

Notice 58 of 2015

IMPORTANT NOTICE TO CUSTOMERS

Dear Customer,

CIPC is currently streamlining its enquiry processes to enable increased efficiencies and quicker response times to customers by channeling all enquiries/queries to a central point of entry i.e. "Enquiries" via the CIPC website.

Therefore, kindly take note that the following revenue mailboxes previously utilised to log a payment- or refund related enquiry, will be closed with immediate effect:

- Revenue@cipc.co.za
- Revenueenq@cipc.co.za
- revenueinfo@cipc.co.za
- refund@cipc.co.za

Hence, if any payment made in your CIPC account does not reflect in your customer code, an enquiry ticket must be logged on the CIPC website at www.cipc.co.za / enquiries / login by using your customer code and password and following the prompts. Always attach the proof of deposit and indicate your customer code. Also indicate the enterprise name and number as well as tracking number as the subject. A reference number will be automatically generated for future reference if so required. Please note, the service delivery standard for enquiries is 10 working days. Please do not resubmit multiple times or call the Call Centre before the 10 days have lapsed.

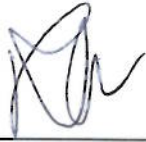
It is important to note the following information:

1. The customer code of not more than 6 characters must be used as reference number on the deposit.
2. Always check whether a deposit was allocated prior to logging an enquiry. Allocation of a deposit may be confirmed via your customer statement or alternatively by logging on to the annual returns system since the available funds will reflect.
3. If the correct reference number was used on the deposit, the deposit will automatically be allocated to the customer code registered within 24 hours provided that the deposit was made from ABSA. For any other bank it is 48 hours.

Customers are encouraged to keep abreast of their account statements on a regular basis by visiting CIPC's website, www.cipc.co.za, and by following the steps below:

- Login using your Customer Code and Password
- Click on additional services
- Click on the second link i.e. customers transactions

Sincerely,



Adv. Rory Voller

Acting CIPC Commissioner

16 November 2015