



Companies and Intellectual
Property Commission

a member of the dti group

NOTICE TO CUSTOMERS (Notice 1 of 2017)

AVAILABILITY OF CIPC FILES: STATUS ON FILES AT THE NEW BULK STORAGE FACILITY

Dear Customer,

The "CIPC File Transition Project", in which approximately 6.2 Million Company-, Close Corporation-, Patent-, Trade Marks-, Copyright-, Cooperatives- and Design-, etc. files were moved to a new bulk storage facility has been completed successfully.

However, the new service provider is still working 24/7 in the take-on process in verifying, barcoding and capturing files received during the festive season period as well as recapturing approximately 3000 boxes ($\pm 200,000$ files) received with defective barcodes.

CIPC will soon embark on a "Backlog Initiative" to have the transactions for the approximate 30,000 outstanding files requested by CIPC officials, attended to as soon as the files are available, as a huge influx of files requested is expected by the third week of January 2017.

Please note that all 2016 unattended/unresolved "disclosure requests" (copies/perusal of company documents) shall remain open on the Disclosure Workflow, until the files have been received, request completed and documents dispatched to the client.

Clients must not re-submit a request previously submitted, as this will result in duplication and any duplication completed, will be deducted from the client account.

Clients who have previously enquired regarding the status of their disclosure requests are urged to be patient, as this will be attended to as soon as the files have been received.

Clients who have not previously enquired regarding the status of their disclosure requests, could utilise the "enquiries portal" on the CIPC website as for security and control purposes enquiries via e-mail or telephone will unfortunately not be attended to: <http://www.cipc.co.za/index.php/enquiries/>

CIPC apologies for any inconvenience caused during the file transition project and endeavours to do everything possible to finalise the backlog due to this.

We trust that business operations will be back to normal soon.

Adv. R.W. Voller

Commissioner: CIPC

Date: 4/01/2017