



## NOTICE TO ALL CUSTOMERS: CIPC FILE TRANSITION PROJECT

Dear Customer

The CIPC is currently managing a File Transition Project during which +/- 7.2 million Company, Close Corporation, Patents, Trade Marks, Copyrights, Cooperatives and Designs etc. files will be moved to a new bulk storage facility, over a period of 4 months, as from Monday the 26<sup>th</sup> July 2021. Due to hand-over of files between current service provider and new service provider, files requested by CIPC on daily/weekly basis will be retrieved but will take a bit longer to be submitted to CIPC.

Please note that all unattended/unresolved disclosure requests will remain open on the disclosure workflow until the files have been received by CIPC, requests completed and documents dispatched to customers.

Customers must please not re-submit a request previously submitted as this will result in billing duplication.

Customers who have previously enquired about the status of their disclosure requests, are urged to be patient. Their requests will be attended to as soon as the files have been received by CIPC.

Customers who have not previously enquired about the status of their disclosure requests, can utilise the "enquiries portal", <http://www.cipc.co.za/index.php/enquiries/>, from the CIPC website, for security and control purposes.

Enquiries via email or telephone will unfortunately not be attended to.

CIPC apologises for any inconvenience.

Regards

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**Mr Rory Voller**  
**COMMISSIONER**

**Date: 23 July 2020**