



## NEW CUSTOMER VERIFICATION PROCESS CUSTOMER NOTICE 18 OF 2024

In line with securing customer accounts, CIPC has implemented a new customer verification process for SA ID holders as well as Foreign Passport holders.

The process will be as follows:

### **A. Clients with a South African ID number**

1. Customer will login using existing credentials on existing platforms.
2. Upon login, customer will be presented with a verification page. Customer must:
  - a. Provide all necessary information which is mandatory.
3. Once all provided information is verified, a password reset page will be presented, and you will be required to update your password.
  - a. Follow the instruction for “password minimum requirements”
  - b. In instances where you need to update your contact details (follow “update contact details process”)
4. When you input the new password and confirm new password, click on update.
5. An email link will be sent to the email address as listed by the customer, for verification.
6. Click the link to verify.
7. On successful verification, clients will now be able to log in.

### **B. Foreign Nationals – (passport numbers)**

1. Customer will login using existing credentials on existing platforms.
2. Upon login, customer will be presented with a verification page. Customer must:
  - a) Provide all necessary information, which is mandatory and click verify.
  - b) Follow the instruction for “password minimum requirements”
  - c) In instances where you need to update your contact details (follow “update contact details process”)
  - d) Once all provided information is verified and successful, a password reset page will be provided to update your password
3. If there is no record of passport details on CIPC’s database, you will be provided with a link to update passport details on the Foreigner Assurance process.
4. Once approved, you will be able to return after **48 hours** and then follow Step 2 above.
5. An email link will be sent to the email address as listed by the customer, for verification.
6. Click the link to verify.
7. On successful verification, clients will now be able to log in.

**Should you have any issues, please contact the CIPC Contact Centre on 086 100 2472**

**Adv. Rory Voller**  
**Commissioner: CIPC**  
**4 / 03 / 2024**