

Date: 01 November 2023

Subject: Important Notice Regarding Refunding Customer Account Balances

Dear Valued Customer,

At CIPC, we are committed to providing you with the utmost customer-centric experience. Recently, we've noted a significant increase in refund requests that have been rejected due to missing documentation. To speed up the refund process, we'd like to share some important information with you.

For refund requests older than 10 days, please review the status and update the necessary outstanding information on the CIPC enquiry system (QRS)

To initiate a refund request, please follow these steps:

Submission Method: Log a ticket on our Query Resolution System (QRS) and attach the following required documents:

Certified ID Document: The certified ID of the account owner and the client who made the initial payment.

Proof of Payment: Valid proof of the original transaction.

Bank Details: Official bank information on letterhead or with a bank stamp from the customer who made the initial payment.

Letter of Request: A signed letter from the account holder outlining the reason for the refund, the requested refund amount, and the customer account details.

We are dedicated to expediting full refund requests within 5-7 business days to ensure timely reimbursements. It is imperative that we strictly adhere to these guidelines. Non-compliance

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could lead to potential delays in processing your refund request, as detailed in our Refund process. This approach upholds our commitment to financial integrity and transparency throughout the refund process.

For your convenience, we recommend merging the documents into a single PDF file before uploading. However, the system also accommodates individual attachments.

Furthermore, if you have a balance in your customer account that has remained unused for a period of 60 days, we humbly request that you follow our refund process. This adherence is vital to ensure that CIPC remains fully compliant with the Banking Act of South Africa by not holding funds which are not for CIPC transactions.



Adv Rory Voller

Commissioner: CIPC

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