



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

## NOTICE TO CUSTOMERS

• (Notice 10 of 2025)

### CALL CENTRE HOURS EXTENDED FOR MARCH AND APRIL 2025

Dear Customers

CIPC strives to provide excellent customer service to clients. Several factors, like the deregistration of a large number of enterprises due to non-compliance with annual returns, as well as the requirement of compulsory filing of Beneficial Ownership is resulting in high calls volumes. The CIPC decided to extend the call centre hours by two hours. The extended hours will be effective from 6 March 2025 to 5 May 2025. The call centre will be open from 08h00 until 18h00 Mondays to Fridays (public holidays excluded).

We trust that this intervention will lead to shorter waiting times in the call centre virtual queue, and that more customers can be assisted with their queries.

Yours faithfully,

---

**Adv. Rory Voller**  
**Commissioner: CIPC**  
**Date: 5 / 3 / 2025**