



## CIPC ENQUIRIES SYSTEM NOT AVAILABLE – ALTERNATIVE PROCESSES CUSTOMER NOTICE 27 OF 2024

Dear Customers,

Kindly note that the Enquiry system ([www.enquiries.cipc.co.za](http://www.enquiries.cipc.co.za)) is currently not available. Customers are advised to use the following email addresses to send enquiries to a specific unit or department. The customer code as well as enterprise number and tracking number (if applicable) must be used as reference to ensure that the staff member/s will be able to assist.

**IMPORTANT:** Do not send any enquiries to personal mailboxes but use the relevant email address listed below. Please do not send the same enquiry several times to the same mailbox, as it causes a blockage in the system. This results in a longer time to finalise each query. Your mail will be attended to as soon as possible.

Below table is the first level for enquiries. If not answered within 10 business days, escalate as per the CIPC escalation procedure - [https://www.cipc.co.za/?page\\_id=3725](https://www.cipc.co.za/?page_id=3725)

All customers are urged to verify their customer profiles as soon as possible. All customers must be verified before any of their transactions will be processed. This includes applications e-mailed for processing as well as refund requests.

CUSTOMER VERIFICATION	
Customer verification process	<a href="mailto:Enquiries@cipc.co.za">Enquiries@cipc.co.za</a> This mailbox is solely for customer verification enquiries and other enquiries routed to this mailbox will not be responded to
COMPANIES AND CLOSE CORPORATIONS	
Name reservation	<a href="mailto:Engnamereservations@cipc.co.za">Engnamereservations@cipc.co.za</a>
Company registrations – manual, conversions, external company	<a href="mailto:engmanualnewcompanies@cipc.co.za">engmanualnewcompanies@cipc.co.za</a>
Company registrations – electronic	<a href="mailto:engelectronicnewcompanies@cipc.co.za">engelectronicnewcompanies@cipc.co.za</a>
Foreigner Assurance	<a href="mailto:engforeignerassurance@cipc.co.za">engforeignerassurance@cipc.co.za</a>
CoR89	<a href="mailto:engCoR89@cipc.co.za">engCoR89@cipc.co.za</a>
Company amendments – conversion from one type of company to another, main business changes, other MOI changes	<a href="mailto:engmoiamendments@cipc.co.za">engmoiamendments@cipc.co.za</a>

The dtic Campus (Block F - Entfutukweni), 77 Meintjies Street, Sunnyside, Pretoria | P O Box 429, Pretoria, 0001

Call Centre: 086 100 2472

Email [Llesejane@cipc.co.za](mailto:Llesejane@cipc.co.za) Website: [www.cipc.co.za](http://www.cipc.co.za)

Company and close corporation Financial Year End changes, Address changes, Location of company records, company name changes	<a href="mailto:engfyeandnamechange@cipc.co.za">engfyeandnamechange@cipc.co.za</a>
Domain names and BEE enquiries	<a href="mailto:enqbeedomain@cipc.co.za">enqbeedomain@cipc.co.za</a>
Company/CC De-registration	<a href="mailto:enqderegistrations@cipc.co.za">enqderegistrations@cipc.co.za</a>
Re-instatements	<a href="mailto:Engreinstatements@cipc.co.za">Engreinstatements@cipc.co.za</a>
Annual returns	<a href="mailto:Annualreturns2@cipc.co.za">Annualreturns2@cipc.co.za</a>
Liquidations	<a href="mailto:enqliquidations@cipc.co.za">enqliquidations@cipc.co.za</a>
<b>BENEFICIAL OWNERSHIP</b>	
Beneficial Ownership	<a href="mailto:beneficialownershipenq@cipc.co.za">beneficialownershipenq@cipc.co.za</a>
Court orders	<a href="mailto:corporatelegalservices@cipc.co.za">corporatelegalservices@cipc.co.za</a>
Companies Act Enquiries	<a href="mailto:CompaniesActenq@cipc.co.za">CompaniesActenq@cipc.co.za</a>
<b>DISCLOSURES</b>	
Request for copies, certified copies	<a href="mailto:disclosureenq@cipc.co.za">disclosureenq@cipc.co.za</a>
<b>DATA MANAGEMENT</b>	
Data Sales	<a href="mailto:Data@cipc.co.za">Data@cipc.co.za</a>
Electronic Disclosure (R30)	<a href="mailto:E-disclosure@cipc.co.za">E-disclosure@cipc.co.za</a>
<b>DIRECTORS, MEMBERS AND PRACTITIONERS</b>	
Director Amendments (CoR39)	<a href="mailto:TLebete@cipc.co.za">TLebete@cipc.co.za</a>
CC Member Changes (CK2)	<a href="mailto:PEngelbrecht@cipc.co.za">PEngelbrecht@cipc.co.za</a>
Company Secretaries (CoR44)	<a href="mailto:MMalinda@cipc.co.za">MMalinda@cipc.co.za</a>
Auditor Changes (CoR44)	<a href="mailto:MMalinda@cipc.co.za">MMalinda@cipc.co.za</a>
Business Rescue	<a href="mailto:TRamekane@cipc.co.za">TRamekane@cipc.co.za</a> <a href="mailto:PLephoto@cipc.co.za">PLephoto@cipc.co.za</a> <a href="mailto:MMalinda@cipc.co.za">MMalinda@cipc.co.za</a>
<b>FINANCE</b>	
Allocation of funds, Refunds and card payments	<a href="mailto:revenue@cipc.co.za">revenue@cipc.co.za</a> Ensure that required documents are attached. <u>Allocation of funds:</u> Proof of payment and certified ID copy <u>Refunds:</u> Proof of payment; certified ID copy and bank letter



<b>CO-OPERATIVES</b>	
Co-operative registrations	<a href="mailto:coopregeng@cipc.co.za">coopregeng@cipc.co.za</a>
<b>CORPORATE GOVERNANCE AND SURVEILLANCE UNIT</b>	
Cor135.1 Complaints (Company investigations)	<a href="mailto:Cor135.1complaints@cipc.co.za">Cor135.1complaints@cipc.co.za</a>
Compliance checklist	<a href="mailto:ComplianceChecklist@cipc.co.za">ComplianceChecklist@cipc.co.za</a>
<b>CORPORATE DISCLOSURE AND COMPLIANCE REGULATION UNIT</b>	
Independent Reviews	<a href="mailto:independentreview@cipc.co.za">independentreview@cipc.co.za</a>
Reportable irregularities	<a href="mailto:reportableirregularities@cipc.co.za">reportableirregularities@cipc.co.za</a>
XBRL & Annual Financial Statements	<a href="mailto:xbri@cipc.co.za">xbri@cipc.co.za</a>
Prospectuses	<a href="mailto:Prospectus@cipc.co.za">Prospectus@cipc.co.za</a>
<b>PATENTS AND DESIGNS</b>	
Patents	<a href="mailto:vskosana@cipc.co.za">vskosana@cipc.co.za</a>
Patents – New Applications	<a href="mailto:dmalebane@cipc.co.za">dmalebane@cipc.co.za</a>
Patents - Acceptance	<a href="mailto:BChuene@cipc.co.za">BChuene@cipc.co.za</a>
Patents - Renewals	<a href="mailto:SMbewe@cipc.co.za">SMbewe@cipc.co.za</a>
Patents - Maintenance	<a href="mailto:AThulare@cipc.co.za">AThulare@cipc.co.za</a>
Designs	<a href="mailto:TJakoba@cipc.co.za/">TJakoba@cipc.co.za/</a>
E-Journal	<a href="mailto:BNqoepe@cipc.co.za">BNqoepe@cipc.co.za</a>
Patent Certificate	<a href="mailto:BSepato@cipc.co.za">BSepato@cipc.co.za</a>
IP Online	<a href="mailto:TMahlawule@cipc.co.za">TMahlawule@cipc.co.za</a>
<b>TRADE MARKS</b>	
Trade mark enquiries	See service standards as published on website: <a href="https://www.cipc.co.za/?page_id=3725">https://www.cipc.co.za/?page_id=3725</a>

**CIPC ENQUIRIES SYSTEM NOT AVAILABLE – ALTERNATIVE PROCESSES**

IP Enforcement	<a href="mailto:alotheringen@cipc.co.za">alotheringen@cipc.co.za</a>
Copyright	<a href="mailto:tbambo@cipc.co.za">tbambo@cipc.co.za</a> OR <a href="mailto:mkhoza@cipc.co.za">mkhoza@cipc.co.za</a>



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**Adv. Rory Voller**  
**Commissioner: CIPC**  
**19 / 03 / 2024**