NOTICE TO CUSTOMERS

NEW CALL CENTRE APPROACH

The Companies and Intellectual Property Commission (CIPC) has embarked on a new approach with regards to customers contacting CIPC as to improve the service delivery in the call centre.

We are aiming for first call resolution, hence amongst other, the Interactive Voice Response (IVR) has been aligned to effect the changes. This voice message system has changed to provide for a much more detailed options menu that is very specific, routing calls to different divisions in the organisation directly. **It is imperative to follow the voice prompts and select the correct option to ensure that optimal service will be rendered without delay.**

The new main Interactive Voice Response (IVR) menu is as follows:

1. For pre-recorded information on CIPC such as our physical and postal address, the most frequently used company forms or how to register a customer code, please press 1.
2. For name reservations, press 2.
3. For companies, close corporations and co-operatives, press 3.
4. For trade marks, patents & designs, copyright and indigenous knowledge, press 4.
5. For company investigations, counterfeit goods or business rescue, press 5.
6. For copies of documents, access to CIPC records or data sales press 6.
7. For any queries related to billing and the allocations of payment to your CIPC account press 7.
8. For general advice and information on CIPC products and services or to lodge a service delivery related complaint press 8.
9. Alternatively, press 9 to speak to an operator.
10. Please press 0 if you wish to return to the main menu.

Each menu selection will provide further options to suite your specific need.

We trust that this new approach will ensure a satisfying customer experience.

Yours sincerely,

Ms Astrid Ludin
COMMISSIONER: CIPC

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