

## NOTICE TO CUSTOMERS

### RECOMMENCEMENT OF SERVICES

The Companies and Intellectual Property Commission, would like to advise customers that CIPC will incrementally be recommencing back office processing services for Companies and Intellectual Property and all related services. This notice must be read together with the other general notices dated 24 March 2020 and 15 April 2020.

Customers should be aware that the recommenced services will be done on a reduced staffing basis considering government requirements regarding social distancing, health and safety of staff and new methods of working, and therefore delays may be experienced.

We ask for your kind consideration during this difficult time.

Together with the automated services listed in the above notices, CIPC will **recommence services on the 6<sup>th</sup> May 2020**, due to us preparing and sanitizing our work spaces and general office:

On business rescue proceedings it is important to note that matters submitted to CIPC during the *dies non* period of 24 March 2020 to 30 April 2020, cannot be regarded as being filed due to the fact that such days did not exist in law in order for it to be delivered or received by CIPC.

Therefore, business rescue matters e-mailed to CIPC must be resubmitted as from 4 May 2020 and the effective filing date will be regarded as the date the complete application as per the requirements of Practice Note 1 of 2020.

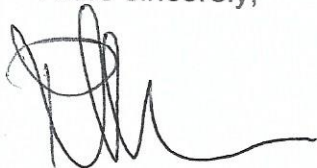
The CIPC will ultimately try to improve on the processing times as we implement work from home programmes and shift rotational work for all staff as well as giving our staff vital infrastructure to ensure that our service delivery standards meet your needs

We thank you for your understanding during this unprecedented and difficult time in history but assure you of our intentions to service all our customers as best we can.

We ask for your patience as we continue to ramp up services and constantly seek new and innovative ways to serve you better.

We are aware that in the coming weeks we will have an increased volume of queries as we navigate the effects of the lockdown and various levels of the opening of additional industries as regulated and that our call centre and query resolution mechanisms will be flooded. We will attempt to answer and reply to all queries in as speedy time as possible.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'R Voller', with a long horizontal flourish extending to the right.

**Adv. R Voller**  
**Commissioner: CIPC**  
**30/04/2020**