

IMPORTANT NOTICE TO CUSTOMERS (Notice 8 of 2018)

ENQUIRY SYSTEM FOR LOGGING TICKETS

The Companies and Intellectual Property Commission (CIPC) is committed to customer service. The Enquiry system, available on the CIPC website provides an opportunity for customers to log a ticket/case with CIPC relating to any outstanding process/processing of enquiries or any other enquiries.

The Enquiry system is accessible via the CIPC website [www.cipc.co.za/CIPC Enquiries](http://www.cipc.co.za/CIPC%20Enquiries), or by clicking on the link: <http://enquiries.cipc.co.za/Index.aspx>. The same customer code and password as using for CIPC E-services must be used to log into the Enquiries system. Tooltips will assist customers when unsure which category to use for logging a ticket. Once a ticket has been logged, the customer will receive an e-mail with a reference number, which can be used to follow up on the progress of the enquiry.

Kindly take note of the available categories, and which category to use for your specific requests. The updated categories will be rolled out on 12 March 2018.

Department	Category	Sub-Category
3rd Party queries		
Bank Collaborations		
BBBEE		
Companies and Close Corporations (CC)	Amalgamations and Mergers	
	Annual Returns	
	Business Rescue Proceedings	Application for Business rescue (CoR123.1 CoR125.1, CoR125.2 CoR125.3)
	Business Rescue Practitioners	Application for Business Rescue Practitioners License (CoR 126.1)
		Business rescue Practitioner Appointment (CoR123.2)
	CC Amendments	Accounting Officers (CK2A)
		CC Address changes
		CC Member changes - CK 2
		CC - Changes to principal business, financial year end (CK2A - R30)
		CC Name Change



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Companies and Close Corporations (CC)	Company Registration	Company registration - E-services
		Manual company registration
	Conversions	Conversion from CC to company
		Conversion from co-op to company
		Conversion from one type of co to another
	Deregistration of companies/CCs	
	Follow up request (CoR 135.1)	
	Financial statements	
	Independent Reviews	
	Liquidation	
	Confidentiality Agreements	
	Company Amendments	Auditor changes (CoR 44)
		Changes to company and CC name
		Changes to company share capital (CoR15.2)
		Changes to location of company records (CoR22)
		Changes to company and CC addresses (CoR21.1)
		Changes to company and CC main business
		Company Secretaries (CoR44)
		External Companies - Notice of Person Authorised to Accept Service (CoR21.2)
		Director Amendments (CoR39)
		Other changes to memorandum of Incorporation CoR15.2 - (e.g. ring fencing, adoption of MOI)
		Co Financial year-end changes (CoR25)
	Name reservation	
	Paper-based disclosure	Certified copies
		Inspection of files
		Requests for copies
		Typed certificate
	Prospectus (public offering of company securities)	
	Re-Instatements	
	Reportable Irregularities	



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	XBRL	XBRL Fault Logging
Co-operatives	Co-op Registration	New Registration
		Conversion from Company to Co-op
		Correction of documents
	Co-op Amendments	Appointment, resignation and removal of auditors (CR4)
		Changes to the address, location and contact particulars of Co-ops
		Changes to the Board of Directors (CR2)
		Changes to the financial year end (CR6)
		Changes to the name of the co-operative (CR6)
		Co-op Disclosure (CR13)
		Correction of documents
		Financial Statements (CR7)
		Liquidation / De-registration (CR9)
		Special resolutions (CR6)
Corporate Legal	Companies Act Enquiries	
Customer code/Password Reset		
Data Sales		
Domain name queries		
Finance	Allocation of funds	
	Refunds	
	Card Payments	
Intellectual Property	Copyright	Amendments (Errors, changes in particular)
		New Applications
		E-Journal
		Registration Certificates
		Amendments (Errors, changes in particular)
	Intellectual Property Enforcement	Trade Mark Counterfeiting
		Copyright Piracy
		Enforcement
		Training
		Capacity Building
		Industry Networking
	Patents and Designs Register	Search
		New Applications
		Renewals



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Intellectual Property		Registration Certificates
		Amendments (Errors, changes in particular)
		Patent Search
	Trade Marks	E-Journal
		Amendments (Errors, changes in particular)
		E-Journal
		E-search
		New Applications
		Renewals
		Registration Certificates
USSD		Examinations
Webinar		

The turnaround time for business units to respond to tickets are 10 business days.

Yours sincerely,

Adv. R. Voller
Commissioner: CIPC
10 / 1 / 2018