IMPORTANT NOTICE TO CUSTOMERS  
(Notice no 30 of 2016)

CIPC CALL CENTRE
TELEPHONY UPGRADE

Dear Customer,

Kindly note that the CIPC telephony and contact centre infrastructure has been upgraded and is scheduled to be implemented and tested 20 - 22 May 2016. The CIPC telephone number remains unchanged i.e. 086 100 2472 (086100CIPC).

We anticipate a smooth an uneventful cut-over to the new telephony infrastructure and expect operations to continue normally on Monday 23 May 2016.

However, if for whatever reason you may be experiencing difficulty in accessing the CIPC Call Centre, we would like to apologise upfront, with the assurance that we endeavour to restore call operations as soon as possible.

Kindly take note that the main telephone voice prompt options will be changing as follows:

- For assistance and guidance with online transactions, Press 1
- For assistance regarding the resetting of passwords, Press 2
- For any enquiries regarding your CIPC payment or refunds, Press 3
- For information about the status of your application, Press 4
- To request copies of documents, certificates or the perusal of files Press 5
- To follow up on corrections of errors or enquire about data sales, Press 6
- To report fraud, Press 7

Please note that after choosing the main options you will be able to choose relevant sub-categories. Kindly be reminded that the Call Centre operates from 08h00 until 16h00.
Self-Help Options

Due to high call volumes, we would like to urge Customers to rather visit our website at www.cipc.co.za for general information, utilising the “useful tools”, and “access” portal for information guides, such as Step-by-Step Guides on how to file on-line CIPC transactions for the following:

- Name Reservations
- Private Company registration standard form
- Annual Returns
- CoR39 (Director changes)
- CK 2
- Address- as well as financial year-end changes, can be found on the CIPC website at www.cipc.co.za under “Access” or “Useful Tools”.

e-Services and USSD Service to track progress

You can track the progress of your applications by visiting the E-services page on the CIPC website. Sign in with your customer code and password, and click on Transaction Status.

Or, track progress by accessing the CIPC USSD service via your cellphone by dialing *120*2472# or *120*CIPC#. The following information can be accessed via your cell phone:

- Private Company registration enquiry;
- Annual Return due date;
- CIPC Banking details;
- Name Reservation status;
- Your CIPC Account Balance;
- Information on Reset Password (if you have logged onto e-services previously to create a security question);
- Your company’s Financial Year-end detail;
- Enterprise status; or
- Information on BBEEE certificates.
Enquiries

Alternatively, you can follow up on the status of an application or previous request by logging an enquiry on the CIPC website under “Enquiries” after which you will receive a ticket number for future reference. Kindly note that the standard response time for these enquiries submitted is 10 days, therefore, do not call before the 10 days have lapsed or resubmit multiple duplicated requests.

Requests for copies/certificates or the perusal of company or close corporation files can be submitted via the CIPC website after registering as a customer and paying the required fee of R30 where applicable. You also can request a correction by logging your request on the CIPC website under “Enquiries” (bottom left) on the CIPC website.

To inform CIPC of any suspected fraudulent, corrupt and irregular activities within CIPC, you can also complete and submit a form available on the CIPC website.

CIPC is confident that the telephone upgrade will be a positive step in the direction of improving our customer’s service experience.

Adv. R Voller
Acting Commissioner: CIPC

[Signature]

14/5/2016