



Companies and Intellectual
Property Commission

a member of **the dtic** group

NOTICE 17 of 2026

CUSTOMER ENQUIRY MANAGEMENT SYSTEM (CEMS)

The Companies and Intellectual Property Commission (CIPC) is committed to continuously improving our operational efficiency. In line with this goal, we are pleased to inform customers that the **Customer Enquiry Management System (CEMS)** has been introduced and has been successfully operational for several weeks. Several CIPC customers have already begun using this enquiry tool, and we encourage all customers to do the same.

The purpose of CEMS is to provide a central repository for all enquiries logged within CIPC.

Benefits of CEMS:

- Centralised and streamlined enquiry management
- Faster response times
- Improved tracking and follow-up of queries
- Enhanced customer support experience

Important:

Effective from 1 April 2026, all enquiries must be submitted through CEMS. The dedicated query email addresses will no longer be available after this date. Enquiries received on or before 31 March 2026 will still be addressed. However, all follow-up correspondence related to those enquiries must be directed through CEMS.

The system can be accessed via:

- The CIPC website: www.cipc.co.za, scroll to the bottom of the home page, there is "NEED HELP?", under that select "Log a Query"
- Bizportal: <https://www.bizportal.gov.za/>, select "Contact Us", select "Enquiries" directly via <https://enquiries.cipc.co.za/>

All enquiries or requests related to Paper Based Disclosure and/or e-Disclosure must now be submitted through CEMS.

Please note that password resets are not managed through CEMS. The existing password reset process remains unchanged.

We appreciate your cooperation and look forward to assisting you through the CEMS.

Yours faithfully



Adv Rory Voller
CIPC Commissioner

Date: 23 March 2026

