



CIPC ENQUIRIES SYSTEM NOT AVAILABLE – ALTERNATIVE PROCESSES CUSTOMER NOTICE _____ OF 2024

Dear Customers,

Kindly note that the Enquiry system (www.enquiries.cipc.co.za) is currently not available. Customers are advised to use the following email addresses to send enquiries to a specific unit or department. The customer code as well as enterprise number and tracking number (if applicable) must be used as reference to ensure that the staff member/s will be able to assist.

IMPORTANT: Do not send any enquiries to personal mailboxes but use the relevant email address listed below. Please do not send the same enquiry several times to the same mailbox, as it causes a blockage in the system. This results in a longer time to finalise each query. Your mail will be attended to as soon as possible.

Below table is the first level for enquiries. If not answered within 10 business days, escalate as per the CIPC escalation procedure - https://www.cipc.co.za/?page_id=3725

All customers are urged to verify their customer profiles as soon as possible. All customers must be verified before any of their transactions will be processed. This includes applications e-mailed for processing as well as refund requests.

CUSTOMER VERIFICATION	
Customer verification process	<p>Enquiries@cipc.co.za</p> <p>This mailbox is solely for customer verification enquiries and other enquiries routed to this mailbox will not be responded to</p>
Customer code update (If email address on customer code is outdated)	<p>resetpassword@cipc.co.za</p> <p>Ensure that the required documents are attached.</p> <p>a. Certified ID copy (not older than 3 months) b. Customer code update form (Available on the link: https://www.cipc.co.za/?page_id=1975)</p>
COMPANIES AND CLOSE CORPORATIONS	
Name reservation	Engnamereservations@cipc.co.za

Company registrations – manual, conversions, external company	engmanualnewcompanies@cipc.co.za
Company registrations – electronic	engelectronicnewcompanies@cipc.co.za
Foreigner Assurance	engforeignerassurance@cipc.co.za
CoR89	engCoR89@cipc.co.za
Company amendments – conversion from one type of company to another, main business changes, other MOI changes	engmoiamendments@cipc.co.za
Company and close corporation Financial Year End changes, Address changes, Location of company records, company name changes	engfyeandnamechange@cipc.co.za
Domain names and BEE enquiries	engbeedomain@cipc.co.za
Company/CC De-registration	engdere Registrations@cipc.co.za
Re-instatements	Engreinstatements@cipc.co.za
Annual returns	Annualreturns2@cipc.co.za
Liquidations	enqliquidations@cipc.co.za
BENEFICIAL OWNERSHIP	
Beneficial Ownership	beneficialownershipeng@cipc.co.za
Court orders	corporatelegalservices@cipc.co.za
Companies Act Enquiries	CompaniesActeng@cipc.co.za
DISCLOSURES	
Request for copies, certified copies	disclosureeng@cipc.co.za
DATA MANAGEMENT	
Data Sales	Data@cipc.co.za
Electronic Disclosure (R30)	E-disclosure@cipc.co.za
DIRECTORS, MEMBERS AND PRACTITIONERS	
Director Amendments (CoR39)	TLebete@cipc.co.za
CC Member Changes (CK2)	PEngelbrecht@cipc.co.za
Company Secretaries (CoR44)	MMalinda@cipc.co.za
Auditor Changes (CoR44)	MMalinda@cipc.co.za
Business Rescue	TRamekane@cipc.co.za PLephoto@cipc.co.za MMalinda@cipc.co.za



FINANCE	
Allocation of funds, Refunds and card payments	revenue@cipc.co.za Ensure that required documents are attached. <u>Allocation of funds:</u> Proof of payment and certified ID copy <u>Refunds:</u> Proof of payment; certified ID copy and bank letter

CO-OPERATIVES	
Co-operative registrations	coopregenq@cipc.co.za
CORPORATE GOVERNANCE AND SURVEILLANCE UNIT	
Cor135.1 Complaints (Company investigations)	Cor135.1complaints@cipc.co.za
Compliance checklist	ComplianceChecklist@cipc.co.za
CORPORATE DISCLOSURE AND COMPLIANCE REGULATION UNIT	
Independent Reviews	independentreview@cipc.co.za
Reportable irregularities	reportableirregularities@cipc.co.za
XBRL & Annual Financial Statements	xbri@cipc.co.za
Prospectuses	Prospectus@cipc.co.za
PATENTS AND DESIGNS	
Patents	vskosana@cipc.co.za
Patents – New Applications	dmalebane@cipc.co.za
Patents - Acceptance	BChuene@cipc.co.za
Patents - Renewals	SMbewe@cipc.co.za
Patents - Maintenance	AThulare@cipc.co.za
Designs	TJakoba@cipc.co.za/
E-Journal	BNqoepe@cipc.co.za
Patent Certificate	BSepato@cipc.co.za

The dtic Campus (Block F - Entfutukweni), 77 Meintjies Street, Sunnyside, Pretoria | P O Box 429, Pretoria, 0001

Call Centre: 086 100 2472
 Website: www.cipc.co.za

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CIPC ENQUIRIES SYSTEM NOT AVAILABLE – ALTERNATIVE PROCESSES

IP Online	TMahlawule@cipc.co.za
TRADE MARKS	
Trade mark enquiries	See service standards as published on website: https://www.cipc.co.za/?page_id=3725
IP Enforcement	alotheringen@cipc.co.za
Copyright	tbambo@cipc.co.za OR mkhoza@cipc.co.za



Adv. Rory Voller
Commissioner: CIPC
3 / 04 / 2024