

## CIPC ENQUIRIES SYSTEM NOT AVAILABLE – ALTERNATIVE PROCESSES CUSTOMER NOTICE \_\_\_\_\_ OF 2024

Dear Customers,

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Customer code update (If email address on customer code is outdated)	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

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



FINANCE	
Allocation of funds, Refunds and card payments	<a href="mailto:revenue@cipc.co.za">revenue@cipc.co.za</a> 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	<a href="mailto:coopregenq@cipc.co.za">coopregenq@cipc.co.za</a>
CORPORATE GOVERNANCE AND SURVEILLANCE UNIT	
Cor135.1 Complaints (Company investigations)	<a href="mailto:Cor135.1complaints@cipc.co.za">Cor135.1complaints@cipc.co.za</a>
Compliance checklist	<a href="mailto:ComplianceChecklist@cipc.co.za">ComplianceChecklist@cipc.co.za</a>
CORPORATE DISCLOSURE AND COMPLIANCE REGULATION UNIT	
Independent Reviews	<a href="mailto:independentreview@cipc.co.za">independentreview@cipc.co.za</a>
Reportable irregularities	<a href="mailto:reportableirregularities@cipc.co.za">reportableirregularities@cipc.co.za</a>
XBRL & Annual Financial Statements	<a href="mailto:xbri@cipc.co.za">xbri@cipc.co.za</a>
Prospectuses	<a href="mailto:Prospectus@cipc.co.za">Prospectus@cipc.co.za</a>
PATENTS AND DESIGNS	
Patents	<a href="mailto:vskosana@cipc.co.za">vskosana@cipc.co.za</a>
Patents – New Applications	<a href="mailto:dmalebane@cipc.co.za">dmalebane@cipc.co.za</a>
Patents - Acceptance	<a href="mailto:BChuene@cipc.co.za">BChuene@cipc.co.za</a>
Patents - Renewals	<a href="mailto:SMbewe@cipc.co.za">SMbewe@cipc.co.za</a>
Patents - Maintenance	<a href="mailto:AThulare@cipc.co.za">AThulare@cipc.co.za</a>
Designs	<a href="mailto:TJakoba@cipc.co.za">TJakoba@cipc.co.za</a>
E-Journal	<a href="mailto:BNgoepe@cipc.co.za">BNgoepe@cipc.co.za</a>
Patent Certificate	<a href="mailto:BSepato@cipc.co.za">BSepato@cipc.co.za</a>



## CIPC ENQUIRIES SYSTEM NOT AVAILABLE – ALTERNATIVE PROCESSES

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



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



Companies and Intellectual  
Property Commission  
a member of the dtic group

## CUSTOMER CODE UPDATE PROCESS

### CUSTOMER NOTICE \_\_\_\_ OF 2024

Dear Customer

Kindly note that the process for updating customer code details has changed. You need to follow the below steps. Once your email has been updated, you need to verify your customer code to continue (Refer to Notice 18 of 2024: New Customer verification process dated 4 March 2024).

### CUSTOMER CODE UPDATE

If the email of the customer code is outdated, or both email and cell phone numbers are outdated, the following information is required:

- a. Customer update form (Available on the link: [https://www.cipc.co.za/?page\\_id=1975](https://www.cipc.co.za/?page_id=1975) )
- b. Certified ID copy (not older than 3 months)

Send an email with required information to [resetpassword@cipc.co.za](mailto:resetpassword@cipc.co.za)

**Important:** The request for update must come from the new email address which will be linked to your customer code.

### COMPANY CUSTOMER CODE UPDATE

If the Company Secretary/staff member who dealt with CIPC resigned and new Company Secretary/staff member to represent the company is appointed, the following information is required:

- a. Certified ID Copy of new Company Secretary/client dealing with CIPC on behalf of company (Certification not older than three months);
- b. Certified ID Copy or Resignation Letter of Previous Company Secretary;
- c. Affidavit by CEO/Director/Manager of company confirming resignation of previous customer code holder, indicating that customer code belongs to company , and not to individual;
- d. Certified ID copy (Certification not older than three months) of CEO/Director/Manager who signed the affidavit;
- e. Customer code update form (Available on the link: [https://www.cipc.co.za/?page\\_id=1975](https://www.cipc.co.za/?page_id=1975) ).

Send all required documents via email to [resetpassword@cipc.co.za](mailto:resetpassword@cipc.co.za)

**Important:** The request for an update must come from the new email address which will be linked to your customer code.

## **MORE THAN ONE CUSTOMER CODE WITH BALANCES**

Each customer can only have ONE customer code, linked to ONE ID number.

To ensure that you only have a single active customer code, the following process must be followed to transfer funds to a single active customer code if you have balances in both accounts:

- 1. Send the below documents to [revenue@cipc.co.za](mailto:revenue@cipc.co.za)**
  - a. Provide a brief narrative of the issue and provide the following information and documents for the transfer of funds to the single preferred active customer code;
  - b. Preferred customer code;
  - c. Customer name and surname; and
  - d. Proof of deposits made into the code that you want to make dormant;
  - e. Letter on a letterhead requesting the refund and confirming into which code it must be transferred; and
  - f. Certified identity copy of the owner of the code.
- 2. Once e-mail confirmation is received that the funds have been transferred, send an email to [resetpassword@cipc.co.za](mailto:resetpassword@cipc.co.za) to request that the customer detail be updated.**
  - a. Certified identity copy of the owner of the customer codes (certification not older than three months)
  - b. Customer code update form Available on the link: [https://www.cipc.co.za/?page\\_id=1975](https://www.cipc.co.za/?page_id=1975)).



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