



Companies and Intellectual
Property Commission
a member of **the dtic** group

CIPC DISPATCH CHALLENGES (E-MAILS) Notice 56 of 2021

Kindly note that CIPC is currently experiencing challenges with e-mails sent to customers. Some service providers are blocking e-mails received from CIPC as they view it as junk mail. CIPC is attending to this challenge as a matter of urgency and is liaising with the relevant service providers. CIPC will inform customers once the issue has been resolved.

Customers are encouraged to rather use Bizportal (www.bizportal.gov.za) or new e-services (visit www.cipc.co.za and click on Online transacting on the top menu/new e-services) to register new companies, as no documents need to be signed and submitted to CIPC. Kindly be reminded that you can use Bizportal or e-services to register a company if the name was reserved on one of these channels. However, when using **new e-services**, both name reservation and company registration needs to be applied for on this platform.

If you did not receive the relevant document (i.e. Incorporation Documents (MOI); resend company registration application form; resend director amendment application form or resend amendment application form, customers are advised to retrigger the requested documents by following these steps:

- We recommend that you change your e-mail address first if possible (Sign in to e-services and click on Edit Customer Profile on the left menu)
- Visit the e-services website <https://eservices.cipc.co.za> and sign in with your customer code and password
- Select **Transact** on the top right menu and then Certificates and Disclosures
- Click on the relevant option (i.e. Incorporation Documents (MOI); resend company registration application form; resend director amendment application form or resend amendment application form).

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

Call Centre: 086 100 2472

Email: cipc@cipc.co.za Website: www.cipc.co.za

To retrieve **Annual return certificates**, visit <https://eservices.cipc.co.za> and sign in with your customer code and password and Select Transact and then File Annual returns. Select Re-print AR certificate and type in the enterprise number in question. The retrieved certificate will not display the turnover for the enterprise.

Password reset: Customers are advised to download the app “CIPC Mobile” from Google Play store (Android users). Click on Forgot password to receive communication via the registered cell phone number. If your cell phone number is not up to date, log a ticket on the Enquiries system by visiting <https://enquiries.cipc.co.za> and click on **Password reset**.

If the documents have been retriggered and you are still not receiving the documents, kindly log a ticket under the relevant department on the Enquiries system <https://enquiries.cipc.co.za>

CIPC apologises for any inconvenience caused.

Yours sincerely,



Adv. R. Voller
Commissioner: CIPC

5 / 11 /2021