



Companies and Intellectual  
Property Commission

a member of **the dtic** group

# STEP-BY-STEP GUIDE CO-OPERATIVES UPDATE DIRECTOR CONTACT DETAILS

LR V.1

The dtic Campus (Block F - Entfufukweni), 77 Meintjies Street, Sunnyside, Pretoria  
P.O. Box 429, Pretoria, 0001  
Call Centre: 086 100 2472 | +27 87 743 7000 (International)  
Website: [www.cipc.co.za](http://www.cipc.co.za)

 @CIPC - Companies and Intellectual Property Commission

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## **PURPOSE**

This document outlines the process for updating a director's contact details within the system. All changes must comply with verification requirements to ensure accuracy and maintain security.

Prior to initiating the update, the director must have a valid customer code. Furthermore, the identification number or passport number linked to the customer code must correspond with the identification or passport details recorded by the director in the company's records.

To initiate the update, a formal request must be submitted to amend the director's contact details. Upon submission, an email notification will be sent to both the director's current and proposed email addresses, informing them of the pending update.

The director is required to approve the request within 24 hours. If approval is granted within this timeframe, the updated contact details will be processed and reflected in the system within the subsequent 24 hours. If no action is taken within the specified period, the request will automatically expire, and no changes will be implemented.

Should the director object to the update, they must reject the request within 24 hours. Upon rejection, the request will be terminated, and the contact details will remain unchanged. If no rejection is received within the stipulated timeframe, the system will proceed with implementing the updated contact details 24 hours after approval.

This process ensures that any updates to a director's contact information are conducted securely and with proper authorization.


1. Log on to [www.cipc.co.za](http://www.cipc.co.za) In the righthand corner click on Login.



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## COMPANY AND CLOSE CORPORATION RE-INSTATEMENT APPLICATIONS NOW ONLINE.



[View FAQs](#)

**ENTERPRISE REGISTRATION**  
Register companies and co-operatives

**ENTERPRISE MAINTENANCE**  
Update company, close corporation and co-operative records

**INTELLECTUAL PROPERTY**  
Apply, protect or trade your intellectual property

#### IMPORTANT NOTICES

Co-operative that has been directed to change name

Downtime Scheduled System Maintenance


Customer Enquiry Management System (GEMS)


Non-complying entities with issued compliance


[VIEW ALL NOTICES](#)

[WEBINARS](#) [186-2472](#) [Enquiries](#)

[FAQ](#) [STEP BY STEP](#) [Guides](#) [BO](#)

**QUICK ACCESS** »

**SEARCH OUR REGISTRY** »

**XBRL PROGRAMME** »

#### USEFUL RESOURCES

- B-BBEE Certification
- Banking Details
- Domain Name Registration
- Forms and Fees
- Business Hub
- CIPC Scan to e-mail requirements

#### NEED HELP?

- Step-by-Step Guides
- Self-Service Centers
- Log a Query
- Learn-i-biz
- Email addresses for submitting applications


#### LEGAL

- Access to Information
- Terms and Conditions
- Privacy Policy
- Legislation
- Case Management System

#### OTHER

- Frequently Asked Questions
- Submit Audited or Independently Reviewed Financial Statements
- Submit Financial Accountability Supplements

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2. Select the portal e-Services.



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**PORTALS LOGINS**

[BIZPORTAL](#)  
[view services](#)  
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[view services](#)  
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[ENQUIRIES](#)  
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CONTINUE...

[LEARN-I-BIZ](#)  
[view services](#)  
CONTINUE...

**Related links**

- [Register as a customer](#)
- [Banking details](#)
- [Password Reset](#)
- [Register company online](#)
- [Log a query](#)
- [Register trade mark, design or patent online](#)

**USEFUL RESOURCES**

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**NEED HELP?**

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3. On the next page next click on Customer Login.



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Companies and Intellectual Property Commission - eServices
HOME

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Welcome **GUEST**

PLEASE LOG IN TO START TRANSACTING

**CUSTOMER LOGIN**

PASSWORD RESET

CUSTOMER REGISTRATION

**ENTERPRISE SEARCH**

search for enterprises on our register using enterprise name, enterprise number or director ID/passport number

CONTINUE TO SEARCH

**HOW-TO VIDEOS**

watch our how-to videos to guide you in filing transactions or retrieving documents

WATCH VIDEOS

**SOCIAL MEDIA**

follow us on social media to interact with us and to get the latest updates

GOOGLE CHROME MOZILLA FIREFOX SAFARI MICROSOFT EDGE

**SUPPORTED BROWSERS**

You are here: CIPC eServices » Home » Transact

### CIPC eServices System

Welcome to the CIPC eServices system. To transact on this system you must have a valid CIPC customer code. Please note that currently you can only register private and non-profit companies with standard memorandum of incorporation, all other company types must be filed manually. Forms are available on <http://www.cipc.co.za/>

**Customer Registration & Login**

1. Click on "CUSTOMER REGISTRATION"
2. Indicate whether you are South African or not
3. Type in ID or passport number
4. Fill in all required fields on the registration form
5. Set new password
6. Login using customer code and password
7. Security code and password are case sensitive

**Password Reset**

- Click on "PASSWORD RESET"
- Type in customer code
- OTP is sent to cellphone number
- Once OTP confirmed, set new password

OR

- Follow instructions on [this page](#)

**Services Offered**

<ul style="list-style-type: none"> <li><b>COMPANY REGISTRATION</b> <i>private and non-profit company registration</i></li> <li><b>NAME RESERVATIONS</b> <i>reserve a name for company registration</i></li> <li><b>NAME CHANGES</b> <i>change company name</i></li> <li><b>NAME SEARCH</b> <i>search registered and reserved names</i></li> <li><b>TRANSACTION STATUS</b> <i>track transaction status</i></li> <li><b>CERTIFICATES</b> <i>- disclosures - B-BBEE certificates - MOI (incorporation) documents - approved names</i></li> </ul>	<ul style="list-style-type: none"> <li><b>DIRECTOR AMENDMENTS</b> <i>amend company directors</i></li> <li><b>MEMBER AMENDMENTS</b> <i>amend close corporation members</i></li> <li><b>FINANCIAL YEAR END CHANGES</b> <i>change financial year for for companies and close corporations</i></li> <li><b>ENTERPRISE ENQUIRY</b> <i>enterprise details</i></li> <li><b>BALANCE ENQUIRY</b> <i>customer code statement</i></li> <li><b>DOMAIN REGISTRATION</b> <i>register a domain name for your company</i></li> </ul>	<ul style="list-style-type: none"> <li><b>ANNUAL RETURNS</b> <i>file company and close corporation annual returns</i></li> <li><b>AUDITOR CHANGES</b> <i>appoint / resign auditors</i></li> <li><b>ADDRESS CHANGES</b> <i>change company and close corporation addresses</i></li> <li><b>NAME EXTENSION</b> <i>extend reserved name expiry date</i></li> <li><b>NAME TRANSFER</b> <i>transfer reserved name to another customer code</i></li> <li><b>UPDATE CONTACT DETAILS</b> <i>update director or member contact details for companies and close corporations COMING SOON!</i></li> </ul>
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LOGIN

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- 4. Add your Customer Code, Password and Security Code.  
Click in the circle to accept the terms and conditions, then click Login.

NB: The security code is case-sensitive. If a letter appears in uppercase, it must be entered in uppercase. Do not include any spaces between the characters.

Welcome GUEST  
PLEASE LOG IN TO START TRANSACTING

You are here: CIPC eServices » Login

### Login to CIPC eServices

Customer Code: L3

Customer Password (case sensitive): .....

Security code displayed above. (case sensitive): helehN

Tick to accept the CIPC Terms & Conditions

**LOGIN** **FORGOT PASSWORD**

Before you login make sure you have a **valid email address**, you will not be able to transact if you don't have one. You can register for a free email address at Gmail.

#### RESET PASSWORD

- To reset your password, visit the website <https://www.bizportal.gov.za>
- Click on Login on top of the page, and then on Reset Password.
- Type your ID number and click on Continue.
- An OTP will be sent to your email and cell number. Provide the OTP and reset your password.

Kindly note that the same password is used to log into E-services, New E-services and BizPortal.

If you experience challenges with login in to the CIPC system or your cell phone number is incorrect, follow the following manual process:

- Please click here or use the link <https://enquiries.cipc.co.za>
- Click on Password reset.
- Complete the required fields, and attach certified ID copy (not older than three months).

Foreign nationals must follow the manual password reset process above, but provide a certified passport copy instead of ID copy.

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- 5. After logging in, click on **Transact** in the right-hand corner

Welcome LUCILLE

You are here: CIPC eServices » Home

### CIPC ENTITY SEARCH

Search by  Type in enterprise name, number or director ID number

#### ANNUAL RETURN (AR) COMPLIANCE: NON COMPLIANCE LEADS TO DEREGISTRATION

ENTERPRISE NUMBER	ENTERPRISE NAME	STATUS	TYPE	AR COMPLIANT	AR FILE	BO COMPLIANT

#### CURRENT PROCESSING DATES

TRANSACTION TYPE	CURRENT PROCESSING DATE	LAST UPDATED
NEW COMPANY REGISTRATION [eSERVICES]	01/01/1967	01/08/2024
NEW COMPANY REGISTRATION [MANUAL]	01/01/1967	01/08/2024
CLOSE CORPORATION TO COMPANY CONVERSION [MANUAL]	01/01/1967	01/08/2024
DIRECTOR AMENDMENTS [eSERVICES]	01/01/1967	16/08/2024
DIRECTOR AMENDMENTS [MANUAL]	01/01/1967	01/08/2024
MEMBER AMENDMENTS [eSERVICES]	01/01/1967	16/08/2024
MEMBER AMENDMENTS [MANUAL]	01/01/1967	16/08/2024
NAME CHANGES [MANUAL]	01/01/1967	01/08/2024

HOME **TRANSACTION** CART

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## 6. Click on More Services.

Welcome L3  
LUCILLU

You are here: CIPC eServices » Home » Transact

- COMPANY REGISTRATION
- AMEND COMPANY DIRECTOR DETAILS
- AMEND CC MEMBER DETAILS
- NAME RESERVATIONS
- FILE ANNUAL RETURNS
- AUDITORS & ACC. OFFICERS
- CO & CC ADDRESS CHANGES
- FINANCIAL YEAR END CHANGES
- CERTIFICATES & DISCLOSURES
- ENTERPRISE ENQUIRY
- TRANSACTION STATUS
- CUSTOMER TRANSACTIONS
- NAME CHANGES
- DOCUMENT UPLOAD
- THIRD PARTIES
- HOW-TO VIDEOS
- BANKING DETAILS
- EXTERNAL COMPANY REPRESENTATIVES
- DISQUALIFIED DIRECTORS REGISTER
- DOMAIN NAME REGISTRATION
- AUTHORISED SHARE CHANGES
- UPDATE DIRECTOR / MEMBER CONTACTS
- B-BBEE CERTIFICATES
- FINANCIAL STATEMENTS
- COMPLIANCE CHECKLIST
- BENEFICIAL OWNERSHIP
- MORE SERVICES**

More services consist of Name with Association and Director Amendment

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## 7. On the next page click on Coops Change Contact Details.

Home Contact Us Hello ROSE SIBONGILE Logout

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Query Resolution:  
<https://enquiries.cipc.co.za>

CIPC e-Services

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- Business Registration
  - Name Reservation with Association
  - Foreigner assurance
  - Prospectus
  - External Company Registration
  - Company and Close Corporation Reinstatements
- Business Maintenance
  - Director amendments
  - Change Contact Details
  - COOPS Change Contact Details**
  - Disqualified Director Register
  - Compliance Checklist
  - Company/CC Voluntary Deregistration
- AR Deregistration Letters

24/7 Availability Always Online

No Documents for some applications

Online Payment Secure Card Payments

Online Support <https://enquiries.cipc.co.za>

Get in Touch With Us  
Call centre: 086 100 2472  
International telephone number: +27 12 396 9573  
Monday-Friday: 08:00 - 18:30  
Online Query System: <https://enquiries.cipc.co.za>

Our Mobile App  
Coming soon to App Store  
Coming soon to Google Play

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Business Maintenance  
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- Select the Edit/View button on the name of the logged in Director. The ID/Passport number of the Customer profile must match the ID/Passport number of the director on the company.

If the ID/Passport number does not match, you will not be able to amend the contact details.



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Query Resolution: <https://enquiries.cipc.co.za>

☰ CIPC e-Services Business Registration Business Maintenance Follow Us:

**Director Contact Details Change** Home > Director Amendments > Change Contact Details

For Co-Operative

**Company Directors**

IDENTIFICATION	NAME	TYPE	STATUS	EDIT/VIEW
[REDACTED]	[REDACTED]	DIRECTOR	Active	

BACK

**Company Director Amendments - Contact Details Change**

**ACTION**  
Notes on Contact Info Changes  
- Updates allowed on Email/Cellphone, if none exist and application logger is an active director

**STATUS INFORMATION**

Type: CLICK TO SELECT Status: ACTIVE

Appointment Date: (DD/MON/YYYY) 30/MAY/2024 Status Date: (DD/MON/YYYY) 30/MAY/2024

Status Change Reason: (if applicable)

**CONTACT PERSONAL INFORMATION**

Country of Origin: SOUTH AFRICA ID or Passport Number: 7 [REDACTED]

**APPLICATION INFORMATION**

Reference: **60000074546**

No: [REDACTED]

Status: [REDACTED]

Submitted By: [REDACTED]

Submitted On: [REDACTED]

^

**COMPANY INFORMATION**

No: C2 [REDACTED] 5

Name: [REDACTED]

Type: **PRIMARY COOPERATIVE**

Status: **IN BUSINESS**

Registration Date: **24/FEB/2021**

Email: [REDACTED]@COM

Contact No: [REDACTED]

**GUIDANCE**

It is compulsory to review each active director to ensure up-to-date information.

History approval results will be visible if available, use this feedback to apply and resubmit application changes

**Edit or View**  
Review information for each director by clicking on Edit/View from section Company Directors. Choose between options No Changes OR Status Changes or Contact Info Changes and select Save to finalize. Choose Cancel to abort the current review

^



10. Update the email address / cell phone number and click on Save.

Form fields for updating contact information:

- Surname: ND [REDACTED]
- Name(s): [REDACTED]
- Date of Birth: 30/JUN/1979
- Occupation: [REDACTED]
- Email: B [REDACTED] MAIL.COM
- Cellphone: 0 [REDACTED]
- Gender: FEMALE
- Disability: NOT DISABLED
- Demographic: AFRICAN
- Title: CLICK TO SELECT

CONTACT ADDRESS INFORMATION

PHYSICAL ADDRESS

Address line 1: [REDACTED]

Address line 2: ALBERTON NORTH

In which town/city is this address? ALBERTON

In which province is this address? GAUTENG

What is the postal code? 1449

POSTAL ADDRESS

Address line 1: [REDACTED]

Address line 2: ALBERTON NORTH

In which town/city is this address? ALBERTON

In which province is this address? GAUTENG

What is the postal code? 1449

CANCEL SAVE

Remove or View: Remove an entry for information that need to change, to allow for another review on the selected record

Back: Revert to the previous section by selecting Back

Continue: Proceed to the next section by selecting Continue

11. Click on Continue and thereafter on Submit.

Home Contact Us

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Query Resolution:  
<https://enquiries.cipc.co.za>

CIPC e-Services Business Registration Business Maintenance

### Director Contact Details Change

For Co-Operative

Company Directors

IDENTIFICATION	NAME	TYPE	STATUS	EDIT/VIEW
7 [REDACTED]	[REDACTED].E	DIRECTOR	Active	

CONTINUE



Home Contact Us Hello [REDACTED] FILE Logout

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**Query Resolution:**  
<https://enquiries.cipc.co.za>

**CIPC e-Services**      **Business Registration**      **Business Maintenance**      **Follow Us:**

**INFORMATION**

You are proposing to change your email to BOBO.PALESA@GMAIL.COM and cell number to 0827301718.

Click Submit to complete the process of change contact details.

**SUBMIT**

12. An email will be sent to the current email and the new email to confirm the Contact Details change of the Director. You will also be redirected back to the Associated Company Information list.

Home Contact Us Hello [REDACTED] FILE Logout

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**Query Resolution:**  
<https://enquiries.cipc.co.za>

**CIPC e-Services**      **Business Registration**      **Business Maintenance**      **Follow Us:**

CO-Operative      **Director Contact Details Change**      Home > Director Amendments > Enterprise Search

**Associated Co-Operatives Information**

NUMBER	NAME	TYPE	STATUS	FILE
C210000006	ASSOCIATED COMPANY	PRIMARY COOPERATIVE	IN BUSINESS	
C210000011	ASSOCIATED COOP	PRIMARY COOPERATIVE	IN BUSINESS	
C210000019	DI... TRADING	PRIMARY COOPERATIVE	IN BUSINESS	
C210000033	FIL...	PRIMARY COOPERATIVE	IN BUSINESS	
C210000041	IN...	PRIMARY COOPERATIVE	IN BUSINESS	
C210000041	IN...S PRIMARY CO-OPERATIVE LIMITED	PRIMARY COOPERATIVE	IN BUSINESS	
C210000055	LO...	PRIMARY COOPERATIVE	IN BUSINESS	
C210000062	MA...	PRIMARY COOPERATIVE	IN BUSINESS	
C210000065	TIN...	PRIMARY COOPERATIVE	IN BUSINESS	
C210000072	UH...	PRIMARY COOPERATIVE	IN BUSINESS	

**BACK**

**APPLICATION**

Reference: **60000074550**

**SEARCH FACILITY**

Search criteria: (long or short number)

**SEARCH**

**GUIDANCE**

Proceed with filing by selecting a company from your associated list OR search for an alternative and select from the searched list.  
Use column File to make the desired selection to proceed

**History Applications**  
A new application may not be started if a previous one is still in progress

**Search Facility**  
File for any company? Make use of the Search facility

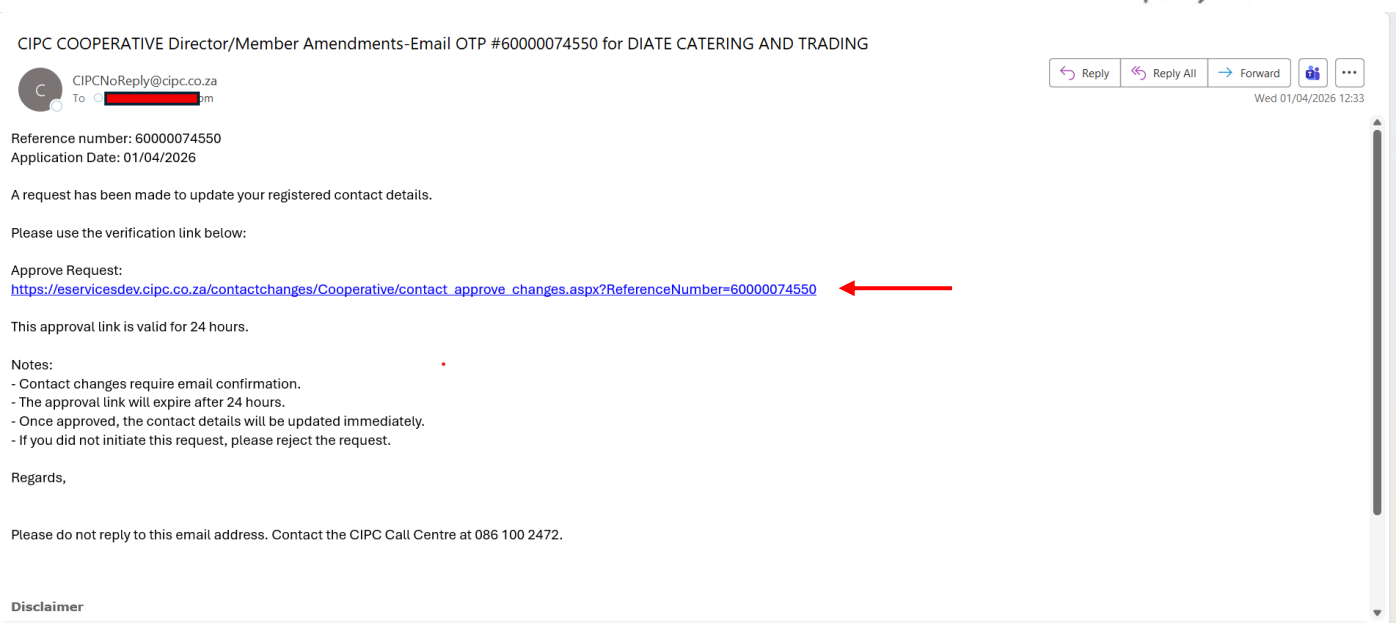
**Back**  
Revert back to history applications by selecting Back

**Cancel**  
Revert back and opt to select an alternative company, click on Cancel

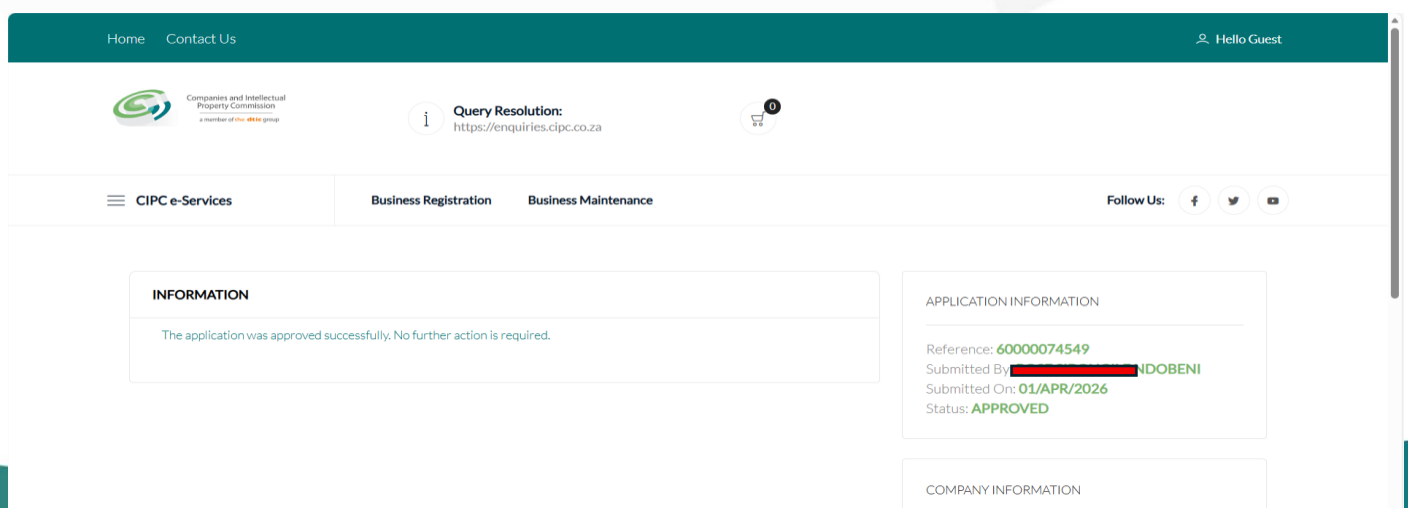
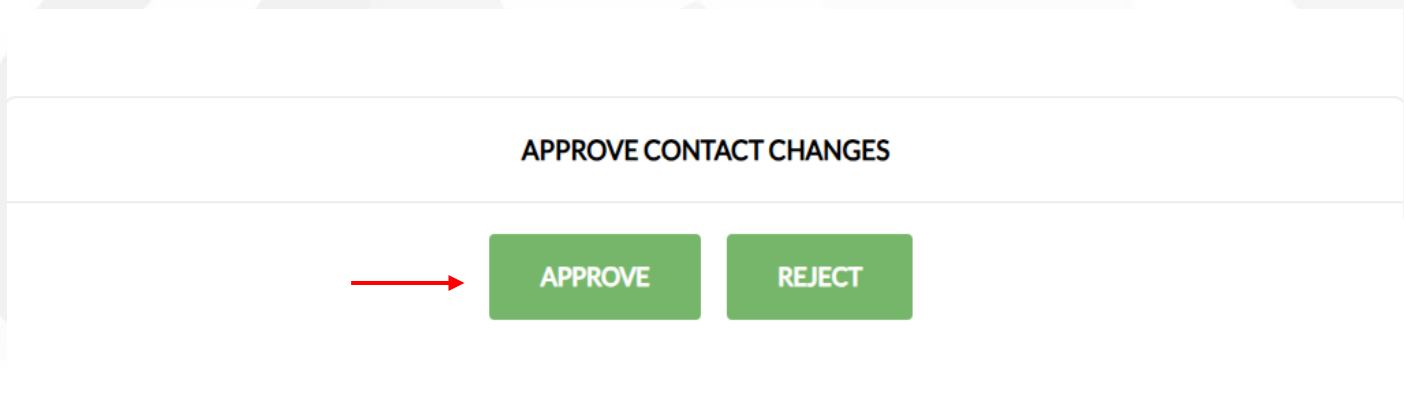
**Continue**  
Confirm the company selection, updating the contact info if applicable, and select Continue



### 13. Open the email and click on the link.

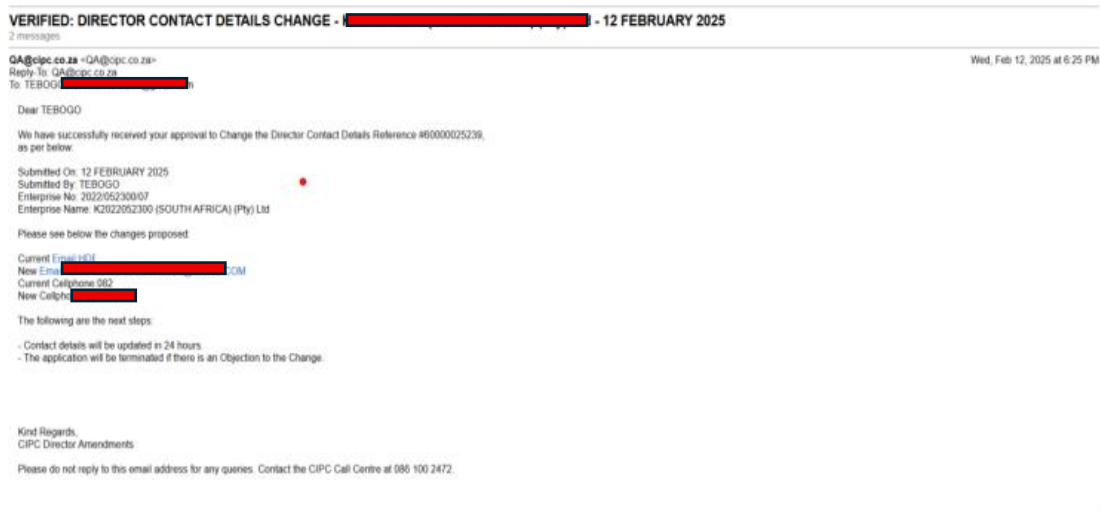


### 14. Click on Approve.





15. An email will be sent to the current email and the new email confirming that a pending change has been verified. The change will be effected in the next 24 hours if there is no objection to the change.



16. If there is an objection on the change, the director must click on the Reject. You will receive a pop-up message click on OK.

### APPROVE CONTACT CHANGES

