Companies and Intellectual Property Commission

a member of the dti group

NOTICE TO CUSTOMERS
(Notice No. __ of 2018)

AUTOMATION OF PAPER BASED DISCLOSURES FOR COMPANIES AND CLOSE CORPORATIONS

Dear Customer

To improve service delivery, the CIPC is currently in the process of automating the current "Paper Based Disclosure" process, in which customers request copies of Company and Close Corporation documents.

The current "Enquiry portal" on the CIPC website shall be used for piloting the project, until the said portal has been developed to accommodate all the required information for the process.

As from 15 October 2018, all requests for paper based disclosures should be lodged via the Enquiries portal on the CIPC website. The tickets need to be directed to Companies and CC's – Paper Based Disclosures.

A ticket could be lodged, requesting copies of documents, certified copies of documents, typed certificate, to inspect a file or submitting an enquiry in respect of a request submitted or a general "paper based disclosure" enquiry.

Customers need to ensure that the correct Customer Code is reflected in the request, with the Entity Name and Entity Number and clearly indicate the document(s) requested. A postal address needs to be provided in respect of all requests for certified copies.

NB: Only one request per entity is to be submitted per ticket, and if multiple is requested only the first entity will be entertained. Customers shall be requested to submit a separate request in respect of the others.

The benefit in utilising the Enquiry portal, is that Customers shall immediately receive ticket numbers in respect of their transactions lodged and be in a position to access such tickets to view the status of the requests.

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On completion of the transaction, which entails the deduction of the required funds, customers shall receive a link, which they need to access to retrieve the document(s) requested. Please note, that in future no documents shall be emailed to customers.

Certified documents, shall only be dispatched to customers, via normal postal mail by the South African Post Office and to the postal address provided by the customer in the request.

For security reasons, no collections shall be entertained, unless the customer requests any copies of documents, whilst inspecting the file on the CIPC premises.

The Registry Team Members responsible for Paper Based Disclosures shall for effective control no longer entertain any enquiries on emails. "All Enquiries" need to be lodged via the "enquiries portal".

For the implementation phase, the current (10) working day turnaround time for paper based disclosures shall remain, until the new process statistics have been scientifically calculated and tested.

Previous paper based disclosure requests must not be resubmitted to prevent duplication as the current Paper Based Disclosure Workflow shall remain open.

Any duplicate requests submitted and completed (billed), shall not be refunded.

To ensure a smooth transition to the new process, the current link shall automatically redirect "members of the public" to a new page, with the Enquiry link provided.

We are confident that the changes effected in the disclosure processes will improve responses and service delivery to our customers.

Sincerely

Adv. RW Voller
Commissioner: CIPC
12 OCTOBER **2018**

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