

NOTICE TO CUSTOMERS (Notice 49 of 2016)

ACCURATE CUSTOMER PROFILE INFORMATION

Dear Customer

CIPC has noted that certain customers provide incorrect or bogus cell phone numbers and/or e-mail addresses on their customer codes when registering as a customer on the CIPC database, or when updating their customer profiles. Numerous cell phone numbers and/or e-mail addresses are also out of date.

Please note that cell phone numbers and e-mail addresses are important for CIPC to communicate with customers. Incorrect information will cause substantial delays in the updating of profiles and the resetting of passwords. In view of the above, CIPC has decided to suspend accounts where it is evident that incorrect information has been provided.

All customers are therefore urged to verify that their customer contact details are relevant and up to date. Kindly follow the steps below to verify details:

1. Click on the **On-line Transacting** button on the home page of the CIPC website and then click on **E-services**.
2. Sign in with your customer code and password and click on the **Edit Customer Details** button on the left menu bar.
3. Update all information and click on the **Update** button.

If you still experience challenges with login in to the CIPC system, follow the below steps:

1. Download the **"Password Reset Request Forms"** available on the CIPC home page www.cipc.co.za at the bottom left under **Useful Tools/Reset Password**.
2. Scan the completed and signed form in PDF format and e-mail the form and certified identity copy of the owner of the customer code (certification must not be older than 3 months) to resetpassword@cipc.co.za



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Your co-operation in this regard will ensure that you can transact with CIPC without any delays as a result of incorrect customer profile information.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'R. Voller', is written over the 'Yours sincerely,' text.

Adv R. Voller
Commissioner: CIPC
12/10/2016