



NOTICE TO ALL CUSTOMERS

**UPDATE: AVAILABILITY OF CIPC FILES:
STATUS ON FILE TRANSITION TO THE NEW BULK STORAGE FACILITY**

The notice (Notice 38 of 2021) issued by CIPC in respect of file transition has reference.

The project of moving approximately 7.2 million Companies, Close Corporations, Patents, Trade Marks, Copyright, Cooperatives and Designs files to the new storage facility started on 26 July 2021 and is ongoing. During the 1st month of the envisaged 4 months file transition period, approximately 25% of such files were moved to the new storage facility.

Due to the remaining 3 months file transition period, CIPC anticipates an extended delay in the availability of files from the newly appointed service provider as the process entails the collection, verification; capturing and storage of files to ensure all files are accounted for.

As a result, various CIPC business units impacted by this transition will continue to experience delays in file retrievals, which will negatively influence external service delivery standards and turnaround times.

However, the newly appointed service provider continues to work 24/7 in the take-on process in verifying, barcoding and capturing of files received.

CIPC apologize for any inconvenience that may occur during this transition period and request clients to please continue to be patient.

Regards

Adv. R. W. Voller
COMMISSIONER: CIPC

Date: 30 August 2021

