



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

CUSTOMER NOTICE OF 2024

DELAY IN PROCESSING COMPANY AND CLOSE CORPORATION RE- INSTATEMENT APPLICATIONS (FORM COR 40.5) AND RESPONDING TO COMPANY AND CLOSE CORPORATION RE-INSTATEMENT AND DEREGISTRATION ENQUIRIES (CIPC ONLINE QUERY MANAGEMENT SYSTEM)

Reference is made to notice 9 of 2024. The CIPC would like to update customers on progress made on the processing delay experienced on re-instatement applications (Form CoR 40.5). It should be noted that CIPC is still experiencing high incoming volumes of new re-instatement applications which is contributing to the continued delay together with unintentional resubmissions.

The indexing of incoming applications is up to date and the CIPC will now be focusing on capturing or finalizing re-instatement applications in the capturing queue.

CIPC understands that your business is important to you and that you would like to re-instate your business as quickly as possible, but you are advised that a delay will be experienced. Kindly expect the following delays: -

- Company and Close Corporation re-instatement applications (15 working days from date of tracking); and
- Company and Close Corporation Re-instatement Enquiries (service standard is 15 working days from the enquiry being received in enquireinstatements@cipc.co.za).

It is requested that customers refrain from resending applications or copying in reinstatements@cipc.co.za when forwarding an enquiry to enquireinstatements@cipc.co.za. If you copy in reinstatements@cipc.co.za when making an enquiry, the CIPC automated system running on the production mailboxes creates another image for processing. Therefore, it creates duplicate or triplicate applications.

Customers are also requested to forward re-instatement enquiries and follow-ups directly to enquireinstatements@cipc.co.za and not to site other mailboxes since such also creates duplicate enquiries. If received via the incorrect mailbox, the e-mail will be forwarded to correct enquiry mailbox – this may create a further delay in your enquiry being answered.

For the list of enquiry mailboxes, refer to customer notice of 3 April 2024 – CIPC Enquiries System Not Available – alternative processes.

<https://www.cipc.co.za/wp-content/uploads/2024/04/NOTICE--ENQUIRY-SYSTEM-v2-002.pdf>

We apologise for the inconvenience caused and are attending to these matters as quickly as possible.

Kind regards,

Adv. Rory W Voller
Commissioner : CIPC