URGENT NOTICE TO CUSTOMERS
CIPC SYSTEM PROBLEMS

The Companies and Intellectual Property Commission (CIPC) wishes to inform its practitioners, customers and members of the public that we are experiencing system problems which have resulted in system downtime.

We apologise for the inconvenience and are working to address the problems. In order to assist customers and members of the public, we have put in place the following measures:

1. The CIPC is extending the filing (compliance) period for annual returns becoming due from 1 April 2012 until 31 July 2012 with an additional 90 business days, to 31 October 2012.
2. Penalties are also waived under the general waiver as published on 30 March 2012.
3. These system problems are impacting on the CIPC’s ability to assist customers in electronic filings, e-mail, telephonic enquiries and processing of applications and are further affecting our published service delivery standards.

During the 4th and 5th of April, CIPC will therefore only accept manual applications at its offices from registered customers. All new customers, requiring registration as a customer, is advised to contact CIPC on Tuesday, 10 April 2012.

All customers are advised to refer to the CIPC website to confirm the status of the system problems on Tuesday, 10 April 2012 before attempting to access our electronic systems and forwarding enquiries.

Yours faithfully,

Astrid Ludin
COMMISSIONER
Date 4/4/2012