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

Dear Customers,

Kindly note that the Enquiry system (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.

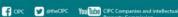
Below table is the first level for enquiries. If not answered within 10 business days, escalate as per the CIPC escalation procedure - <a href="https://www.cipc.co.za/?page\_id=3725">https://www.cipc.co.za/?page\_id=3725</a>

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	Enquiries@cipc.co.za	
	This mailbox is solely for customer verification enquiries and other enquiries routed to this mailbox will not be responded to	
Customer code update (If email address on customer code is outdated)	resetpassword@cipc.co.za  Ensure that the required documents are attached.  a. Certified ID copy (not older than 3 months) b. Customer code update form (Available on the link:  https://www.cipc.co.za/?page_id=1975)	
COMPANIES AND CLOSE CORPORATIONS		
Name reservation	Engnamereservations@cipc.co.za	

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

> Call Centre: 086 100 2472 Website: www.cipc.co.za



Company registrations – manual, conversions, external company	enqmanualnewcompanies@cipc.co.za
Company registrations – electronic	engelectronicnewcompanies@cipc.co.za
Foreigner Assurance	enqforeignerassurance@cipc.co.za
CoR89	enqCoR89@cipc.co.za
Company amendments – conversion from one type of company to another, main business changes, other MOI changes	enqmoiamendments@cipc.co.za
Company and close corporation Financial Year End changes, Address changes, Location of company records, company name changes	enqfyeandnamechange@cipc.co.za
Domain names and BEE enquiries	enqbeedomain@cipc.co.za
Company/CC De-registration	enqderegistrations@cipc.co.za
Re-instatements	Engreinstatements@cipc.co.za
Annual returns	Annualreturns2@cipc.co.za
Liquidations	enqliquidations@cipc.co.za
BENEFICIAL OWNERSHIP	
Beneficial Ownership	beneficialownershipenq@cipc.co.za
Court orders	corporatelegalservices@cipc.co.za
Companies Act Enquiries	CompaniesActeng@cipc.co.za
DISCLOSURES	
Request for copies, certified copies	disclosureenq@cipc.co.za
DATA MANAGEMENT	
Data Sales	Data@cipc.co.za
Electronic Disclosure (R30)	E-disclosure@cipc.co.za
DIRECTORS, MEMBERS AND PRACTITION	ONERS
Director Amendments (CoR39)	TLebete@cipc.co.za
CC Member Changes (CK2)	PEngelbrecht@cipc.co.za
Company Secretaries (CoR44)	MMalinda@cipc.co.za
Auditor Changes (CoR44)	MMalinda@cipc.co.za
Business Rescue	TRamekane@cipc.co.za
	PLephoto@cipc.co.za
	MMalinda@cipc.co.za



FINANCE		ectua ion
Allocation of funds, Refunds a	and card	revenue@cipe.co.za a member of the dtic grou
payments		Ensure that required documents are attached.
		Allocation of funds: Proof of payment and certified ID copy
		Refunds: Proof of payment; certified ID copy and bank letter

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CO-OPERATIVES		
Co-operative registrations	coopregenq@cipc.co.za	
CORPORATE GOVERNANCE AND SURV	EILLANCE UNIT	
Cor135.1 Complaints (Company investigations)	Cor135.1complaints@cipc.co.za	
Compliance checklist	ComplianceChecklist@cipc.co.za	
CORPORATE DISCLOSURE AND COMPLIANCE REGULATION UNIT		
Independent Reviews	independentreview@cipc.co.za	
Reportable irregularities	reportableirregularities@cipc.co.za	
XBRL & Annual Financial Statements	xbrl@cipc.co.za	
Prospectuses	Prospectus@cipc.co.za	
PATENTS AND DESIGNS		
Patents	vskosana@cipc.co.za	
Patents – New Applications	dmalebane@cipc.co.za	
Patents - Acceptance	BChuene@cipc.co.za	
Patents - Renewals	SMbewe@cipc.co.za	
Patents - Maintenance	AThulare@cipc.co.za	
Designs	TJakoba@cipc.co.za/	
E-Journal	BNgoepe@cipc.co.za	
Patent Certificate	BSepato@cipc.co.za	

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IP Online	TMahlawule@cipc.co.za
TRADE MARKS	
Trade mark enquiries	See service standards as published on website: https://www.cipc.co.za/?page_id=3725
IP Enforcement	alotheringen@cipc.co.za
	tbambo@cipc.co.za OR
Copyright	mkhoza@cipc.co.za

Adv. Rory Voller

Commissioner: CIPC

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