



Companies and Intellectual
Property Commission
a member of the **dtic** group

Dear CIPC customer,

On behalf of the CIPC, I sincerely and humbly apologise for the disruption and inconvenience caused by the migration of the CIPC transacting platforms, E-services and BizPortal, which were rolled out on the 9th January 2023.

The system upgrades were designed on the principle of the ongoing CIPC innovation journey to ease the doing of business and reduction of red tape and it is based on this premise that we have made a decision to roll-back to the previous system, with immediate effect. We have heard you and have listened and have actioned and we thank you for your comments.

We understand that you depended on us to provide platforms to register and maintain your companies with minimum disruption and deeply regret that with the transition to the upgraded systems, we were not able to deliver the high standard that you have come to expect from the CIPC. In this regard, I humbly apologise.

To migrate back to the old platforms, we will need to shutdown the E-services and BizPortal platforms from 12h00 today, until Monday 23rd January 2023 at 07h30. We will ensure that this process is done in the most efficient and seamless way. We do however request that you bear with us during the rollback as we might experience teething problems. We will endeavour to ensure that the system is fully functional and that all data from previous and current transactions is retained. We commit to continuously updating you on progress of the rollback and the administrative actions taken.

We will continue focusing our efforts on reducing the regulatory administrative burden by creating ease, simplicity, and flexibility in the formation, maintenance and compliance by companies. We will never stop finding better ways to serve you. We will remain relentless in making it easy to do business in SA, thereby contributing to the efficiency, growth and sustainability of your enterprises.

We appreciate and thank you for your patience and understanding with us as we migrate back to the previous platforms and be assured of our best intentions to serve you better at all times.

Sincerely and at your service,

Rory Voller

CIPC Commissioner

Date: