NOTICE TO CUSTOMER  
(Notice 38 of 2016)

CUSTOMER LOGIN CHALLENGES AND ASSOCIATED CUSTOMER CODE INFORMATION

The Companies and Intellectual Property Commission (CIPC) has received an influx of enquiries relating to challenges experienced by customers trying to login into CIPC E-Services and Annual Return websites.

The cause of these challenges is found in the new release of 14 July 2016 relating to the new function for customers to reset password and/or update their customer codes (or profiles). This is intended to improve and enable password management by customers. As part of the release, CIPC now stringently applies a core security measure namely that a customer may only have a single customer code linked to his/her identity number. Also, customer codes must be owned by a natural person.

The more stringent application of the measure has resulted in identified customers who have been conducting business with the CIPC, who cannot log into the CIPC E-services and Annual Return websites. These challenges could be associated with the following root causes:

1. There are customers with multiple customer codes linked to a unique identity number;
2. There are customers with customer codes with incomplete customer information, especially identity numbers; and
3. There are different customers (usually different people within a single organisation or branch of the organisation) using the same or similar customer code name but different customer codes and no or incomplete identity numbers.

CIPC, in an effort to address some of these challenges, will pro-actively de-activate customer codes with no or incomplete information. This will not necessarily address all of the challenges and therefore customers are advised to follow one of the below processes to address any further challenges:

A. Customers with a single customer code with no or incomplete identity numbers and no balances in the customer code:

CIPC has changed the status of these codes to “dormant”. Codes with no balances will be required to register a new customer code under their name and identity number as stated on their identity documents if they do not have another active customer code with the CIPC.

B. Customers with a single customer code with no or incomplete identity number and balances in the customer code:

CIPC has also changed the status of these codes to “dormant”. Affected customers must follow the below process to update their codes:

1. Download the “Password Reset Request Forms” – form is attached alternatively the form can be accessed from www.cipc.co.za / Useful tools / Reset password (bottom left of home page)
2. Scan the completed form in PDF 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
C. Customers with multiple customer codes and balances in multiple codes:

Customers with multiple customer codes (meaning two or more customer codes linked to a unique identity number) will also not be able to log into CIPC E-services and Annual Return websites. In the instances where one of the customer codes had a zero balance, CIPC de-activated the customer code with the zero balance and kept the other code(s) active. In the instance where the remainder of the customer codes associated with a single unique identity number has balances in the customer code, CIPC could not de-active such customer codes.

In order 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:

1. Log a ticket via the enquiry system www.cipc.co.za / enquiries;
2. Sign-in with your customer code and password;
3. Select Department as Finance and Category as Refunds;
4. Provide a brief narrative of the issue or refer to this notice number and provide the following information and documents to the ticket for the transfer of funds to the single preferred active customer code:
   a. Preferred customer code;
   b. Customer name and surname; and
   c. Proof of deposits made into the code that you want to make dormant;
   d. Letter on a letterhead requesting the refund and confirming into which code it must be transferred; and
   e. Certified identity copy of the owner of the code.
5. Once e-mail confirmation is received that the funds have been transferred, the e-mail confirmation must be forwarded to resetpassword@cipc.co.za and the following information must be attached:
   a. Completed “Password Reset Request Form” form is attached alternatively the form can be accessed from www.cipc.co.za / Useful tools / Reset password (bottom left of home page); and
   a. Certified identity copy of the owner of the customer codes

D. Customers who are unsure as to the available balances in their customer codes:

Customers must contact the resetpassword team b following the below process:

1. Download the “Password Reset Request Forms” – form is attached; alternatively the form can be accessed from www.cipc.co.za / Useful tools / Reset password (bottom left of home page)
2. Scan the completed form in PDF 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

E. Large organisations like banks, auditing and accounting firms and secretarial firms:

It has been noted that these organisations have multiple customer codes with the same or similar customer name (usually that of the organization itself or one of its branches) with either no or incomplete identity number or multiple codes linked to a unique identity number. The security measure requires that a single customer code MUST be linked to a single identity number and the associated name must be the same as per the identity document of the person’s whose identity number is used. This has the impact that the name in which the customer code is registered cannot be the name of the organisation or a branch of the organisation – it must be a natural person.

It should further be noted, that CIPC validates identity numbers against the Department of Home Affairs Database of natural persons and if such validation fails it may result in denied access to our services and channels.
Since the challenges experienced by these organisations are similar to section A and B above, it is requested that the closest associated process of A or B be followed.

F. General Comments:

1. CIPC validates identity numbers and its associated names with the Department of Home Affairs and therefore, if any of our systems identifies that there is a mismatch of information with the Department of Home Affairs you will experience challenges by either being denied access or continuously being requested to update profile information upon login. The “Surname” and “Name(s)” fields on the profile page must 100 percent correspond to the structure of that information on your identity document. If challenges persist, contact resetpassword as per the process stated under section B and D.

2. There are customer codes that do not contain e-contact details (cell phone and e-mail address) and therefore they will not receive the “One-Time-Pin” (or OTP) and/or the confirmation e-mail when trying to reset their password on the CIPC E-services and Annual Return websites. In these instances, resetpassword as per the process stated in section B and D must be followed.

3. There are challenges that are not clearly identifiable in the above processes and it is advised that customers follow the process which closely relate to their challenge.

We apologise for any inconvenience caused but we aim to provide a secure platform for all customers to transact with CIPC via any of this authorised services and channels.

Yours sincerely,

[Signature]

Andre Kritzinger
Acting Commissioner: CIPC

[Date]