



IMPORTANT NOTICE TO CUSTOMERS

CLOSURE OF DISCLOSURE ADDRESSES AND THE RESUBMISSION OF REQUESTS FOR COPIES OF DOCUMENTS OR THE PERUSAL OF FILES

Customers are herewith informed that the disclosure@cipc.co.za and statedepartments@cipc.co.za e-mail addresses will be closed down and not be attended to as the central point of entry for all disclosure requests will now be via the CIPC website, with immediate effect. The new CIPC website provides for a more efficient process to request copies of documents and/or the perusal of files under: *Business and IP Search/Copies of business documents or Request for perusal of files* at the following links:

<http://www.cipc.co.za/index.php/find-enterprise-ip-informatr/moo2/>

<http://www.cipc.co.za/index.php/find-enterprise-ip-informatr/request-perusal-company-or-cc-file/>

The requests are filtered into an electronic workflow allowing for a more effective control of requests received and allocation of work to the Team.

CIPC has noticed that the large volumes of disclosure requests received for companies and close corporations via the disclosure@cipc.co.za e-mail address and drop-off boxes are due to duplicate requests. To manage this process more effectively, customers are requested to resubmit requests for copies of documents or files if not yet received and where funds have not already been deducted from the customer's account. Kindly note that customers must refrain from re-submitting if the customer account reflects that funds have already been deducted, as the request has then already been completed and in the process of being e-mailed or posted to the respective Requester. Resubmitting may result in further duplications and costs to the customer. Please bear in mind that due to the network limitations, all electronic documents larger than 4MB can only be dispatched via the normal mail via SAPO. The current SAPO strike as well as the closure of the drop off box for companies, close corporation and co-operatives at the dti Campus and Sunny Park CIPC Service Centre also has relevance.

All future enquiries related to requests already submitted should only be logged after 15 working days (as per the service standards) via the "Enquiries" bullet on the bottom of the CIPC website home page and no longer to the e-mail addresses previous utilised.



Companies and Intellectual
Property Commission

member of the dti group

CIPC is committed to service delivery and appreciate your support in assisting CIPC in improving and enhancing processes.

Sincerely,

Astrid Ludin

Commissioner: CIPC

... October 2014