NOTICE TO CUSTOMERS
(Notice no 24 of 2016)

RESET PASSWORD PROCESS

Dear Customer

It has come to CIPC's attention that some customers are experiencing difficulties regarding customer code and password access to the CIPC Website.

Reset Password Process:

To reset your password, visit the CIPC website at www.cipc.co.za and click on “On-line Transacting” and E-Services. When on the E-services page, on the left menu, click on “Password Reset”.

Important: Please note that this password reset functionality will only work if you have previously logged in on either the:
- e-Services system;
- Annual Return system; or
- At one of CIPC’s Self Service terminals (SSTs).

If you have not logged on to one of the above mentioned systems before, or have forgotten your password or security question, please send an e-mail to resetpassword@cipc.co.za, indicating and attaching the following:
- Certified ID copy (ID) with the certification signed by Commissioner of Oaths not older than three months;
- Letter (preferably on a company letterhead), requesting the password reset and signed by the owner of the customer code;
- Customer code;
- Active e-mail address and
- Cell phone number.

Your details will be emailed to the email address on your customer code profile.

You may also be experiencing difficulties to log in/reset your password and perhaps be repeatedly reverted back to update your profile. This may be because you have multiple customer codes, which is no longer not allowed by CIPC. Only one customer code linked to one identity number is permissible.
To establish if you have more than one customer code:

- Log on to the CIPC website 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;
- If there are no funds in the additional customer codes, send a request to resetpassword@cipc.co.za to inactivate them whilst meeting all requirements as indicated above (i.e. certified ID, signed letter, etc.);
- If there are funds on these respective codes, log a request on the Enquiries portal (via the CIPC website) under Finance/Allocation of funds and request a transfer of the funds from the customer codes to the preferred customer 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 inactivated and confirmation will be sent from CIPC to the email address registered under this customer code profile;
- You will then be able to continue to reset your password on the e-services function by updating your profile and continue transactions.
- **Important:** Funds will not be transferred if the requirements are not fully complied with.

Sincerely,

[Signature]

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Adv. R Voller

Acting Commissioner: CIPC

13 / 10 / 2016