



Companies and Intellectual
Property Commission

a member of **the dti** group

IMPORTANT NOTICE TO CUSTOMERS (Notice 5 of 2019)

CIPC CALL CENTRE NEW INTERACTIVE VOICE RECORDINGS (IVR) LAUNCHED

Dear Customer

Kindly note that the Interactive Voice Recordings (IVR) has been reviewed, and the revised voice prompts will be effective from 1 February 2019.

The main telephone voice prompt options will be changing as follows:

- Press 1 for for Self-help on CIPC Banking details, status of your application, B-BBEE certificates, Annual Returns, Allocation of funds/refunds, password reset and Self Service Centres
- Press 2 for Name Reservation Enquiries
- Press 3 for Company and Close Corporation enquiries
- Press 4 for Co-operative enquiries
- Press 5 for Finance related enquiries
- Press 6 for Intellectual Property Enquiries
- Press 7 for any other enquiries

You can press 9 to return to the main menu or 0 to speak to a consultant at any time.

After choosing the main options, you will be able to choose relevant sub-categories.

Kindly be reminded that the Call Centre operates from 08h00 until 16h00.

Due to high volume of calls, customers are encouraged to consult the website www.cipc.co.za for general information, the "Access" link for step by step guides, as well as the notices on the website.



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**CIPC CALL CENTRE
NEW INTERACTIVE VOICE RECORDINGS (IVR) LAUNCHED (Cont)**

Notice 7 of 2019

The Enquiries system <https://enquiries.cipc.co.za/Index.aspx> (or visit www.cipc.co.za and click on Enquiries), can be used to log tickets relating to any process.

CIPC is confident that the new IVR will be a positive step in improving the customer service experience.

Yours sincerely,

A handwritten signature in red ink, appearing to be 'R. Voller', is written over the 'Yours sincerely,' text.

Adv. R. Voller
Commissioner: CIPC

21 / 1 / 2019