



Companies and Intellectual
Property Commission

a member of **the dti** group

ID number verification

CIPC has noticed a few customers transacting on eServices complaining about getting an error "Surname and ID number do not match".

Since the launch of the new system the CIPC now does a real-time verification with the Department of Home Affairs (DHA) to confirm if details captured are correct. All historic data, if incorrect, must be amended to match the details that appear on ID documents or cards.

Special characters must also be captured as registered with DHA. For an example, if your surname is registered as NAUDÉ the system won't accept NAUDE.

Sincerely,

Mrs. Astrid Ludin

Commissioner: CIPC

... February 2015