



IMPORTANT NOTICE TO CUSTOMERS (Notice 2 of 2024)

FILING OF DIRECTOR AMENDMENTS APPLICATIONS

The Companies and Intellectual Property Commission (CIPC) is committed to customer services and the effective and efficient processing of applications and associated information.

The enhanced director amendments process was launched on 04 December 2023 and detailed step by step guides are available on the website. The below information seeks to assist our customers with some of the questions that have been received from our Call Centre.

1. How to change the Identification on my Customer Profile from a Passport to an ID?
 - a. Log a ticket on <https://enquiries.cipc.co.za> and select the Department – Login Challenges.
 - b. Write a message which includes your Customer Code, Passport Number, and the ID number. Attach a certified Copy of the ID.
 - c. Our back office will update your information.
2. How do I update a Director Address of a South African that is domiciled overseas as I'm required to select a South African Province on the Director Address.
 - a. Capture the overseas Address and select any of the South African Provinces and Finalise the application.
 - b. Log a ticket on <https://enquiries.cipc.co.za> and select Department - Companies and CCs, Category – Company Amendments, Sub Category – Director Amendments EService (CoR39)
 - c. Write a message which includes the Enterprise Number, the Directors ID, and the Province/State.
 - d. Our back office will update your information.
3. I get an error of the ID Issue Date when appointing a Director.
 - a. Do not type the date. Use the Calendar control to select the date. If the date matched the Home Affairs records, the appointment will be saved.
4. Do I need to add the + sign on an international cellphone number?
 - a. No, do not add the + sign on an international cellphone number.
 - b. Example for Zimbabwe (Country Code +263). The number when in Zimbabwe is 0770000000. Capture as 263770000000

Kind Regards

Ms Bathabile Kapumha
Acting Commissioner: CIPC
17/01/2024