



Companies and Intellectual  
Property Commission

a member of the dti group

## IMPORTANT NOTICE TO CUSTOMERS (Notice 13 of 2020)

### NON-READABLE DOCUMENTS SUBMITTED TO CIPC FOR PROCESSING

It has been noted that when clients are uploading or emailing documents to CIPC for processing in certain instances these documents cannot be processed due to the following reasons;

- Documents are password protected;
- Documents are corrupt;
- Documents are illegible;
- Incorrect document file names, which include too many dots, special characters in the file names, etc.

To ensure timeous processing of all submitted documents, clients are advised to ensure;

- There are no passwords set on any submitted documents;
- Customers should open documents prior to submission, to validate readability;
- Legibility to be confirmed after the document is compiled. (scanned or saved);
- No documents should be saved with any special characters.

If all of the above requirements have been met and there is no feedback within 5 business days, please log a ticket on the CIPC enquiry system for the necessary attention.

Trust you will find the above in order

Regards

  
Andre Kritzinger  
Executive Manager: BISG  
20/03/2020

ISO 9001: 2008 Certified

The dti Campus (Block F - Entifufukweni), 77 Meintjies Street, Sunnyside, Pretoria | P O Box 429, Pretoria, 0001

Call Centre: 086 100 2472

Email [AKritzinger@cipc.co.za](mailto:AKritzinger@cipc.co.za) Website [www.cipc.co.za](http://www.cipc.co.za)