



Companies and Intellectual
Property Commission
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CUSTOMER CODE UPDATE PROCESS

CUSTOMER NOTICE ____ OF 2024

Dear Customer

Kindly note that the process for updating customer code details has changed. You need to follow the below steps. Once your email has been updated, you need to verify your customer code to continue (Refer to Notice 18 of 2024: New Customer verification process dated 4 March 2024).

CUSTOMER CODE UPDATE

If the email of the customer code is outdated, or both email and cell phone numbers are outdated, the following information is required:

- a. Customer update form (Available on the link: https://www.cipc.co.za/?page_id=1975)
- b. Certified ID copy (not older than 3 months)

Send an email with required information to resetpassword@cipc.co.za

Important: The request for update must come from the new email address which will be linked to your customer code.

COMPANY CUSTOMER CODE UPDATE

If the Company Secretary/staff member who dealt with CIPC resigned and new Company Secretary/staff member to represent the company is appointed, the following information is required:

- a. Certified ID Copy of new Company Secretary/client dealing with CIPC on behalf of company (Certification not older than three months);
- b. Certified ID Copy or Resignation Letter of Previous Company Secretary;
- c. Affidavit by CEO/Director/Manager of company confirming resignation of previous customer code holder, indicating that customer code belongs to company , and not to individual;
- d. Certified ID copy (Certification not older than three months) of CEO/Director/Manager who signed the affidavit;
- e. Customer code update form (Available on the link: https://www.cipc.co.za/?page_id=1975).

Send all required documents via email to resetpassword@cipc.co.za

Important: The request for an update must come from the new email address which will be linked to your customer code.

MORE THAN ONE CUSTOMER CODE WITH BALANCES

Each customer can only have ONE customer code, linked to ONE ID number.

To ensure that you only have a single active customer code, the following process must be followed to transfer funds to a single active customer code if you have balances in both accounts:

- 1. Send the below documents to revenue@cipc.co.za**
 - a. Provide a brief narrative of the issue and provide the following information and documents for the transfer of funds to the single preferred active customer code;
 - b. Preferred customer code;
 - c. Customer name and surname; and
 - d. Proof of deposits made into the code that you want to make dormant;
 - e. Letter on a letterhead requesting the refund and confirming into which code it must be transferred; and
 - f. Certified identity copy of the owner of the code.
- 2. Once e-mail confirmation is received that the funds have been transferred, send an email to resetpassword@cipc.co.za to request that the customer detail be updated.**
 - a. Certified identity copy of the owner of the customer codes (certification not older than three months)
 - b. Customer code update form Available on the link: https://www.cipc.co.za/?page_id=1975).



Adv. Rory W Voller
Commissioner: CIPC
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