



Companies and Intellectual
Property Commission

a member of **the dtic** group

NOTICE 21 of 2026

TEMPORARY DELAYS IN RESPONDING TO DISCLOSURE AND FINANCE ENQUIRIES

The Companies and Intellectual Property Commission (CIPC) remains committed to delivering efficient, reliable, and customer-focused service. The Commission would like to inform its valued customers that we are currently experiencing temporary delays in responding to requests and enquiries, particularly within the **Disclosures** and **Finance** areas.

We acknowledge the increased turnaround times and assure you that we are actively addressing the backlog. Our teams are working diligently to resolve outstanding matters as quickly and effectively as possible.

To improve response times and restore service levels, several **additional measures** are being implemented, including:

- Deployment of extra resources to assist with clearing existing backlogs.
- Streamlining internal processes to accelerate query resolution.
- Enhanced monitoring to ensure enquiries are prioritised and tracked more effectively.

As part of our ongoing modernisation efforts, we are transitioning from dedicated mailboxes to the newly introduced **Customer Enquiry Management System (CEMS)**. This change requires clearing legacy mailboxes while simultaneously attending to new enquiries logged via CEMS. We are confident CEMS will provide a more efficient and transparent customer experience.

We sincerely apologise for any inconvenience these delays may cause and appreciate your patience and understanding during this transition. Your support helps us improve and continue serving you better.

Yours faithfully



Adv Rory Voller
CIPC Commissioner
Date: 20 April 2026

