

NOTICE 41 of 2026

VALIDATION OF CUSTOMER PROFILES TO PREVENT THE USE OF DUPLICATE EMAIL AND CELL PHONE NUMBERS

Dear valued customers

Please be informed that an update has been implemented on the eServices system to improve the validation of customer profiles and prevent the use of duplicate contact details.

As part of this update, the system now checks whether the email address and cellphone number entered during registration or profile updates are already associated with another CIPC customer profile.

If you receive an error message stating that your email address and/or cellphone number is already associated with another CIPC profile, you are kindly requested to use a different email address and/or cellphone number that is not linked to another customer profile.

This enhancement is intended to improve the integrity of customer information and ensure that contact details are uniquely associated with the appropriate customer profile.

We apologise for any inconvenience this may cause and appreciate your cooperation and understanding.

Thank you for your continued support.

Rory Voller
Yours faithfully

Signed by: Rory Voller, RVoller@cipc.co.za
25/08/2026 11:17:44(UTC+02:00) 

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