



Companies and Intellectual
Property Commission

a member of **the dtic** group

NOTICE 22 of 2026

AUTOMATION OF COOPERATIVE DIRECTOR AMENDMENTS

The Companies and Intellectual Property Commission (CIPC) will enhance the processing of Cooperative Director Amendments from manual to automated solutions, effective from 28 April 2026.

Currently, Cooperative Director Amendments are processed manually, resulting in several operational challenges. These include delays in accessing confirmation documents, reliance on manual data corrections, limited reporting, and insufficient automated communication with customers during application processing. In addition, manual application handling increases the risk of human error and inefficiencies, while the use of legacy systems creates limitations in scalability and compatibility.

To address these challenges and improve service delivery, the CIPC is implementing an automated solution for Cooperative Director Amendments. This solution will be hosted on the enhanced **CIPC e-Services platform**, offering a more efficient, transparent, and secure process for customers and internal teams.

The automated solution will introduce the following improvements:

- **Automated workflows** to reduce manual intervention and minimise errors
- **Enhanced validation mechanisms** to improve data accuracy and reduce fraud risks through **OTP** verification
- **Real-time notifications** to keep customers informed at each stage of the process
- **Improved reporting capabilities** to support transparency and decision-making

Important: Update Contact Details

As part of this enhancement customers are encouraged to ensure the contact details of all Cooperative Directors and Members are accurate and up to date, including **email addresses and cellphone numbers**.

Customers should update these contact details on the CIPC system before submitting Director Amendment applications. Accurate contact information ensures directors and members receive important system notifications, status updates, and confirmation documents during amendment processing.

Ensuring contact details are updated in advance will facilitate a **smooth transition to the automated process** and help avoid delays when submitting Director Change applications.

Through this modernisation initiative, the CIPC aims to enhance operational efficiency, strengthen compliance, and significantly improve customer experience.

Yours faithfully



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Adv. R. Voller
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