NOTICE TO CUSTOMERS
CUSTOMER REGISTRATION PROCESS

Dear Customer,

CIPRO has identified that customer details (customer code) are outdated and in some instances there is limited contact or identifying information. Further, in order for CIPRO to identify the person utilising its services it must have standard information available for each customer.

In this regard, CIPRO with the implementation of the CIPC and the Companies Act, 2008 on 1 May 2011 will require all customer details to be updated with the first log on of a customer on the CIPC website www.cipc.co.za. The website will automatically open up the customer registration page which will be pre-populated from existing data.

The updating of customer detail will not affect the balances within existing customer codes unless a new customer code is created. Customers with customer type as Banks and Government do not need to update since they follow different registrations procedures than the general public.

All new customers will be required to follow the customer registration process. Customers will be required to complete the customer registration form electronically on the CIPC website either by him/herself, with the assistance of CIPC staff member within CIPC walk-in centres, or through CIPC partners.

Customers must note that identity numbers provided during a new registration or update of existing customer detail will be validated against information from the Department of Home Affairs before the registration or update can be completed. Also customers will be required to either provide an e-mail address or cell phone number or both in order to receive notifications from CIPC.

Yours faithfully,

Mr. Renier du Toit
ACEO – CIPRO
Date: 26/04/2011