

NOTICE TO CUSTOMERS

Notice number 34 of 2015

PROBLEM WITH PRACTICE NUMBERS OF AUDITORS

Subsequent to the introduction of our electronic auditor change, it is encouraging to note that this process has received an overwhelming reception. As part of monitoring and evaluation of our new processes to ensure customer satisfaction and continual improvement we have observed some teething problems which we are busy attending to.

Cognisance should be given to the following:

1. We have observed some technical issues where the process fail before issuing the certificate. Our technical team is busy attending to such, however such certificates can be retrieved from our website under "Business and IP Searches.
2. Some applicants could not proceed because when they insert the profession number the system picks up the wrong name, we have done an exercise of cleaning our records using the latest information from IRBA. Therefore those who experienced such a problem should retry and submit and their applications should go through.
3. Upon implementation of the system, we overlooked the possibilities of having the practice number which is alpha-numeric resulting in such practice numbers not being able to go through. We have corrected the problem and busy with the testing and we anticipate roll-out by the 22/06/2015. Your co-operation in this regard will be appreciated, therefore you can either wait for the implementation date or submit your application to cor44@cipc.co.za in the meantime.
4. All companies which were registered before September 2011 couldn't go through and they will receive the query about Close Corporations or Co-Operatives however we have corrected the system to cater for all companies and people can try again.

Sincerely,



Adv. Rory Voller

Acting Commissioner: CIPC

..... June 2015