

## ***VOLUME OF TRANSACTIONS INCREASE AS UPTAKE OF THE NEW CIPC WEBSITE CONTINUES***

CIPC would like to provide a further update on the number of transactions dealt with via the CIPC website since switching to the new site on 16 September 2014.

1. The following number of transactions have actually been lodged on the website since the 16<sup>th</sup> of September.

<b>Type of transaction</b>	<b>Name Reservations</b>	<b>Company Registrations</b>	<b>Address Changes</b>	<b>Financial-Year End Changes</b>	<b>Director and Member Changes</b>	<b>Annual Returns</b>
Total as at 29 September 2014	8, 406	11, 758	2, 637	421	13, 041	23, 668
Total as at 2 October 2014	12, 792	17, 326	3, 482	617	16, 608	33, 378
Number of transactions filed between 30 September to 2 October 2014	4, 386	5, 568	845	196	3, 567	9, 710

2. Since the launch of the new website, the CIPC has increased its bandwidth, increased its storage capacity and provisioned additional servers to improve the performance of the website. We are currently optimizing the database and will be upgrading it in the near future. Already we have seen performance improvements in off-peak times. As is clear from the above, there have been substantial increases in transactions over a three day period. Since the website was launched, CIPC has registered over 10,000 new companies with company names lodged on the new website.
3. The CIPC had a problem with the automated fund allocation for the period from 23 September to 29 September, but the matter has been resolved. Customers are requested to send proof of the deposit and the customer code to [revenue@cipc.co.za](mailto:revenue@cipc.co.za). CIPC has also limited each customer to one customer account. In cases where customers have multiple accounts, clients are requested to submit their ID document with a request indicating which account will be utilized to [revenue@cipc.co.za](mailto:revenue@cipc.co.za). Where customers deposit a cheque into our bank account, we will recognize the payment 14 business days after the deposit. For any urgent payment related matters, please contact [LMuller@cipc.co.za](mailto:LMuller@cipc.co.za).
4. Internally, the CIPC has made significant inroads into company registration backlogs and estimates that will be on its normal turnaround times within a week. The CIPC has also put additional measures



in place to deal with backlogs relating to amendments to company memoranda of incorporation and director changes. System refinements as well as extended processing times have been implemented to ensure that we are able to address the volumes.

5. Finally, CIPC would like to state that we do not have a call centre and its back office is responsible for answering calls. Clients are encouraged to lodge enquiries via the website, adhering to the service delivery time frames and to not log the same enquiry repeatedly.

CIPC anticipated some teething problems when it launched the new website and transactional functionalities on 17 September 2014. In mitigation, the technical team has been working around the clock to iron out the glitches, and have been systematically addressing problems as they are identified.

CIPC would like to express our appreciation to our clients for their patience and would like to again assure them that the efficiencies and benefits will be worth their while.

**End**

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