IMPORTANT NOTICE TO CUSTOMERS
(Notice no 30 of 2016)

REVIEWED RESET PASSWORD PROCESS

Dear Customer

CIPC is pleased to announce that the reset password process has been reviewed. A step-by-step guide is available under Access, Useful Tools or Quick links on the CIPC Website for easy reference.

Important:
Please note, to reset your forgotten password successfully, you require one Customer Code linked to your e-mail address and cellphone number registered with CIPC. As the Customer Code Owner, you will receive a link at this e-mail address and an OTP (One Time Pin) to reset the password which will be sent via a sms. If you did not request the password reset, just ignore the e-mail.

Also note that this functionality is only supported by the following Internet Browsers:
- Mozilla Firefox,
- Google Chrome
- Safari
- Microsoft Edge

NB: Internet Explorer does not support this functionality.

Also note that the speed of response for you receiving your OTP is entirely dependent on your network service provider. Therefore you may experience delays of receiving your OTP. Kindly wait a reasonable time before calling the CIPC Call Centre or lodging an enquiry.

Reviewed Reset Password Process:

To reset your forgotten password:
- Visit the CIPC website at www.cipc.co.za and click on “On-line Transacting” then E-Services;
- When on the E-services page, on the left menu, click on “Password Reset”;
- Access the password reset function on e-services;
- Enter your customer code;
- You will receive a no-reply e-mail with a link to the password reset page; and
- a OTP (One Time Pin) sms on your cell phone – this OTP is valid for one password only;
- enter the OTP and verify;
- you will be required to enter a new password and re-enter again;
- Note that the requirements for the new password:
  o must contain a minimum of 8 characters,
  o At least one uppercase letter,
  o At least one lowercase letter,
  o At least one number,
  o Only these special characters: @ $ = ! # % are allowed.

Once a confirmation message is displayed that the password has been successfully changed, you can log on with newly created password and continue your transaction with CIPC.
If you have forgotten your customer code as well or, you have more than one customer code, you may experience difficulties to log in/reset your password and perhaps be reverted back to update your profile continually. This may be because you have multiple customer codes, which incidentally is not allowed by CIPC anymore. Only one customer code linked to one identity number is permissible. To establish your forgotten customer code and/or determine if you have multiple customer codes linked to your ID:

- Visit the CIPC website at [www.cipc.co.za](http://www.cipc.co.za) and proceed to Customer Registration;
- Enter your ID number and surname – the customer codes will be displayed
- As only one code is permissible – choose the one you would like to retain and transact with CIPC
- If there are funds on these respective codes, log a request on the *Enquiries* portal (via the CIPC website) and request a transfer of the funds from the customer codes to the preferred code by attaching a certified copy of your ID, a confirmation letter that you are the owner of such customer code and proof of such payment/s made.
- Please note, the additional customer codes will be disabled.
- You will then be able to continue to reset your password on the e-services function by updating your profile and continue transactions.

Sincerely,

Adv. R Voller

Acting Commissioner: CIPC

14/7/2016