



Companies and Intellectual
Property Commission

a member of the dti group

INTRODUCTION OF ADDITIONAL OPTION FOR RETRIEVAL OF MEMORANDUM OF INCORPORATION DOCUMENTS NOTICE 43 OF 2017

CIPC strives to improve customer service. As part of the process, CIPC will be introducing another option for the retrieval of Memorandum of Incorporation (MOI) documents. The new option will put customers who forgot the tracking number in a position to still retrieve the MOI documents, and it will not be necessary to retrieve these documents via the paper-based disclosure avenue.

Currently, CIPC customers have two options relating to retrieval of MOI documents, namely:

- Directors of a specific company can retrieve MOI documents for their companies
- Customers who know the tracking number of a company, can retrieve the MOI documents by typing in the Enterprise number as well as the tracking number.

The new option will work as follows: Customers can request an MOI document. As soon as they request the document, the directors of the company will receive a One Time Pin (OTP). Any of the directors must provide the OTP to the customer requesting the documents to enable them to retrieve the required document.

It is important to note that electronic MOI documents for companies are only available from the following dates:

- Private companies – 16 September 2014
- Nonprofit companies – 1 May 2017

CIPC trusts that this new option will ease the way customers do business with CIPC.

Kind regards,

Rory Voller

CIPC: Commissioner

Date: 21/.../... / 2017