



Companies and Intellectual
Property Commission
a member of the dtd group

**NOTICE TO CUSTOMERS
(Notice 5 of 2016)**

DELAY IN PROCESSING OF BUSINESS NAMES

Dear Customers

CIPC experienced technical difficulties on the business names registration process during the last three weeks of December 2016. This, as well as an above normal incoming volume of business names that requires back office approval, resulted in a backlog in the processing of name reservation applications. The name reservation team is currently working on a 6 day turnaround time.

It is important to note that some customers may be experiencing inconsistent processing times. This is due to a level of automation which was incorporated in the business name reservation system during 2016. Therefore, certain business name reservation are processed by the system, while others are referred by the system for back office approval.

The backlog regarding business names is receiving urgent attention and should return to normal service standard turnaround time soon.

CIPC apologises for any inconvenience caused.

Yours sincerely,

Adv R Voller
Commissioner: CIPC
20/12/2017