



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

## CUSTOMER NOTICE<sup>46</sup> OF 2024

### DELAYS IN PROCESSING RE-INSTATEMENT APPLICATIONS (FORM COR40.5) AND COMMON CAUSES FOR NON-PROCESSING

The CIPC would like to inform its customers that once again delays in the processing of re-instatement applications are experienced. The incoming volume of applications is still high, and this is being exasperated by multiple submissions by customers and non-adherence to document and process requirements. The high incoming volumes are further affected by customers sending enquiries to processing mailboxes.

The processing mailbox [re-instatements@cipc.co.za](mailto:re-instatements@cipc.co.za) is strictly dedicated to the processing of re-instatement applications (Form CoR40.5 and re-instatement court orders). We kindly request that customers do not send any general enquiries or other applications to this mailbox. Each matter received by this mailbox is converted into an electronic image which is then added to the queue for matters requiring processing – this adds to the volume of matters the team must process to reach a valid application and increases the turnaround time of processing. Sending multiple applications and enquiries to different mailboxes will not expedite the processing of your request. In fact, it may cause delays in the overall processing time for all customers.

For any enquiries, please refer to the notice “CIPC enquiries system not available – alternative processes” published on 19 March 2024. This will ensure that your query is directed to the correct department for assistance.

To minimize the rejection or non-processing of your application, please ensure that you meet all the necessary requirements before submitting your re-instatement application. For a comprehensive list of requirements, please visit [www.cipc.co.za](http://www.cipc.co.za) / [enterprise](#) maintenance / and select the right category / Changes to Management, Admin & Governance / Re-instatement.

Here are some common causes for non-processing that you should be aware of: -

- To ensure the successful tracking of your application, please ensure you have sufficient funds (R200) available in the indicated customer code on the CoR40.5 form.
- Ensure that the customer code is clear and legible.

- When submitting your application, please ensure that all attachments are in PDF format (not WinZip, Word, Excel, JPEG, or other emails etc.) and included in a single email. We are unable to download attachments from links or other websites.
- Ensure that your scanned attachments are of good quality and legible for processing.
- If the application is being submitted by a representative on behalf of the company or close corporation, please include a valid mandate document.
- Include sufficient documentary proof to prove that the company or close corporation was in business, had outstanding assets or liabilities, or had any other economic value. Examples of acceptable proof include bank statements, deed search, intellectual property registrations, share certificates, outstanding tax notifications, lease agreements, and asset ownership documents.

Kindly ensure that your application meets all process and document requirements before submitting to [re-instatements@cipc.co.za](mailto:re-instatements@cipc.co.za) with all attachments in PDF format and as a single e-mail.

Once you have received confirmation that your re-instatement application has been processed, please continue to file all outstanding Annual Returns, Beneficial Ownership Declarations, and Financial Statements/Annual Financial Statements via either [www.bizportal.gov.za](http://www.bizportal.gov.za) or [annualreturns.cipc.co.za](http://annualreturns.cipc.co.za).

Our apologies for the delay and any inconvenience caused.

Regards,

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**Adv. Rory W Voller**

**Commissioner: CIPC**

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