



Companies and Intellectual  
Property Commission

a member of **the dtic** group

## CUSTOMER NOTICE 10 OF 2026

### CHANGE OF CONTACT DETAILS USING A NEW PASSPORT

The Companies and Intellectual Property Commission (CIPC) has observed challenges experienced by customers when attempting to update director contact details where the director's passport has expired and the contact information on record is outdated. In such cases, the system may display a validation error stating that the director is not permitted to update the contact details because they are not listed as a director of the company.

To resolve this issue, the following steps must be followed:

- The director must ensure that their registered CIPC customer profile is linked to their new passport number.
- The director may then submit an application to change the director's contact details, provided that the full name and surname on the customer profile match the full name and surname recorded for the director on the company records.
- If the information does not match, or if the director continues to receive an error message, the director must log a query on the Customer Enquiries Management System (CEMS) at: <https://enquiries.cipc.co.za/>

When submitting the query, the director must include the following information:

- A full screenshot of the error message
- The director's Customer Code
- The company registration number

Once the application for the change of director's contact details has been successfully approved, the updated contact details will reflect on the system within 72 hours.

Yours sincerely,

**Adv RW Voller**  
**Commissioner: CIPC**