



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 ENQUIRIES

Reference is made to previous notices regarding the delay in the processing of re-instatement applications.

The CIPC would like to provide an additional update to customers on progress made on the processing delay experienced on re-instatement applications (Form CoR 40.5). Further progress has been made by the re-instatement team since the last update notice.

The indexing of incoming applications is up to date and the current turnaround time for capturing is 5 – 6 working days as per the date of this notice. Progress has also been made on the answering of re-instatement enquiries received via [enquireinstatements@cipc.co.za](mailto:enquireinstatements@cipc.co.za) but not to meet the CIPC turnaround time for enquiries namely 5 working days. Since the turnaround time for capturing of applications has changed from 15 working days (as per the latest delay notice) to 5 working days, most of the enquiries within [enquireinstatements@cipc.co.za](mailto:enquireinstatements@cipc.co.za) have been addressed due to the fact that the application has been processed.

Therefore, CIPC will not be answering any enquiries received by [enquireinstatements@cipc.co.za](mailto:enquireinstatements@cipc.co.za) on or before 30 April 2024. This will assist the re-instatement team to focus on incoming re-instatement applications then addressing enquiries that have been resolved. If your application has not been processed, and your enquiry falls within the period of on or before 30 April 2024, kindly resend it to [enquireinstatements@cipc.co.za](mailto:enquireinstatements@cipc.co.za).

It is requested that customers refrain from resending applications or copying in [reinstatements@cipc.co.za](mailto:reinstatements@cipc.co.za) when forwarding an enquiry to [enquireinstatements@cipc.co.za](mailto:enquireinstatements@cipc.co.za). If you copy in [reinstatements@cipc.co.za](mailto: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](mailto: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. It should also be noted that the service standard for enquiries within CIPC is 5 working days from date of receipt by the correct enquiry mailbox.

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>

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CIPC



@theCIPC



CIPC Companies and Intellectual  
Property Commission

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

Kind regards,

**Adv. Rory W Voller**  
**Commissioner : CIPC**