



Companies and Intellectual
Property Commission

a member of the dti group

NOTICE TO CUSTOMERS

CLOSURE OF COMPANIES QUERIES IN THE ENQUIRIES QUEUE

(Notice no 11 of 2015)

Dear Customers,

Due to some transitional inefficiencies resulting in processing delays and subsequently backlogs and various challenges, CIPC received an influx of queries in the Companies 'Enquiries' queue via the website.

After some client engagement and deliberation, CIPC has decided to close the Companies' tickets received to circumvent unnecessary effort where queries have in the meantime been resolved, as well as eliminate the duplicate tickets. The tickets will be closed but not deleted.

The following categories on the 'Enquiries' queue will be closed up to 03/03/2015:

- The change of directors
- Appointment, resignation of auditors
- Auditors or company secretary
- Company Registrations – Electronic New Company Registrations (Via Companiesonline)
- Company Registrations – Manual New Company Registrations (via Companydocs)
- Conversions from Close Corporations to Company.

This implies that customers whose queries have not been attended to can therefore reopen it again and the ticket number retained. This will assist the Team to manage the then reduced number of queries more efficiently.

We apologise for any inconvenience caused and thank you for your co-operation in this regard.

Sincerely,

Mrs. Astrid Ludin
Commissioner: CIPC

...3. March 2015