



Companies and Intellectual  
Property Commission  
a member of **the dtic** group

## CUSTOMER NOTICE<sup>24</sup> OF 2024

### UPDATE ON CUSTOMER VERIFICATION

Dear Customers,

CIPC acknowledges that the introduction of the new customer verification process for all CIPC customer codes has caused delays and frustration for customers, especially verification of personal information with the Department of Home Affairs (DHA). We would like to thank the more than **26,831** customers that have already completed the verification of their customer profile since introduction of this requirement on 7 March 2024 and commenced with their transactions.

We would like to assure customers that such a process is necessary to safeguard customer profile information, especially confirming personal information with DHA and selecting of the security question as an additional layer of protection and identification. Personal information relating to family members associated with the customer, is not saved, or stored by the CIPC. It is only used for the validation of the profile.

We acknowledge that intermittent unavailability of DHA is experienced but that customers can complete the verification.

With the intermittent DHA challenges, customers are requested to be patient and retry until such verification has been completed by themselves. Customers struggling with verification are advised to verify their customer profile early in the morning or late afternoon since such periods have a higher success rate of completing the verification.

All customers are urged to verify their customer profiles as soon as possible. All customers must be verified before any of their transactions is processed or their deposits can be allowed. This includes applications e-mailed for processing as well as refund requests.

For any further **assistance on the customer verification process, kindly sent an e-mail to [enquiries@cipc.co.za](mailto:enquiries@cipc.co.za)**.

Our apologies for the inconvenience.

Kind regards,

**Adv. Rory W Voller**  
**Commissioner: CIPC**

**13/03/2024**

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