



Companies and Intellectual  
Property Commission

a member of the dti group

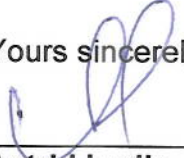
## NOTICE TO CUSTOMERS

### GUIDE TO SUBMITTING COMPANY AND CLOSE CORPORATION APPLICATIONS VIA DEDICATED E-MAIL ADDRESSES

In order to address some of the difficulties experienced by customers and CIPC staff with the use of dedicated e-mail addresses for submitting applications to CIPC and to facilitate effective processing of applications received, customers are advised to adhere to the following guide:

- Applications should be filed to the correct e-mail address. Due to high volumes it is not always possible to reroute the application to the correct e-mail address.
- Applications should not be submitted to multiple e-mail addresses especially to e-mail addresses that are not authorised to receive applications. Staff has been specially allocated to manage each dedicated mailbox and therefore it is unnecessary and inconvenient to copy other mail addresses.
- Applications should not be more than 40 pages. If application contains more than 40 pages it should be posted or hand delivered to CIPC.
- Applications should not be filed in parts due to the fact that it is not always possible to combine the application. If the application is e-mailed in parts it does not necessarily result in it being received in sequence within the dedicated mailbox
- The subject of the e-mail must clearly state the form and where available the entity name and registration number (e.g. CoR21.1 ABC (Pty) Ltd 2002/123456/07).
- Applications should be scanned in the smallest possible resolution ensuring that the entire application is legible and clear.
- Applications or parts thereof will not be downloaded from other sites e.g. Google.
- Each application must be scanned and submitted separately to the correct e-mail address.
- Applications should not be filed in duplication (e.g. submitted more than once to the same or different mailboxes or e-mailed and then also submitted manually).
- Applications must indicate a customer code even if the form or the format in which the application is submitted does not provide for such.
- Enquiries are not addressed via the dedicated mailboxes unless expressly indicated otherwise.

Yours sincerely,

  
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**Astrid Ludin**  
**Commissioner: CIPC**  
**13 / 12 / 2013**

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