



CIPC NOTICE – 24 JANUARY 2023

UPDATE: ANNUAL RETURN FILING

Dear CIPC customer,

This notice intends to update CIPC customers on the status of the rollback to the old CIPC e-services and BizPortal, as announced on Friday, 20 January 2023.

1. Migration progress

The CIPC ICT team is still processing and migrating data from the new system back to old system. The CIPC requests customers who are getting errors on incorrect billing of Annual Returns (AR) filing to please be patient. The team are taking a coordinated and structured approach to the migration. Currently the team is working on the name reservations and company registrations, which is scheduled to be concluded by close of business today, 24 January 2023. The migration of the payment data on ARs will commence on Wednesday, 25 January.

2. Annual Return Filing

Following the process of migrating payment data to the old e-services and BizPortal systems, upon conclusion of the migration, customers who were incorrectly billed will receive credits to their customer code with the incorrectly billed amount. CIPC will refund customers on the following two conditions:

- a) The system incorrectly requested penalties for AR's during the period of 9 – 20 January 2023 and the customer submitted the 2023 AR.
- b) Normal penalties incurred during 9 to 20 January 2023 but due to the system challenges, the customer could not submit/file AR. The condition is that the penalty should not have occurred before 9 January 2023. E.g. if the company penalty already commenced on or before 8 January 2023 – then the CIPC will not give a credit. If the penalty occurred during 9 – 20, then CIPC will credit the customer's code with the incorrectly billed amount. Customers should log a ticket for the credit by 10 February 2023, as the CIPC will not allow open-ended credits.

2. AR Compliance status

All customers who filed Annual Returns and the transaction fee was received by CIPC during the period of 9 January 2023 to 20 January 2023; and received their certificate of compliance, may see a 'non-compliant' status when checking online on the old system from 23 January 2023. Customers are requested not to be concerned as this (non-compliant status) forms part of the migration of data the ICT team will be processing on Wednesday.

We appreciate your patience with us during the migration and again apologise for any inconvenience caused.

Customer query contacts:

Call centre: 086 100 2472

QRS: <https://enquiries.cipc.co.za>