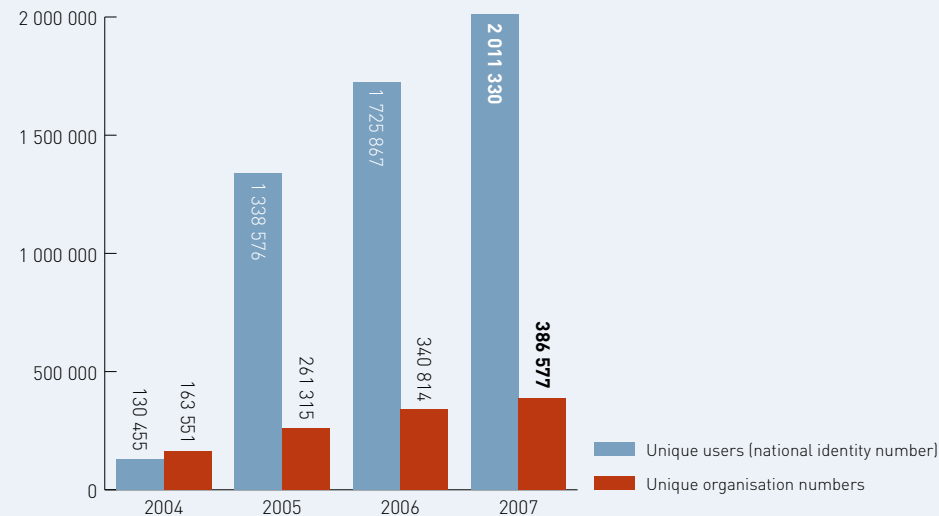
Other new services added to Altinn in 2007 included invoice information and VAT accounts for enterprises. These services were both ordered and paid for by the Tax Administration, but developed as generic functionality in Altinn, meaning that other agencies can benefit from them.

Invoice information in Altinn provides users with all the information they need to pay VAT, employers' contributions to the national insurance scheme and advance tax deductions, using an internet bank after submitting the VAT report or term report through Altinn. VAT accounts for enterprises are an inspection service where the user may check the status for payment of VAT and eventually also the status of other taxes and fees.



Agency	Form name	Users	Electronic proportion (total)	Altinn
Tax Administration	Tax return for self-employed and enterprises	482 000	78%	Yes
Tax Administration	Turnover data	339 357	77%	Yes
The Brønnøysund Register Centre	Coordinated register notification	250 801	25% (Dec. 2007)	Yes
Tax Administration	Wage and deduction data	220 000	92%	Yes
Tax Administration	Share register data	179 757	91%	Yes
The Brønnøysund Register Centre	Submission of annual accounts to the Register of Company Accounts	150 223	58%	Yes
Tax Administration	Term data for employers' contributions and advance deductions	150 000	58% via Altinn (delivery on diskette etc. not included)	Yes
Norwegian Labour and Welfare Administration	Income and tax data for employees	137 720	-	No
Norwegian Labour and Welfare Administration	Notification to the employee register	137 720	Larger than 80%	Yes
Norwegian Labour and Welfare Administration	Demand from employer for reimbursement of sickness benefits	68 860	-	No
Norwegian Agricultural Authority	Application and registration form for production subsidies in agriculture	49 500	34%	Yes
Tax Administration	Settlement data for attachment of earnings	40 000	-	Planned 2009
Norwegian Agricultural Authority	Production subsidies for relief holidays	39 100	34%	Yes
Norwegian Labour and Welfare Administration	Notification of vocational injury/sickness	38 752	-	No
Tax Administration	Company data for liable companies	24 000	Included in the number for tax returns for self-employed and enterprises	Yes

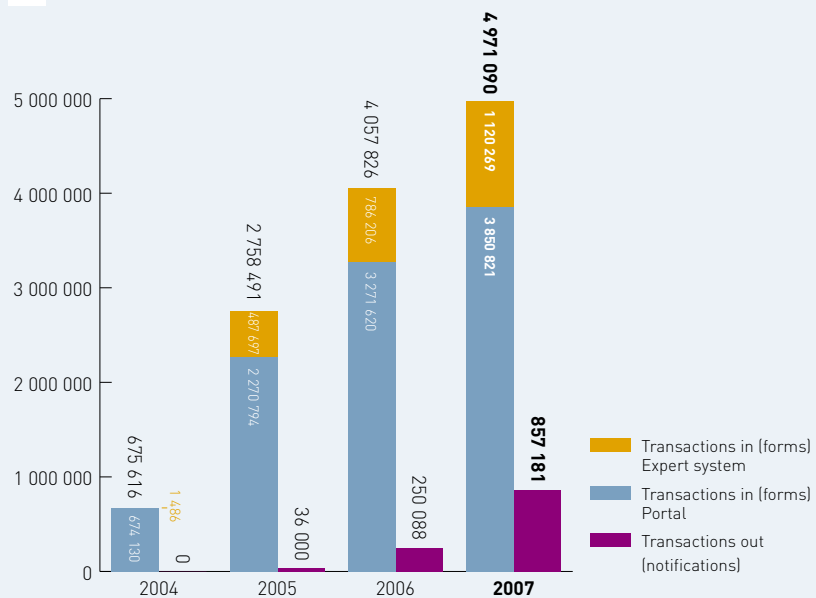
The table shows the status for electronic reporting of the 15 biggest (most users affected) reports business enterprises are obliged by law to submit. The Government's action plan "Electronic services for business enterprises (2007)" says: "In 2008, 75 per cent of all reporting to the public authorities by means of the 15 most used forms shall take place electronically." The electronic proportion for the two forms from the Norwegian Agricultural Authority has been combined.



### The number of Altinn users 2004-2007

More than 2 million users (unique national identity numbers) submitted forms via Altinn in 2007. This is an increase of 16.5 per cent compared to the preceding year. A total of 387 000 enterprises and companies (unique organisation numbers) used Altinn to report to government agencies in 2007, an increase of 13.4 per cent.

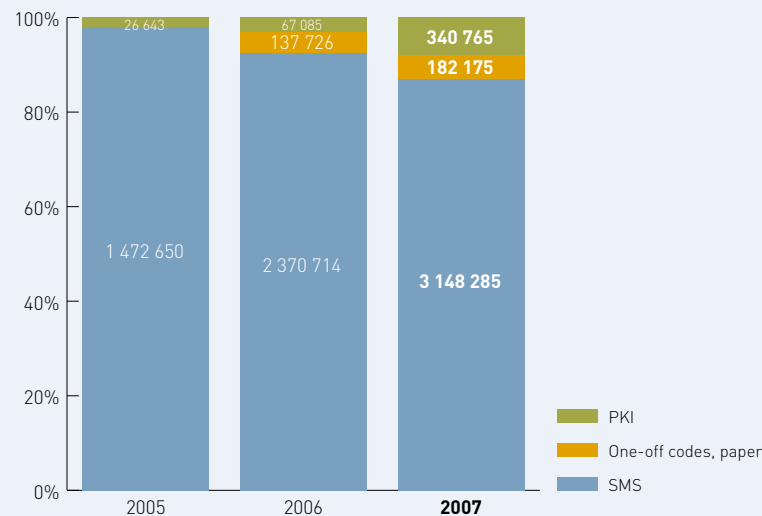
From when Altinn started receiving reports in December 2004 and until today, more than 2.3 million unique users and more than 433 000 companies and enterprises have reported via Altinn.



## Transaction statistics 2004–2007

The number of IN transactions through Altinn (incoming reports) increased by 22.5 per cent from 2006 to 2007. A total of almost 5 million main forms were received. If sub-forms (attachment forms) are included, the number rises to 8.9 million submitted individual forms.

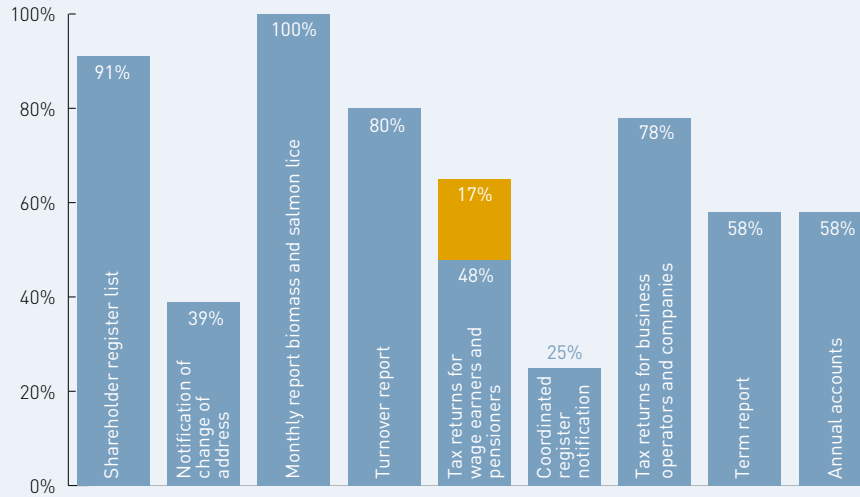
The number of OUT transactions came to more than 850 000 notifications, an increase of more than 240 per cent. Of these notifications, around 633 000 were from the Tax Administration, 171 000 from the Brønnøysund Register Centre, 30 000 from NAV and 17 000 from the Norwegian State Housing Bank.



## Log-ons 2005–2007

Even if the proportion of users logging on with one-off codes via SMS continues to be by far the largest, the diagram shows that an increasing proportion of users are choosing to log on using a smartcard (Buypass Smartkort), actually four times as many as in 2006. This is currently the simplest and most secure method for logging on to Altinn.

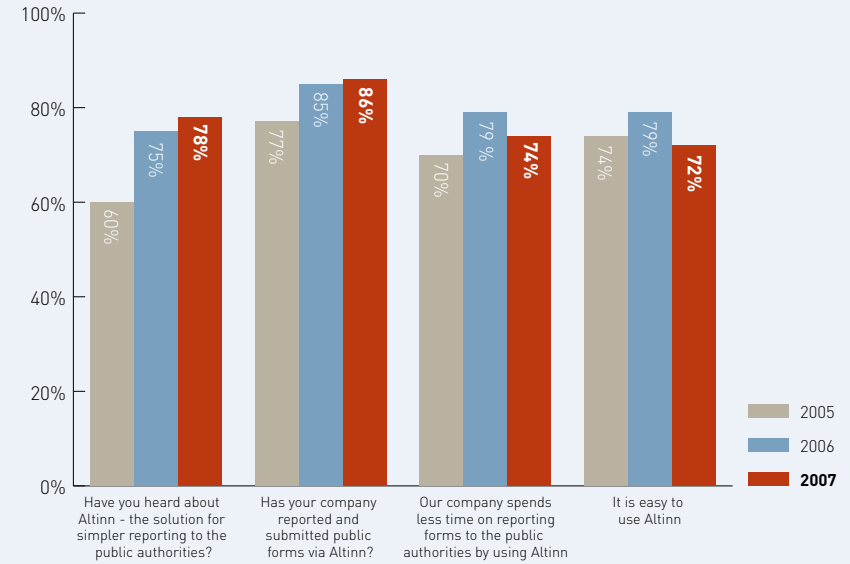
The total increase in the number of log-ons to Altinn from 2006 to 2007 amounted to 43 per cent.



### Proportion submitted via Altinn 2007

The diagram shows how much (in percentage) that Altinn was used for some selected forms for business enterprises and private individuals. Coordinated register notification via Altinn increased throughout the year and ended at 25 per cent in December 2007, even if the year average came to 16 per cent. Annual accounts submitted to the Register of Company Accounts amounted to almost 60 per cent together with the term report for advance deductions and employers' contributions to the national insurance scheme.

The monthly report for biomass and salmon lice has been included to show that some agencies have now taken the step of making their forms available only via Altinn. Tax returns for wage earners and pensioners reached a total of 65 per cent electronic submissions by SMS, telephone and Altinn.



### Proportion responding YES to the annual user survey

While familiarity with and use of Altinn has increased during the last three years, our phone interviews with 2000 managers in business enterprises show that slightly fewer feel their company saves time and find Altinn is easy to use in 2007 compared to the survey conducted in 2006.

## Government agencies and authorities participating in the Altinn cooperation as of 1 January 2008:

- 1 The Norwegian Labour Inspection Authority
- 2 The Norwegian Labour and Welfare Administration (NAV) New 2007
- 3 The Brønnøysund Register Centre
- 4 The Directorate for Civil Protection and Emergency Planning (DSB) New 2007
- 5 The Ministry of Fisheries and Coastal Affairs (the Directorate of Fishing)
- 6 The Norwegian State Housing Bank
- 7 The Norwegian Competition Authority
- 8 The Financial Supervisory Authority of Norway
- 9 The Norwegian Lottery and Foundation Inspection Authority
- 10 The Civil Aviation Authority – Norway
- 11 The Norwegian State Education Loan Fund
- 12 The Norwegian Food Safety Authority
- 13 Norges Bank
- 14 The Norwegian Water Resources and Energy Directorate (NVE)
- 15 The Norwegian Industrial Property Office
- 16 The Norwegian Tax Administration
- 17 The Norwegian Pollution Control Authority (SFT) including the Central Register of Chemical Products (The Product Register)
- 18 The Norwegian National Collection Agency (NCA)
- 19 The Norwegian Agricultural Authority (SLF)
- 20 Statistics Norway (SSB)
- 21 The Norwegian National Authority for Investigation and Prosecution of Economic and Environmental Crime

# Hectic Year for Altinn User Service

During 2007 Altinn User Service answered more than 93 000 telephone inquiries. Operations stability was good throughout the year.

2007 was a hectic year for the Altinn User Service. In addition to a doubling of the number of telephone inquiries answered compared to the preceding year, Altinn support received more than 20 000 e-mail inquiries. Despite the enormous increase in the number of inquiries, the service level was generally maintained. The proportion (in percentage) of inquiries answered declined from 88 to 85 per cent, while the telephone

waiting time increased by one second compared to 2006, to 34 seconds. The average call time increased by around five per cent to 3 minutes and 41 seconds.

### Few cases forwarded

Altinn User Service is the first-line service working on behalf of all the participating government agencies and dealing with all questions relating to the use of Altinn; questions on how to fill in particular forms are forwarded to the government agency in question. Of the almost 115 000 cases received, approximately 16 per cent were forwarded to user support at the government agency in question.

Altinn User Service is available all workdays from 8 am to 4 pm, but each government agency may arrange for extended opening hours when needed, such as in connection with deadlines for submitting important forms.

### Computer system for customer follow-up

In late summer Altinn User Service started to use several of the modules in its customer support system. All events during operation and user inquiries to Altinn User Service are logged in the system, and all cases are dealt with in accordance with

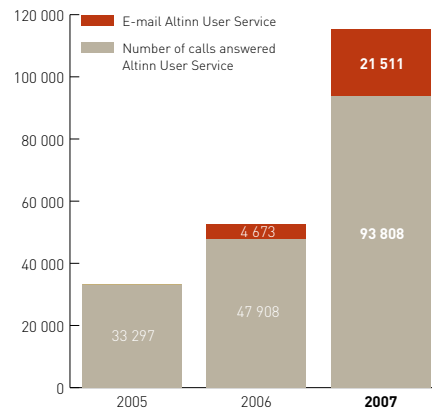
established procedures. Based on information registered in the system, Altinn User Service forwards suggestions for improvement and development to Altinn's management organisation. If users report difficulties with specific Altinn services, this will be forwarded to the appropriate government agency.

### Satisfied users

Surveys show that users are pleased with the services they receive from Altinn User Service. A high total of 82 per cent of those asked agree to the statement that they receive assistance quickly when contacting Altinn User Service. This is shown by a survey that included 2000 business managers, carried out in June. The same percentage also responds that their problem is resolved when they contact the service.

### Solid operating environment ensures stable service

The Altinn solution has uptime requirements comparable to the most critical IT systems in the public sector. The robust operating environment ensures excellent performance even under the most extreme loads. On the day of the deadline for tax returns for wage earners and pensioners (30 April), 12 tax returns were submitted each second between 10 pm and 11 pm.







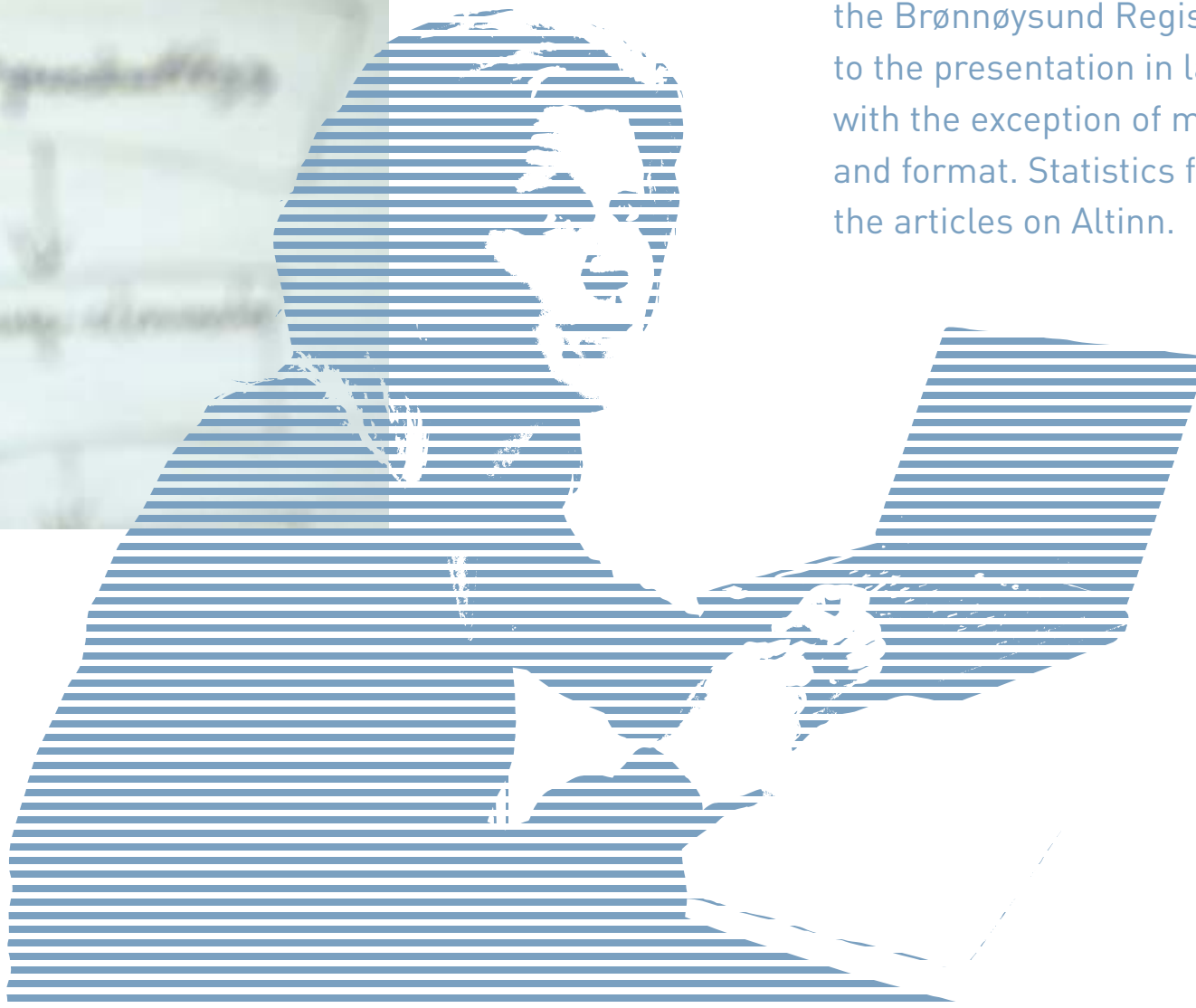
## Figures for 2007 from the Brønnøysund Register Centre

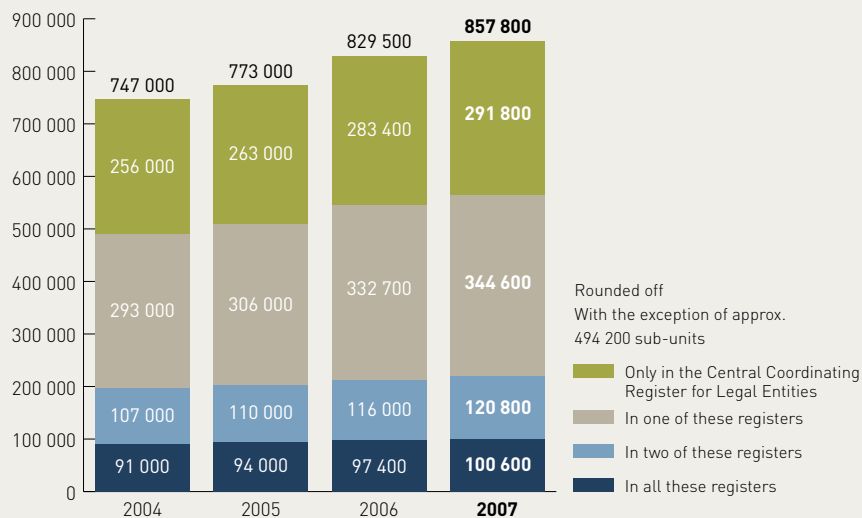
The statistics in the annual report for 2007 from the Brønnøysund Register Centre are comparable to the presentation in last year's annual report with the exception of minor changes in the design and format. Statistics for Altinn are provided with the articles on Altinn.

Texts alongside the graphic presentations provide explanations and in-depth information about the statistics.

The statistics are systematised according to register and department.

To show development over time, most graphs provide figures showing development over the last four years.



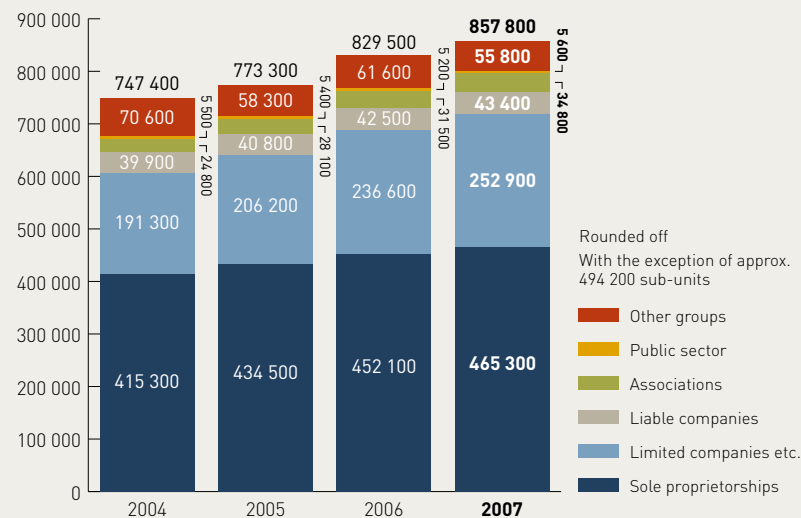


## Registered in the Central Coordinating Register for Legal Entities 2004–2007

The growth of the Central Coordinating Register for Legal Entities continues. At the start of 2008, 857 800 entities had been registered, an increase of 28 300 compared to the year before. In recent years growth has been fairly stable, with slightly steeper growth from 2005 to 2006.

The figures show registrations in the Central Coordinating Register for Legal Entities in connection with the NAV Aa (employer and employee) register, the Register of Business Enterprises and the Value Added Tax Registration List. The graph shows how many registers each entity is registered in. Growth has been between 3 per cent and 4.1 per cent in all the categories in 2007.

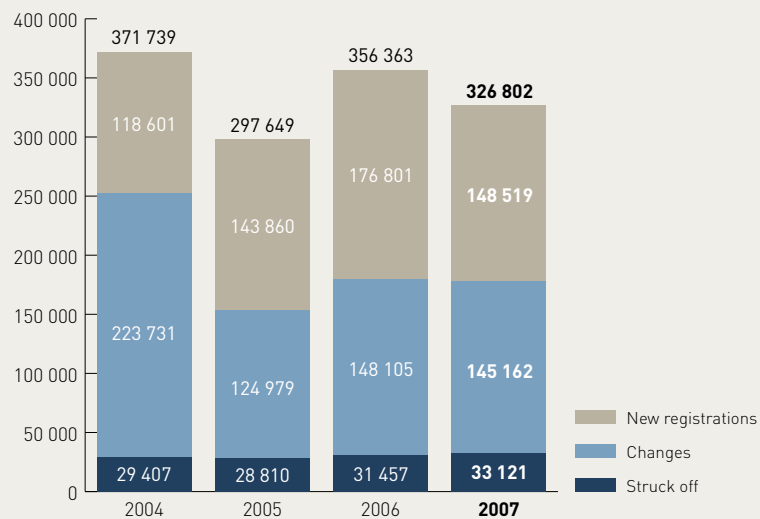
The cooperation between the Central Coordinating Register for Legal Entities and the affiliated registers means that anyone in business wishing to register a new company or report changes only needs to do so in the Central Coordinating Register for Legal Entities. The Central Coordinating Register for Legal Entities forwards the necessary information to the affiliated registers.



## Registered in the Central Coordinating Register for Legal Entities, distributed according to main groups 2004–2007

A total of 73 897 new entities were registered during 2007. The sole proprietorship organisation form is the largest in the Central Coordinating Register for Legal Entities. With 465 300 entities as of 31 December 12 2007, this group amounted to 54.2 per cent of all registered entities. The proportion of limited companies grew in both 2006 and 2007 and amounted to 29.5 per cent at the start of the new year.

Growth in 2007 was largest for the organisation type associations. A total of 3300 new associations were registered, an increase of 10.5 per cent. One of the reasons for this may be that many associations were required to have an organisation number to obtain a bank account. The category "Other groups" has the only reduction in 2007, with 9.4 per cent. The reduction may be due to register cleanups, where inactive entities have been removed.



## Cases processed by the Central Coordinating Register for Legal Entities 2004–2007

After a steep rise in the number of cases for the Central Coordinating Register for Legal Entities in 2006, the number of cases dropped by 8.3 per cent in 2007.

Only the number of entities struck off has increased from 2006 to 2007 (5.3 per cent). New registrations have dropped by 16 per cent after a strong increase from 2003.

Variations from one year to the next are in part caused by special events or rule amendments in some years leading to an increased number of processed cases. An average increase in the number of cases from before 2004 is due to increased use of basic data from the Central Coordinating Register for Legal Entities in administration, which leads to more frequent updates in the register. The awareness of the importance of correct information in the Central Coordinating Register for Legal Entities has also increased.

A total of 401 322 notifications were received by the Central Coordinating Register for Legal Entities in 2007, 65 745 of these were electronic notifications, compared to 53 640 in 2006. The proportion of electronic notifications in 2007 was 16.4 per cent.



## 2007 STATISTICS THE REGISTER OF BUSINESS ENTERPRISES

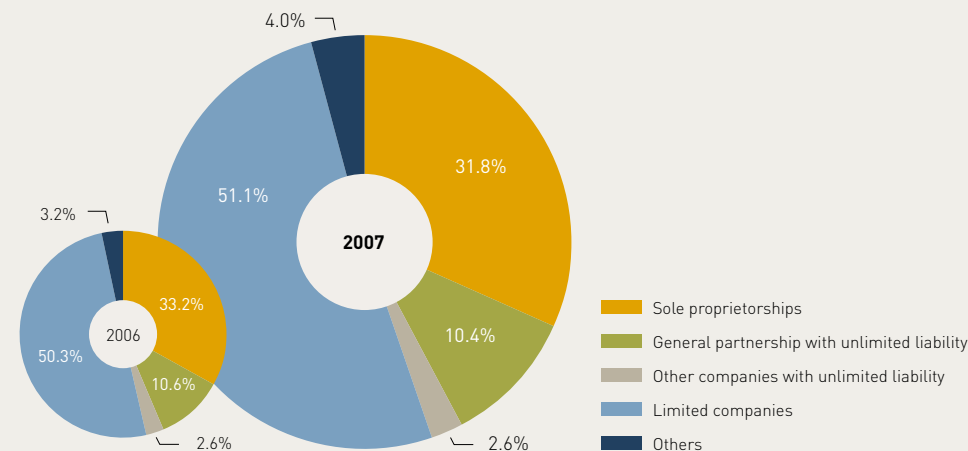
Organisation form	Newly registered business enterprises 2006	Total number as of 31/12/2006	Newly registered business enterprises 2007	Total number as of 31/12/2007
Limited companies	34 813	192 168	20 375	203 740
Public limited company	36	505	20	483
General partnership with unlimited liability	735	20 956	563	20 838
General partnership with shared liability	2 352	17 867	1 883	19 266
House-building cooperative	3	114	1	111
Housing association	489	7 667	466	8 056
Condominium	513	2 192	481	2 677
Sole proprietorship	7 232	127 033	6 774	127 184
Association/Club/Organisation	54	817	48	848
County enterprise	0	13	0	14
Mutual insurance company	0	53	0	53
Inter-municipal company	23	211	9	216
General partnership	105	1 012	75	968
Municipal enterprise	25	218	25	233
Foreign company registered in Norway	2 618	7 742	3 775	10 973
Shipping partnership	17	751	15	522
General partnership with limited liability	116	2 266	106	2 313
Savings bank	0	125	0	121
State-owned enterprise	0	5	1	6
Foundation	30	977	35	961
Other enterprises pursuant to special legislation	2	68	3	71
<b>Total</b>	<b>49 163</b>	<b>382 760</b>	<b>34 655</b>	<b>399 654</b>

### New registered business enterprises 2006–2007 and total number as of 31 December 2007

After two years with a record-breaking number of new business enterprises in the Register of Business Enterprises, registration returned to normal levels in 2007. A total of 34 655 new business enterprises were registered, 14 508 less than in 2006. This is, however, 735 more than in 2005, which was also a record-breaking year. The increase in 2005 and 2006 was primarily explained by the fact that many new limited companies were established in connection with Transitional rule E in the Taxation Act.

At the end of last year, 399 654 business enterprises were registered in the Register of Business Enterprises. During the year, 18 196 business enterprises were struck off, an increase of 3185.

The largest addition to the Register of Business Enterprises, also in 2007, was limited companies, with 20 375 registrations. A total of 6774 new sole proprietorships were registered, while 3775 new foreign companies were registered compared to 2618 in 2006, and this is the type of company that has the most obvious growth.



### Registered business enterprises, by type Percent as of 31 December 2006 and 31 December 2007

Limited companies continue to be the largest type of business enterprise in the Register of Business Enterprises, and at the end of 2007 amounted to 51.1 per cent. The proportion of sole proprietorships continues to drop, now at 31.8 per cent. This trend has persisted over several years. The growth in the diagram of "Others" is primarily due to the growth in foreign companies registered in Norway.

County	Struck off 2006	Registered 2006	Struck off 2007	Registered 2007
Østfold	790	2 304	<b>909</b>	<b>1 673</b>
Akershus	1 585	5 297	<b>2 041</b>	<b>3 756</b>
Oslo	3 197	9 535	<b>3 643</b>	<b>7 026</b>
Hedmark	395	1 357	<b>549</b>	<b>962</b>
Oppland	403	1 491	<b>576</b>	<b>1 063</b>
Buskerud	796	2 534	<b>918</b>	<b>1 776</b>
Vestfold	744	2 385	<b>838</b>	<b>1 515</b>
Telemark	435	1 383	<b>568</b>	<b>1 024</b>
Aust-Agder	271	917	<b>372</b>	<b>636</b>
Vest-Agder	485	1 996	<b>617</b>	<b>1 436</b>
Rogaland	1 077	4 468	<b>1 293</b>	<b>3 163</b>
Hordaland	1 362	5 050	<b>1 698</b>	<b>3 274</b>
Sogn og Fjordane	261	925	<b>335</b>	<b>618</b>
Møre og Romsdal	712	2 220	<b>859</b>	<b>1 567</b>
Sør-Trøndelag	775	2 768	<b>945</b>	<b>1 824</b>
Nord-Trøndelag	274	956	<b>339</b>	<b>703</b>
Nordland	705	1 725	<b>811</b>	<b>1 276</b>
Troms	494	1 226	<b>567</b>	<b>859</b>
Finnmark	232	553	<b>291</b>	<b>445</b>
Arctic sea islands/Shelf/Misc.	18	73	<b>27</b>	<b>59</b>
<b>Total</b>	<b>15 011</b>	<b>49 163</b>	<b>18 196</b>	<b>34 655</b>

## New registrations in and entities struck off the Register of Business Enterprises, by county

There has been a drop in the number of new registrations in all counties when comparing 2006 to 2007. This may be due to changes in the taxation rules that influenced the number of registrations in both 2005 and 2006. If we consider this, the total reduction in the number of new registrations is only 1.4 per cent compared to 29.5 per cent if we do not take this into consideration.

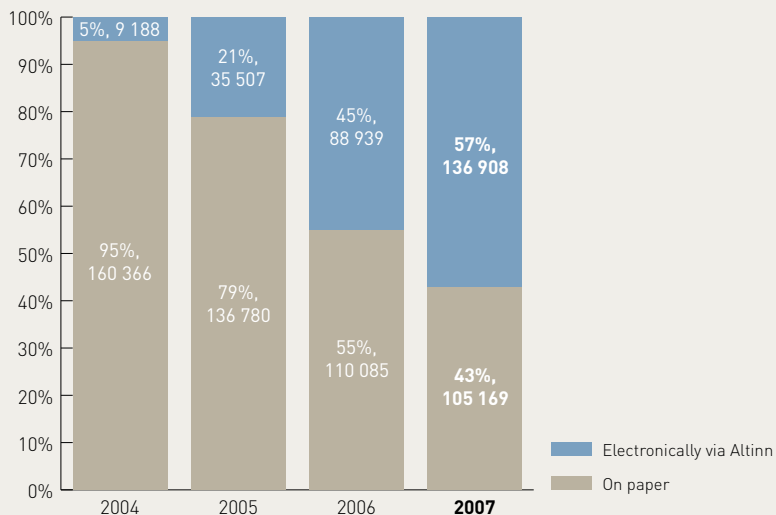
The number struck off the register has risen from 2006 to 2007. The increase to 18 196 amounts to a 21.2 per cent rise. As mentioned above, the greatest activity in registrations and being struck off the register is found in Oslo, Akershus, Hordaland and Rogaland counties.

Basis for sending to court	2004	2005	2006	2007
Lack of an auditor	833	659	751	<b>882</b>
Incomplete board	204	168	130	<b>145</b>
No general manager	3	3	3	<b>0</b>
Inadequate capital	0	0	0	<b>0</b>
Share capital less than NOK 100 000	694	-	-	-
Limited companies dissolved more than one year	630	929	724	<b>712</b>
<b>Total</b>	<b>2 364</b>	<b>1 759</b>	<b>1 608</b>	<b>1 739</b>
Rectified after being taken over by the court	1 186	993	790	<b>710</b>
Compulsory dissolution or processed by the court	1 361	869	870	<b>976</b>

## Business enterprises sent to the court 2004–2007

After some years with a declining number of business enterprises sent to the court, we saw an increase of 8.1 per cent in 2007. A total of 1739 business enterprises were sent to the court last year, an increase of 131 from the year before. The lack of an auditor continues to be the prime reason for sending a business enterprise to court, followed by limited companies that have been dissolved for more than one year, which is the only item that declined in 2007, while the lack of a complete board increased.

Of the business enterprises sent to the court, 710 rectified the situation. A total of 976 business enterprises went into compulsory liquidation or were processed by the court. This is an increase of 12.2 per cent.

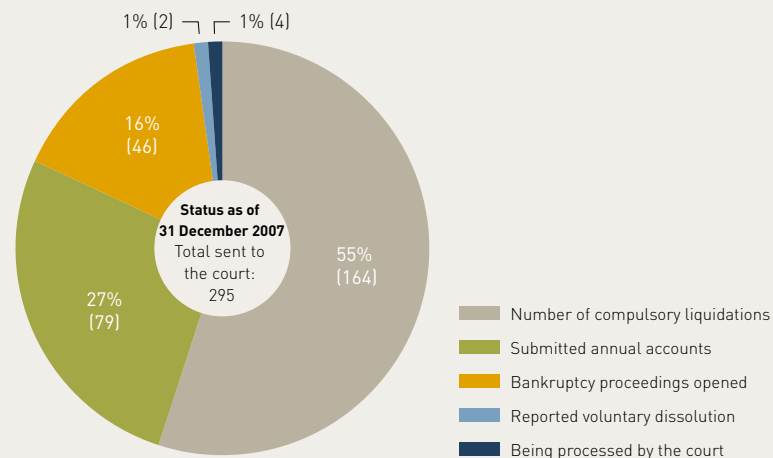


## Annual accounts submitted for the fiscal years 2004–2007

For the first time the majority is now submitting their annual accounts to the Register of Company Accounts electronically via Altinn. A total of 242 077 annual accounts, 57 per cent, were submitted in this way, while the rest were sent on paper. The Register of Company Accounts received 43 053 more annual accounts in 2007 than in 2006. When submitting annual accounts via Altinn, the deadline has been stretched one month before a fee has to be paid for late submission.

Incomplete annual accounts are refused, and the percentage refused has increased from 8.8 to 13 per cent. The percentage of refused accounts continues to be lowest for annual accounts submitted electronically. A total of 11.4 per cent of these were rejected, while 15.1 per cent of annual accounts submitted on paper were rejected.

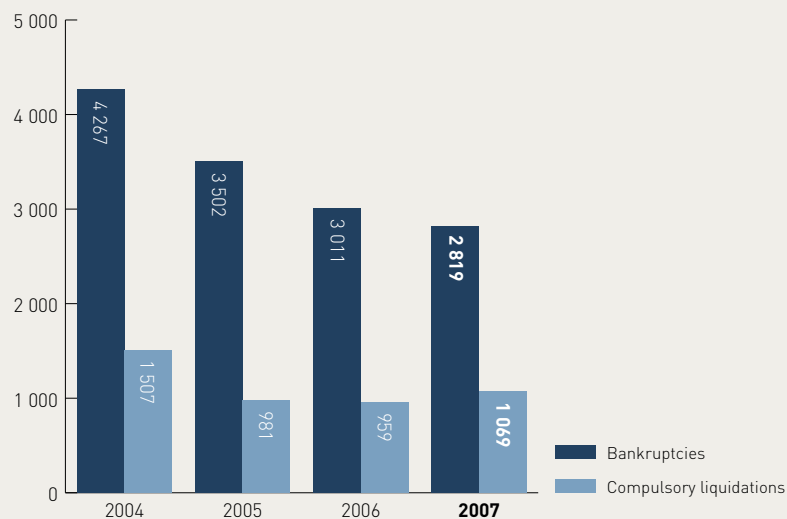
Annual accounts must be submitted to the Register of Company Accounts before 1 August. Companies that do not comply with the deadline for submitting the accounts will be forced to pay a fee for the delay, which increases the longer the company delays.



## Limited companies sent to the court in 2007 for not sending in annual accounts for 2005 (in per cent)

In 2007, 295 companies were sent to the court for not having submitted their annual accounts for 2005. This represents an increase of 8.9 per cent compared to 2006. A total of 164 of these companies (55 per cent) were forced into liquidation, while 79 companies eventually submitted their annual accounts and thus avoided compulsory liquidation. Bankruptcy proceedings were opened for 46 of the companies that had not submitted their annual accounts, and two companies reported voluntary liquidation. Four companies were still being processed by the court at the end of the year.

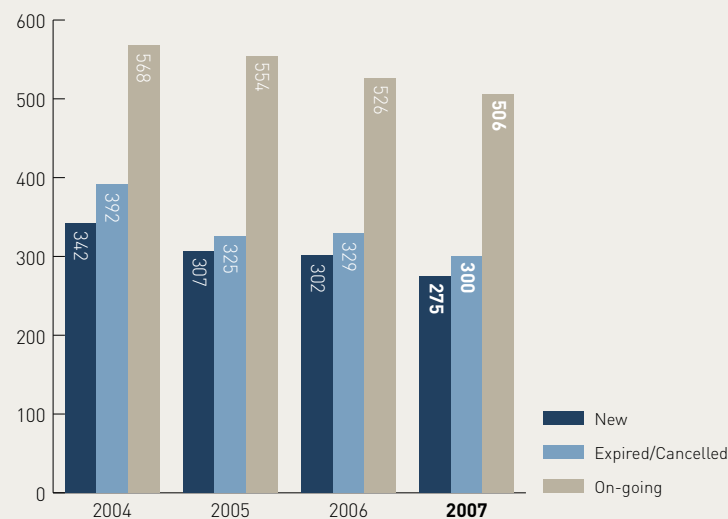
Starting in 2003 there has been a steady drop in the total number of companies sent to the court. The number of companies forced into liquidation during this period has had the greatest decline, by approx. 52.2 per cent (from 343 in 2003 to 164 in 2007).



## Bankruptcies and compulsory liquidations 2004–2007

In 2007 a total of 3888 bankruptcies and compulsory liquidations were registered in Norway. This is 82 fewer than in 2006. The number of bankruptcies declined by 6.4 per cent, while the number of compulsory liquidations increased by 11.5 per cent.

As before, privately owned companies are responsible for the largest number of bankruptcies or compulsory liquidations. A total of 1564 of the 2819 companies that went bankrupt in 2007 were privately owned limited companies. As in 2006, most bankruptcies and compulsory liquidations were in the retail trade sector.



## New and struck off/expired disqualifications 2004–2007

The number of disqualifications continues to drop. There were 27 fewer disqualifications in comparison to 2006. The number of on-going disqualifications is also lower by 20. Thus the trend we have seen since 2002 continues.

A disqualification period lasts for two years.

County	New	Expired/Cancelled	On-going
Østfold	19	19	40
Akershus	32	35	56
Oslo	40	39	54
Hedmark	13	11	20
Oppland	9	12	13
Buskerud	33	21	69
Vestfold	19	14	28
Telemark	5	6	6
Aust-Agder	10	7	18
Vest-Agder	4	7	10
Rogaland	23	22	37
Hordaland	12	11	19
Sogn og Fjordane	2	1	7
Møre og Romsdal	14	10	22
Sør-Trøndelag	9	22	25
Nord-Trøndelag	6	13	15
Nordland	11	18	23
Troms	3	12	15
Finnmark	5	2	15
Abroad	5	18	13
Unknown	1	0	1
<b>Total</b>	<b>275</b>	<b>300</b>	<b>506</b>

## Disqualification periods as of 31 December 2007, by county

While Buskerud had the highest number of disqualification periods in 2006 (37), Oslo had the highest number in 2007 (40), followed by Buskerud with 33 and Akershus with 32. Sogn and Fjordane and Troms had the lowest number of new disqualification periods with two and three, respectively.

Buskerud now has the highest number of on-going disqualification periods, followed by Akershus with 56 and Oslo with 54. Telemark with six and Sogn and Fjordane with seven on-going disqualification periods have the least. In 2007, Oslo, closely followed by Akershus, had the highest number of disqualification periods being cancelled or coming to an end.

County	Bankruptcies			Compulsory liquidations		
	2006	2007	Change%	2006	2007	Change%
Østfold	158	175	10.8%	37	51	37.8%
Akershus	349	383	9.7%	109	127	16.5%
Oslo	588	597	1.5%	259	276	6.6%
Hedmark	119	81	-31.9%	20	26	30.0%
Oppland	99	66	-33.3%	19	26	36.8%
Buskerud	138	145	5.1%	44	61	38.6%
Vestfold	163	158	-3.1%	58	55	-5.2%
Telemark	120	84	-30.0%	19	28	47.4%
Aust-Agder	35	49	40.0%	13	12	-7.7%
Vest-Agder	70	42	-40.0%	31	29	-6.5%
Rogaland	174	122	-29.9%	74	84	13.5%
Hordaland	248	213	-14.1%	101	118	16.8%
Sogn og Fjordane	43	48	11.6%	8	6	-25.0%
Møre og Romsdal	142	112	-21.1%	15	40	166.7%
Sør-Trøndelag	157	161	2.5%	44	49	11.4%
Nord-Trøndelag	60	63	5.0%	21	9	-57.1%
Nordland	166	158	-4.8%	32	25	-21.9%
Troms	119	106	-10.9%	24	16	-33.3%
Finnmark	49	47	-4.1%	27	31	14.8%
Arctic islands	0	0	-	4	0	-100.0%
Abroad	8	5	-37.5%	0	0	-
Unknown	6	4	-33.3%	0	0	-
<b>Total</b>	<b>3 011</b>	<b>2 819</b>	<b>-6.4%</b>	<b>959</b>	<b>1 069</b>	<b>11.5%</b>

## Bankruptcies and compulsory liquidations, by county

In 2007, 2819 bankruptcies were registered, a drop of 192 compared to 2006, while the number of compulsory liquidations increased by 110 in relation to the year before. Most counties last year had a drop in the number of bankruptcies, while a majority of counties had more compulsory liquidations than in 2007.

Vest-Agder was the county with the largest percentage drop, 40.0 per cent, in the number of bankruptcies, while its neighbouring county Aust-Agder saw an increase of 40.0 per cent.

When it comes to compulsory liquidations, there was an increase in 12 of the counties. Møre and Romsdal had the highest number with an increase of 166.7 per cent, while Nord-Trøndelag had a reduction of 57.1 per cent in the number of compulsory liquidations.

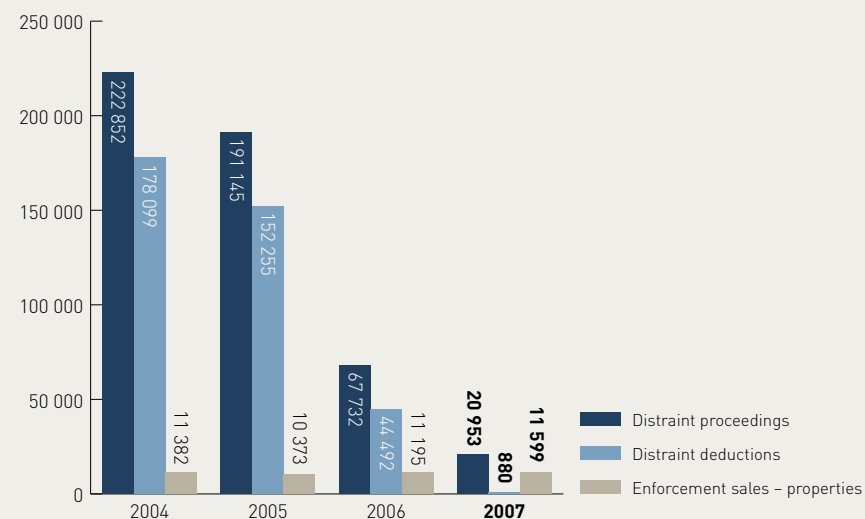


Business	Bankruptcy	Compulsory liquidation	Total
Agriculture and forestry	14	5	19
Fishing, fish farming	18	7	25
Mining	2	7	9
Industry	120	65	185
Electricity and water utilities	1	3	4
Building and construction	263	104	367
Retail trade, vehicle repair	641	290	931
Hotel and catering	179	81	260
Transport, storage and communication	98	75	173
Financial services and insurance	17	24	41
Property management, rental operations, business services	365	348	713
Education	15	15	30
Health and social services	24	13	37
Other social and personal services	53	23	76
Undefined	1 009	9	1 018
<b>Total</b>	<b>2 819</b>	<b>1 069</b>	<b>3 888</b>

## Bankruptcies and compulsory liquidations in 2007 distributed according to industry

As in previous years, most bankruptcies occurred in retail trade, but there were 50 fewer bankruptcies in this sector than in 2006. The largest increase in the number of bankruptcies (27) was in property management, rental operations and business services, which is the second largest industry in the bankruptcy statistics. The largest reduction came in the hotel and catering industry (59).

The industries with the highest number of bankruptcies also have the highest number of compulsory liquidations.

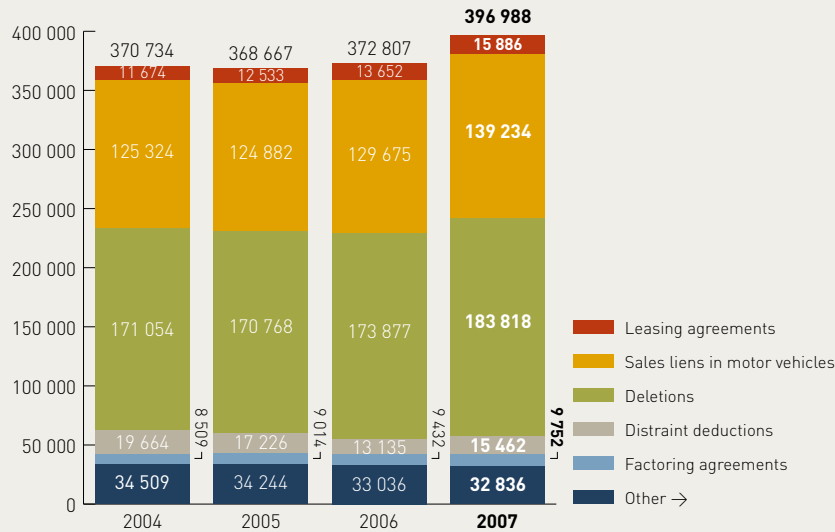


## Registered distraint proceedings, enforcement sales of properties and distraint deductions 2004–2007

The number of distraint proceedings continued to drop in 2007. The decline last year was 46 779, or 69 per cent. The reduction after the peak in 2003 amounts to 1.2 per cent. Distraint proceedings have been reduced by 98 per cent from 2006 to 2007, while there has been an increase of 3.6 per cent in enforcement sales of properties.

The main cause of the drop in distraint proceedings and distraint deductions is that the Norwegian National Collection Agency (INCA) has taken over responsibility for distraint proceedings and deductions from the local enforcement officers. The Brønnøysund Register Centre now only has responsibility for cases handed over from the courts.

Distraint deductions are cases where the enforcement officer visits an address to confiscate assets to cover debts. The primary reason for this is most likely that many buy on credit and loan more than they can repay so they are unable to service their loans and obligations.

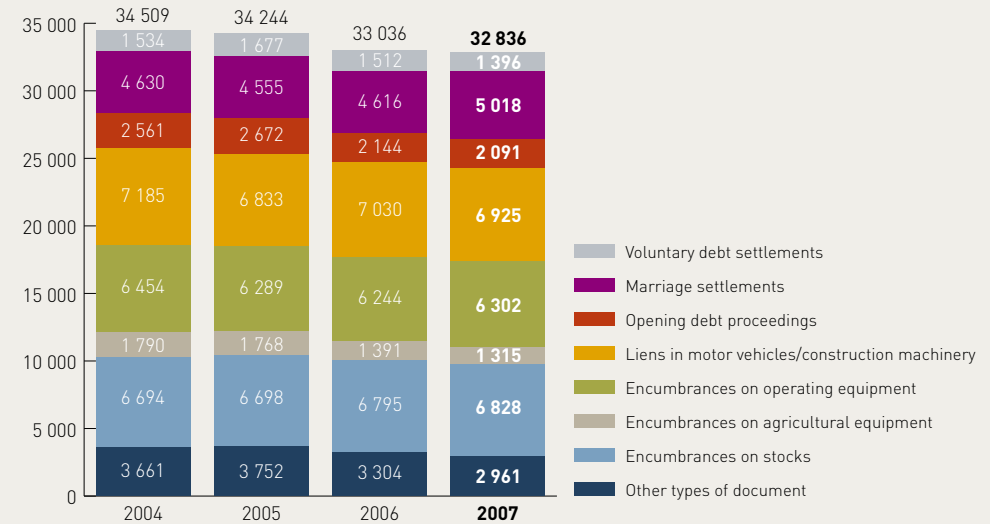


## Official registrations 2004–2007

The number of official registrations in the Register of Mortgaged Moveable Property in 2007 increased by 24 000 from 372 807 to 396 988. This has stayed at approximately the same level in recent years, with an average of around 370 000 official registrations from 2002 to 2006. From 2006 to 2007 there has been a clear rise in official registration of leasing agreements of 16.4 per cent and in distraint deductions – 17.7 per cent.

As in 2006 there has also been an increase in the number of sales liens in motor vehicles in 2007. This also applies to the number of deletions.

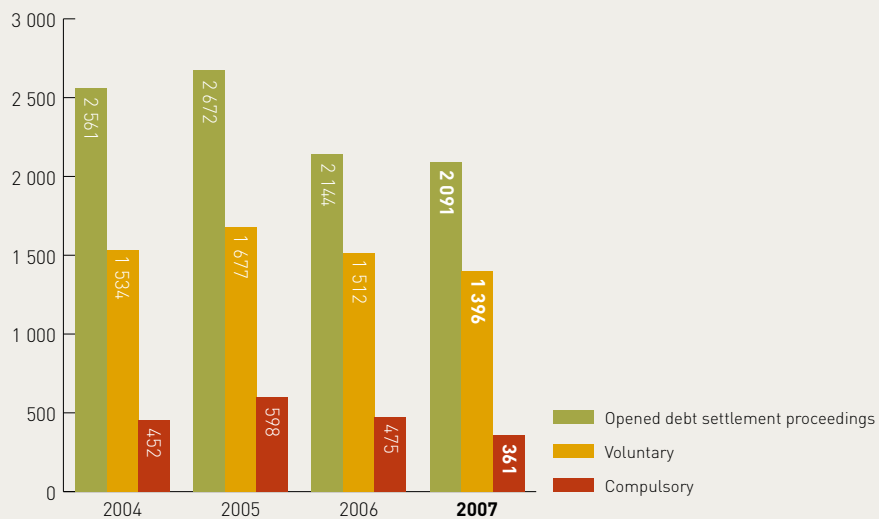
The total number of official registrations of encumbrances in 2007, converted to NOK, came to NOK 1 102 943 922 139.64, an increase of around 24.7 per cent compared to the figures for 2006.



## Official registrations 2004–2007

To show the most frequently used document types, we have divided the graph in two. The first graph shows document types with around 10 000 annual official registrations and up. The part of the column that includes "Other" in the previous graph is displayed in this graph as showing document types with down to around 1000 official registrations annually.

In 2007, the increase in marriage settlements was 8.7 per cent, while there was a reduction in voluntary debt settlements and encumbrances on agricultural equipment of respectively 7.7 and 4.5 per cent.

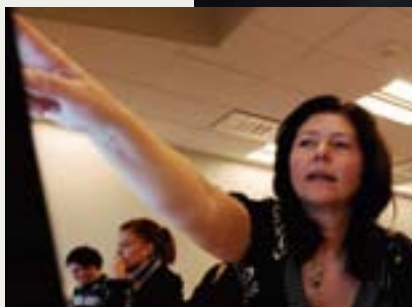


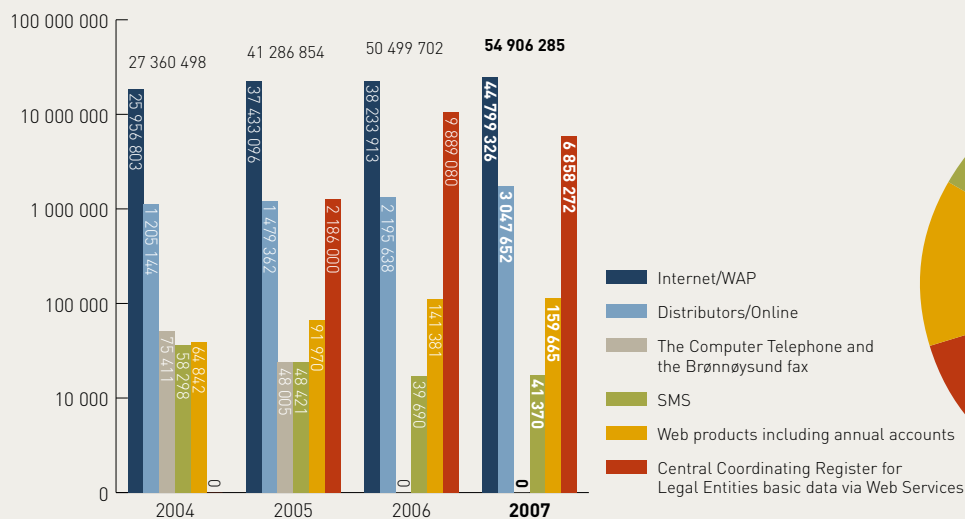
## Opened debt settlement proceedings and officially registered debt settlements 2004–2007

The number of opened debt settlement proceedings continued to drop in 2007. Last year 2091 debt settlement proceedings were opened, a reduction of 2.5 per cent. A total of 1396 ended in voluntary debt settlements, a reduction of 7.7 per cent compared to the year before, and 361 ended in compulsory debt settlement, a drop of 24.0 per cent compared to the preceding year.

Overall, there was a reduction of 6.9 per cent of opened debt settlement proceedings and officially registered debt settlements from 2006 to 2007.

If we consider the development from 2005 to 2007, the decline is 22.2 per cent.

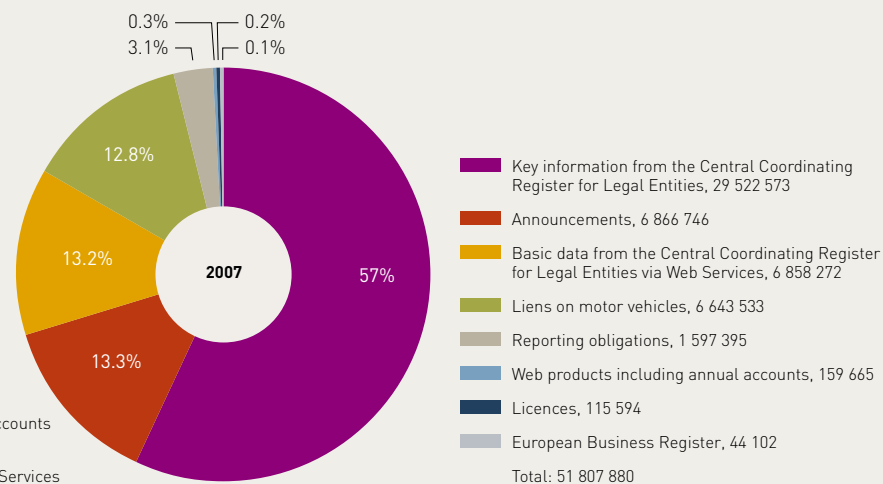




## Automatic register information inquiries in 2007

This graph has a logarithmic value scale (no y axis). Internet inquiries in the Brønnøysund Register Centre's databases continue to grow steeply from one year to the next. In 2007, a total of more than 54 million inquiries were made, an increase of more than four million. This figure includes three million inquiries via our distributors, an increase of 38.8 per cent compared to 2006. There is also a 13.4 per cent increase in web products, including annual accounts. The largest increase concerned the Register of the Reporting Obligations of Enterprises, with an increase of 1 300 080 to 1 579 395 in 2007, corresponding to 437.3 per cent.

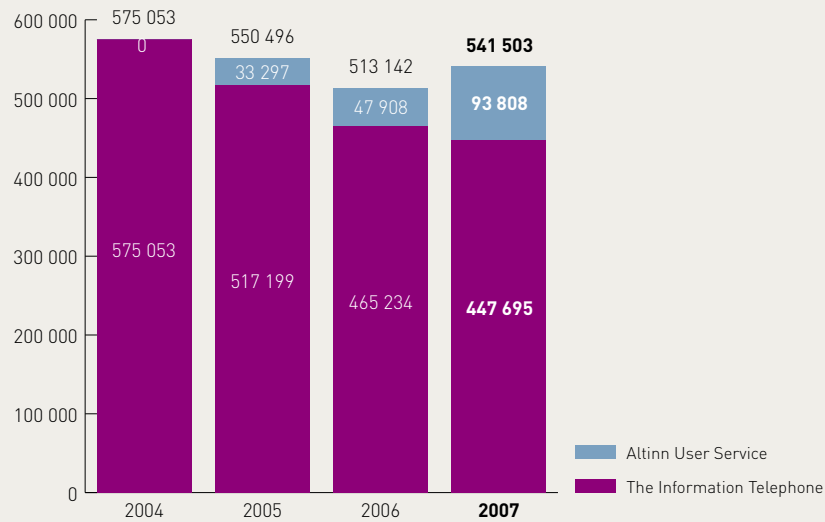
The largest decline was in WAP, which dropped by 41.8 per cent. WAP has been reduced each year, from 2004 to 2007, with the reduction amounting to as much as 66.8 per cent. Basic data from the Central Coordinating Register for Legal Entities via Web Services had a formidable increase in 2006 and almost 10 million inquiries. In 2007, there was a drop of 30.6 per cent.



## Distribution of inquiries to web services by percentage

Key information from the Central Coordinating Register for Legal Entities was the most popular internet service offered by the Brønnøysund Register Centre in 2007 as in previous years, amounting to 57.0 per cent of all inquiries. Basic data from the Central Coordinating Register for Legal Entities via Web Services accounted for respectively 13.2 and 13.3 per cent of all inquiries. Liens on motor vehicles had 12.8 per cent.

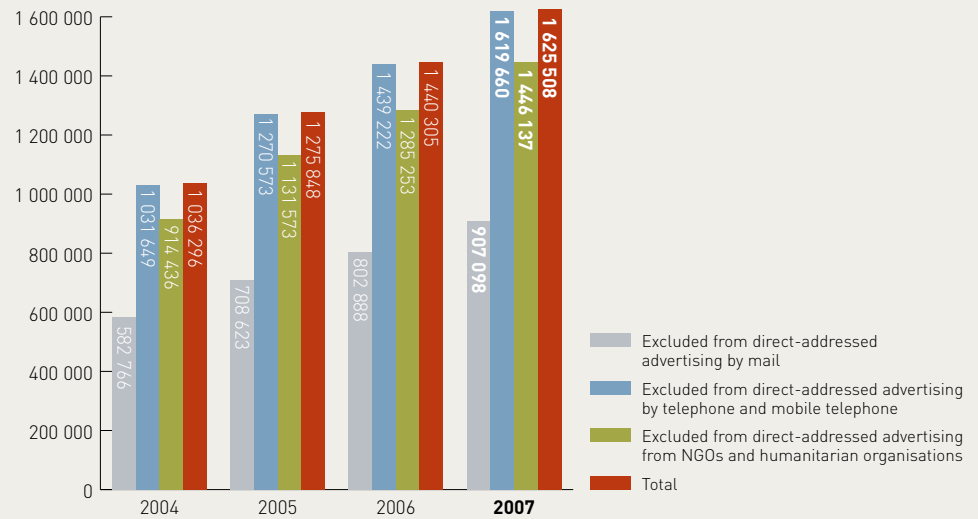
The greatest increase in 2007 was for inquiries in the Register of the Reporting Obligations of Enterprises. With 1 390 080 inquiries this accounted for an increase of 437.3 per cent. Part of this increase stems from search engines, as this service is not under the same restrictions as other types of inquiry. Permits, Web products and European Business Register accounted for the rest of the inquiries.



## Inquiries answered by telephone 2004–2007

The number of inquiries to the Information Telephone continues to drop. However, the number of inquiries to the Altinn User Service continues to increase dramatically. The total development of telephone inquiries has thus turned around, so that we answered 28 300 more inquiries in 2007 than in 2006. This represents an increase of 5.5 per cent. Inquiries to the Altinn User Service have almost doubled, with an increase of close to 46 000 inquiries.

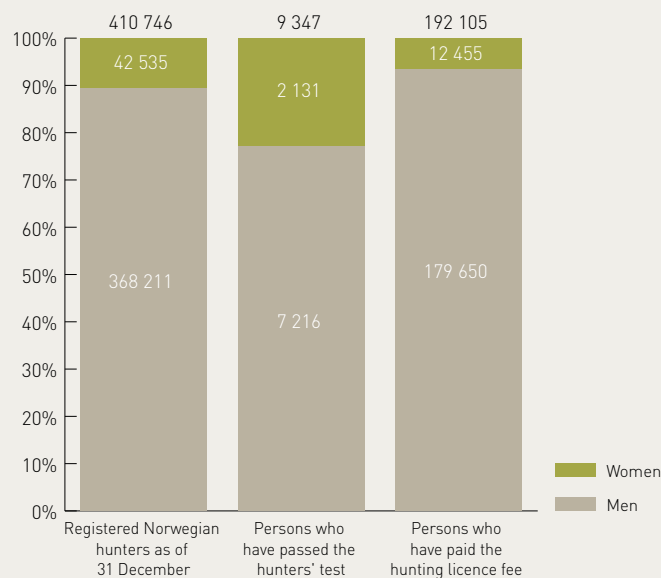
An increasing proportion of the inquiries concerns help in using internet services, and the conversations therefore require more time. Our waiting time target is 30 seconds. In 2007, waiting time for the Information Telephone was 41 seconds, for the Altinn User Service it was 34 seconds. The average call time is 102 seconds for the Information Telephone and 230 seconds for the Altinn User Service.



## Exclusions in the Central Marketing Exclusion Register 2004–2007

The number of exclusions registered in the Central Marketing Exclusion Register to avoid receiving unsolicited mail and telephone calls continues to rise. In total, the registrations in the Central Marketing Exclusion Register increased by 185 203 in 2007.

More than 1.6 million Norwegians have registered to be excluded from unsolicited advertising in some form or other. A total of 99.6 per cent have registered to be excluded from telephone advertising, while 55.8 per cent have registered to be excluded from direct addressed advertising in the mail. A total of 89 per cent have registered to be excluded from advertising from NGOs and humanitarian organisations. The distribution between these groups has undergone only minor changes, and all the three groups in 2007 increased by around 13 per cent.



## Registered hunters as of 31 December 2007

At the end of the year, 417 032 hunters were registered in the Norwegian Register of Hunters. The drop in the number of foreign hunters continues. In 2005, 8122 foreign hunters were registered, in 2006 the figure was 6408 and at the end of 2007, 6286 foreign hunters were registered. The number of Norwegian hunters has increased by approximately 7000 each year during the same period, and this reached 410 746 at the end of the year.

The distribution between male and female hunters remains fairly stable, but the female proportion (5.5 per cent) is increasing relatively more than the male proportion (1.4 per cent).

Anyone who has passed the hunter's test will be registered as a new hunter. Only 47 per cent of registered hunters paid the hunting licence fee in 2007 thus obtaining a permit to hunt.

The hunting season starts on 1 April and ends on 31 March the subsequent year. Statistics for the Norwegian Register of Hunters are therefore preliminary as of 31 December 2007.

	2004	2005	2006	2007
<b>Burdens on business and industry (full-time equivalents)</b>				
New registered reporting obligations during the period	30.6	4.1	2.3	<b>30.4</b>
Coordination and simplification measures during the period	-78.3	-585	-100.6	<b>-167.1</b>
<b>Number of form variants</b>				
New registered reporting obligations during the period	22	40	27	<b>12</b>
Coordination and simplification measures during the period	-33	-15	-6	<b>-11</b>

## Estimate of burden from new reporting obligations 2004–2007

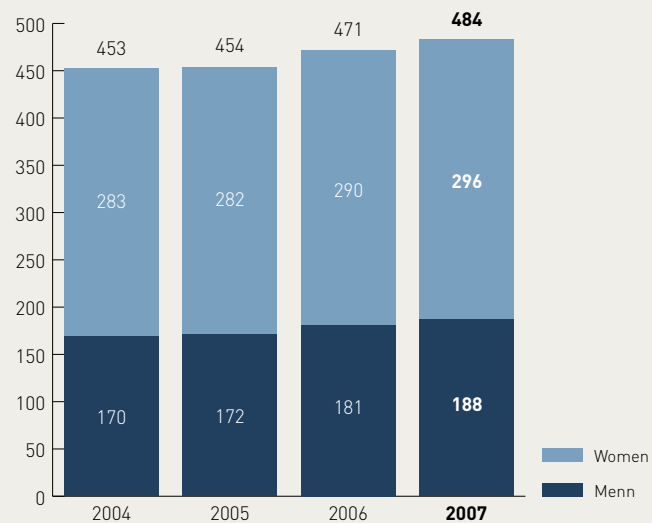
The efforts by the government agencies and the Register of the Reporting Obligations of Enterprises to decrease the burden of reporting obligations on business enterprises have yielded a reduction of 167 full-time equivalents in 2007. Twelve new forms have also been introduced in 2007, leading to an increase in reporting obligations corresponding to 30 full-time equivalents. The net decline was thus 137 full-time equivalents.

The decline was primarily due to increased use of electronic reporting, corresponding to 85.7 full-time equivalents. A total 82.1 of these can be related to Altinn. At the end of 2007 it was possible to report electronically through 342 forms, and 139 of these were 100 per cent electronic. A total of 46.8 per cent of 730 registered forms are thus available electronically. Almost a third of the electronic forms are available in Altinn.

The total load from reporting obligations to state and government agencies at the end of the year amounted to approximately 4772 full-time equivalents. Since the Register of the Reporting Obligations of Enterprises commenced its work in 1998, the reporting obligations of business enterprises have been reduced by 1199 full-time equivalents.

Eleven forms have been simplified to the point of elimination, while 12 new ones have been made. The number of forms alone may not give a correct impression of the development of reporting obligations, as new form variants may mean that some businesses receive a form that is better suited to their operations and thus makes their reporting easier and more time-saving.

Seven government agencies ensured that reporting obligations were reduced in 2007: the Brønnøysund Register Centre, the Directorate of Fisheries, the Civil Aviation Authority, the Norwegian Food Safety Authority, the Norwegian Water Resources and Energy Directorate (NVE), the Directorate of Taxes and Statistics Norway.



## Number of employees 2004-2007

There was an average of 484 employees in 2007, based on the average number of employees each month. Employees on leave are included in this overview. In 2007, human resources amounted to a total of 462 full-time equivalents, including overtime, temps, apprentices and trainees.

The Brønnøysund Register Centre has 61.2 per cent female employees and 38.8 per cent male employees. With two women and seven men in senior management, the proportion of women there is 22.2 per cent, double the 2006 figures. On the lower managerial levels the proportion of women has dropped. Four of 19 section managers are women, constituting 21.1 per cent, and a reduction of 36.6 per cent. On the group manager level the reduction in the proportion of women is 10 per cent, but with nine of 13 women among group managers this comes to 69.2 per cent on this managerial level. The total proportion of female managers is 36.6 per cent.

Total sickness absenteeism was 7.4 per cent in 2007, an increase of 6.2 per cent. Sickness absenteeism was 5.4 per cent for men and 8.9 per cent among women.



# The working environment

The distribution of female and male employees at the Brønnøysund Register Centre remains stable at around 60 per cent women and 40 per cent men. At the end of the year 257 women and 163 men worked here.

Men dominate in higher positions, while women dominate in positions such as executive officer and lower levels. The exception is among group managers, where women are in the majority.

In addition to senior management, men are in the majority in the Department for National e-management and Infrastructure (AEI), the communication staff and the IT department. Women are in the majority in the Department of Mortgaged Moveable Property, the Department of Business Registers, the Information Department and the Administration Department. In the Department of Planning and Development the gender distribution is equal.

## Age groups

In the 25–29 age group 65 per cent are men. In all other age groups there are more women than men, but the differences are quite small in some age groups. The largest difference is in the 65–70 age group, where 75 per cent are women. However, the difference is minimal as there are only four persons in this group.

## Wages

The average wage level for women and men in the same type of position shows minor differences. As there is a majority of men in higher positions, overall, men have higher average wages than women.





## New employees

In 2007, 36 women and 39 men were welcomed to the Register Centre. In 2006, 127 persons were hired, a drop of 41 per cent. Twenty-one new employees were hired in executive officer and junior executive officer positions, where 76 per cent of these were women.

Thirty higher executive officers, 15 of each gender, were hired. Twenty-four persons were hired as advisors, assistant director or head of information. Here the gender distribution was 79 per cent men and 21 per cent women.



## Working hours and overtime

The Brønnøysund Register Centre has flexible working hours for all job groups. Among permanent employees, 21 women and two men have part-time positions. These include two persons on the cleaning staff, 18 Junior executive officers and three executive officers.

In 2007, the use of overtime amounted to 12.4 full-time equivalents. The Business Register Department and the IT Department had the largest use of overtime.

## Sickness absenteeism

In 2007, sickness absenteeism was at 5.4 per cent for men and 8.9 per cent for women. After 2004, total sickness absenteeism has increased by 45.3 per cent (from 5.1 per cent). Last year there was an increase in sickness absenteeism of 49.5 per cent among men (3.6 per cent to 5.4 per cent) and a decline of 2.3 per cent among women (from 9.1 per cent to 8.9 per cent).

## Competence raising

In 2007, the Brønnøysund Register Centre has spent NOK 1.65 million on development of employee expertise in the key areas ICT, managerial development, service, communication and guidance. In addition, approximately NOK 200 000 of VOX funding has been spent on competence-raising programmes for restructuring. These funds are intended for persons whose duties have been modified or eliminated due to the transition to electronic management. A total of NOK 215 000 has been allocated as grants for further or continuing education to five men and 11 women. However, men received 46 per cent of the funds.

Nineteen employees started their Bachelor's degree IT studies programme in the autumn of 2007. Ten students also participated in the study "Guidance and communication" (15 credits), which is also being arranged by Torgar næringsshage AS. Twenty-two participants have taken a course called "Service management" (15 credits), while 47 participants have taken a writing course and approximately 70 have attended a course in conversation management. One person has participated in the senior manager programme arranged by "Nord-Norsk lederutvikling", while four have attended the intermediate manager programme. In 2007, the Brønnøysund Register Centre had four apprentices.



Production at the Brønnøysund Register Centre has also been high in 2007. The annual overview of goals and results shows the averages on an annual basis. Some registers have not reached their targets, while others have seen improvements from 2006.

The Register of Bankruptcies and the National Fee Collection Office satisfied their production targets in 2007. The Register of Mortgaged Moveable Property fell short of the target for processing official registration cases, coming in at an average of 4.4 days. No complaints were received. The Register of Company Accounts and the Register of Business Enterprises also generally reached their targets, while the Central Coordinating Register for Legal Entities had longer case processing times than its target times. The Central Coordinating Register for Legal Entities also reached some of its targets, as processing of complaints on average took five days less than the targeted time.

The Department of Distribution did not manage to reach the target of less than 30 seconds waiting time on the Information Telephone and Altinn User Service (ABS) in 2007. The total number of calls has increased from 513 000 to 542 000. However, waiting time for the Information Telephone has declined by one second, while it has increased by one second for the Altinn User Service. The call time has dropped slightly on the Information Telephone (to 102 seconds), and increased slightly for Altinn (to 230 seconds). All the figures are annual averages.

Activity	TARGET	2004	2005	2006	2007
<b>The Central Coordinating Register for Legal Entities</b>					
Complete processing of all cases/notifications with information to affiliated registers	3 days	12 days	4 days	4 days	6.8 days
Complete processing of all cases/notifications without information to affiliated registers	3 days	15 days	6 days	6 days	8.5 days
Forwarding of notifications that only concern other registers		1 day	1 day	1 day	1.0 day
Processing of complaints	21 days	16 days	20 days	47 days	16.0 days
<b>The Register of Business Enterprises</b>					
Processing new registrations and notifications of change	5 days	6 days	8 days	10 days	9.9 days
Processing of complaints	21 days	19 days	19 days	35 days	24.2 days
<b>The Register of Company Accounts</b>					
Processing annual accounts received electronically	2 days	-	-	2 days	1.7 days
Processing annual accounts received on paper	3 days	2 days	2 days	3 days	2.9 days
Complete processing of applications for remission of fees for delays	21 days	25 days	22 days	24 days	25.4 days
Forwarding appeals of rejected applications	21 days	26 days	20 days	24 days	25.5 days
<b>The Register of the Reporting Obligations of Enterprises</b>					
Case processing of new and changed reporting obligations	21 days	20 days	8 days	10 days	15.0 days
Processing coordination cases	21 days	18 days	3 days	9 days	2.0 days
<b>The Register of Mortgaged Moveable Property</b>					
Processing official registration cases	3 days	4 days	4 days	4 days	4.4 days
Processing appeals	21 days	21 days	21 days	21 days	None
<b>The Register of Bankruptcies</b>					
Processing of registrations	1 day	1 day	1 day	1 day	1.0 day
Processing of complaints	21 days	21 days	21 days	21 days	13.9 days
<b>The National Fee Collection Office</b>					
Processing of registrations for invoices	3 days	5 days	4 days	5 days	4.2 days
Processing payments (collateral expenses)	1 day	3 days	1 day	1 day	1.0 day
<b>The Department of Distribution</b>					
Average waiting time on the Information Telephone	30 secs.	27 secs.	34 secs.	42 secs.	41 secs.
Average waiting time Altinn User Service	30 secs.	-	30 secs.	33 secs.	34 secs.
Processing written information	1 day	1 day	1 day	1 day	1.0 day
Processing special orders	7 days	5 days	7 days	7 days	5.1 days

Main figures	2006	2007
<b>The Register of Mortgaged Moveable Property</b>		
Total official registrations	372 807	<b>396 988</b>
Including		
- struck off	173 877	183 818
- sales liens/leasing – motor vehicles	129 675	139 234
<b>The Register of Marriage Settlements</b>		
Officially registered marriage agreements	4 616	<b>5 018</b>
<b>The Central Coordinating Register for Legal Entities</b>		
Number of entities as of 31 December	829 500	<b>857 800</b>
New entities registered during the year	103 327	<b>73 897</b>
Total number of cases processed	356 363	<b>326 802</b>
<b>The Register of Business Enterprises</b>		
New registered business enterprises	49 163	<b>34 655</b>
Of these		
- limited companies	34 813	20 375
- sole proprietorships	7 232	6 774
- general partnerships with unlimited liability	2 352	1 883
Notifications total, including changes and struck off	260 034	<b>277 185</b>
<b>The Register of Company Accounts</b>		
Approved annual accounts for the last accounting year	199 024	<b>242 077</b>
<b>The Norwegian Register of Hunters</b>		
Registered Norwegian hunters	403 435	<b>410 746</b>
Norwegian hunters who have paid as of 31 December	189 313	<b>192 105</b>

Main figures	2006	2007
<b>The Register of Bankruptcies</b>		
Bankruptcies	3 011	<b>2 819</b>
Compulsory liquidations	959	<b>1 069</b>
New disqualification periods	302	<b>275</b>
<b>The Register of Private Debt Amnesty</b>		
Opened debt settlement proceedings	2 144	<b>2 091</b>
Debt settlements granted	1 987	<b>1 757</b>
Including:		
- voluntary	1 512	1 396
- compulsory	475	361
<b>The National Fee Collection Office</b>		
Registered execution proceedings	67 732	<b>20 953</b>
Of these:		
- compulsory sales – real property	11 195	<b>11 599</b>
- distraint proceedings	44 492	<b>880</b>
<b>The Central Marketing Exclusion Register</b>		
Number of registered exclusions	1 440 305	<b>1 625 508</b>
Registered against phone advertising	1 439 222	<b>1 619 660</b>
Registered against mail advertising	802 888	<b>907 098</b>
<b>Information provided</b>		
- Calls taken – manual phone	513 142	<b>541 503</b>
- Information provided in writing	114 884	<b>122 423</b>
- On-line (transfer of data to users via distributors)	2 195 638	<b>3 047 652</b>
- Basic data via Web Services	9 889 080	<b>6 858 272</b>
Internet (all services)	38 233 913	<b>44 798 697</b>



	2006	2007
Note		
<b>Service fees</b>		
<b>Registration</b>		
The Register of Mortgaged Moveable Property/ The Register of Marriage Settlements	248 744 720	265 893 575
The Aquaculture Register	243 600	419 050
The Register of Business Enterprises	293 326 106	201 546 318
<b>TOTAL registration fees</b>	<b>542 314 426</b>	<b>467 858 943</b>
<b>Enforcement proceedings</b>		
The National Fee Collection Office	247 912 150	<b>86 289 122</b>
<b>Register information</b>		
The Register of Mortgaged Moveable Property/ The Register of Marriage Settlements	2 431 993	1 848 624
The Register of Company Accounts	10 670 900	8 786 518
The Register of Bankruptcies	0	53 850
The Register of Business Enterprises	14 126 833	16 646 796
The Aquaculture Register	3 900	0
The Central Coordinating Register for Legal Entities	967 991	1 229 317
<b>TOTAL information fees</b>	<b>28 201 617</b>	<b>28 565 105</b>
<b>TOTAL service fees paid</b>	<b>1 818 428 193</b>	<b>582 713 170</b>

	2006	2007
Note		
<b>Assignment revenue</b>		
Basic reimbursements	4 800 598	5 008 306
Volume reimbursements	12 173 172	11 328 780
EBR revenues	186 365	300 844
The Central Marketing Exclusion Register	846 500	910 998
The accounts database	2 482 404	4 369 346
<b>TOTAL assignment revenue – sales</b>	<b>20 489 039</b>	<b>21 918 274</b>
Reimbursements public duties	10 268	0
Development and operations of databases/registers	12 718 752	13 547 436
Courses/training	547 205	1 045 291
AltBas	97 300	180 000
Collection activities	1 108 947	1 022 712
Consulting activities	9 285 166	13 448 403
<b>TOTAL assignment revenues – reimbursements etc.</b>	<b>23 767 638</b>	<b>29 243 842</b>
<b>TOTAL assignment revenues BR</b>	<b>2 44 256 677</b>	<b>51 162 116</b>
Altinn – revenues/reimbursements	7 150 864	9 745 265
Safety services – revenues/reimbursements	12 985 000	6 200 000
<b>TOTAL assignment revenues Altinn</b>	<b>20 135 864</b>	<b>15 945 265</b>

In the same way as many other state enterprises, the Brønnøysund Register Centre's operations are funded by annual appropriations from the government budget. Revenues are generated by the level of fees as laid down by Stortinget (Parliament), and are channelled straight into the national treasury.

Thus using the normal business terminology to talk about an operating surplus or deficit does not really work for the type of activities the Brønnøysund Register Centre undertakes.



#### Service fees

##### Note 1

The total amount of fees paid in 2007 amounted to NOK 582.7 million (2006: NOK 818.4 million). The fee revenues are lower because in 2007 the Brønnøysund Register Centre transferred collection of the fees for the execution authorities to the Norwegian National Collection Agency.

In 2006, changes in the tax and fee legislation triggered a substantial increase in the number of cases and fee revenues paid to the Central Coordinating Register for Legal Entities and the Register of Business Enterprises. Fee revenues for registration were reduced by NOK 74.5 million, or 14 per cent.

NOK 28.6 million comes from sales of information for which fees are charged (2006: NOK 28.2 million).

#### Assignment revenues

##### Note 2

The business community demands services and information that are basically not part of the range of services provided by the Brønnøysund Register Centre. Customers request information to be compiled and presented in specific ways, and when this is provided, they pay the costs of developing the product. In 2007, such assignments generated revenues of NOK 21.9 million. NOK 29.2 million of assignment revenues comes from the reimbursement for developing and operating the Lottery Register, the Norwegian Register of Hunters, the Voluntary Register of Complementary Practitioners, and supply of infrastructure services (IT, administration, premises, user support) for Altinn and the Security Portal.

	2006	2007
Note		
<b>Operating expenses – the Brønnøysund Register Centre</b>		
<b>Payroll and allowances</b>		
Positions	124 132 590	131 297 986
Temps	9 032 042	11 300 397
Apprentices	209 343	532 774
Cleaning staff	2 249 043	2 284 328
Social benefits and pensions	19 137 227	7 592 389
<b>TOTAL payroll and allowances</b>	<b>154 760 245</b>	<b>153 007 874</b>
<b>Goods and services</b>		
Machinery, furnishings and equipment (investments)	20 729 710	9 680 409
Consumables	5 785 660	4 533 240
Travel expenses	11 578 505	12 684 502
Clerical services	19 237 439	19 489 043
Consultant services etc.	10 640 730	17 131 354
Maintenance and operation of machinery	7 229 176	7 330 264
Building operations	18 900 565	21 365 783
<b>TOTAL goods and services</b>	<b>94 101 785</b>	<b>92 214 595</b>
<b>Operating expenses – Altinn</b>		
Payroll	7 414 226	9 729 236
Employers' National Insurance contribution	984 019	517 553
Goods and services	50 853 366	70 254 884
<b>TOTAL</b>	<b>59 251 611</b>	<b>80 501 673</b>
<b>TOTAL expenses</b>	<b>3</b>	<b>308 113 641</b>
		<b>325 724 142</b>

	2006	2007
Note		
<b>Operations – Result – the Brønnøysund Register Centre</b>		
Financial framework	251 734 320	247 789 709
– expenses	-248 862 030	-245 222 469
Underabsorption/overabsorption	2 872 290	2 567 240
<b>Expenses covered outside the Brønnøysund Register Centre's budget framework 4</b>		
<b>Collateral expenses – special operating expenses</b>		
The Register of Private Debt Amnesty	13 261 607	9 371 746
The National Fee Collection Office	36 845 171	37 778 637
The Register of Business Enterprises – announcements	24 450 924	29 581 952
The Register of Bankruptcies – announcements	6 465 688	8 063 964
The Register of Company Accounts – announcements	333 869	419 260
<b>TOTAL collateral expenses</b>	<b>81 357 259</b>	<b>85 215 559</b>

### Operating expenses

#### Note 3

Payroll expenses amounted to NOK 153 million (2006: NOK 154.8 million). Of this, NOK 131.3 million came from permanent positions, while wages for temps amounted to NOK 11.3 million. Expenses for national insurance and pensions came to NOK 7.6 million, a drop of NOK 11.5 due to the introduction of differentiated employer contributions for state enterprises. The higher payroll costs were generally due to the settlement of wage negotiations and increased Altinn activities.

The Brønnøysund Register Centre's operations are generally based on information technology. For the registers to maintain a good technological level, annual investment in computer equipment is a necessity. In 2007, investments in hardware and software came to NOK 9.7 million, a drop of NOK 11 million. Investments in 2006 were higher than normal because a parallel operating environment was established for reasons of operational safety and contingency planning.

The major expense items in 2007 that come under regular operations include the operation and maintenance of computer-related equipment, office equipment and telephony – amounting to NOK 7.3 million. Postage came to NOK 10.9 million, and office rent was approximately NOK 16.9 million.

#### Expenses covered outside the budget framework of the Brønnøysund Register Centre

#### Note 4

In addition to payroll and operations expenses, there were costs (so-called collateral expenses) that were directly connected to business activities for the National Fee Collection Office, the Register of Private Debt Amnesty, the Register of Bankruptcies, the Register of Company Accounts and the Register of Business Enterprises. In total collateral expenses came to NOK 88.2 million (2006: NOK 81.4 million). NOK 31.3 million of this was used on announcements in the local press.





# Brønnøysundregistrene

The Brønnøysund Register Centre

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**Organisation number** 974 760 673

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## Telephones/Telefax

The Information Telephone	+47 75 00 75 00
User support Altinn	+47 75 00 60 00
Administration	+47 75 00 75 09
The Norwegian Register of Hunters	+47 75 00 79 99
Telefax	+47 75 00 75 05
The Register of Hunters telefax	+47 75 00 79 50

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## Automatic services

Motor vehicle liens via SMS	+47 21 21
Motor vehicle liens via WAP	wap.brreg.no
Register exclusion from unsolicited advertising	+47 75 00 75 03

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**Postal address** 8910 Brønnøysund

The Brønnøysund Register Centre  
Register of Mortgaged Moveable Property  
Register of Marriage Settlements  
Register of Bankruptcies  
Register of Company Accounts  
National Fee Collection Office  
Register of Business Enterprises  
Central Coordinating Register for Legal Entities  
Register of the Reporting Obligations of Enterprises  
Norwegian Register of Hunters  
Central Marketing Exclusion Register  
Aquaculture Register  
Altinn central administration

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**Office address** Havnegata 48, Brønnøysund

<b>E-mail</b>	The Brønnøysund Register Centre	firmapost@brreg.no
	The Norwegian Register of Hunters	jegerregisteret@brreg.no

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**Internet** [www.brreg.no](http://www.brreg.no)

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