Companies and Intellectual Property Commission

a member of the dti group

NOTICE 32 OF 2020

NEW PROCESS FOR UPDATING CUSTOMER CODE CONTACT DETAILS / PASSWORD RESET

The Companies and Intellectual Property Commission (CIPC) strives to improve customer experience. Currently, if customers need to reset their password, and their email address and/or cell phone numbers that are outdated, the customer then needs to send a request via e mail to resetpassword@cipc.co.za. A password reset request form, as well as a certified ID copy needs to be attached. Kindly note that this process will change with effect from 1 June 2020.

All requests to update customer code details need to be logged on the CIPC Enquiries system (https://enquiries.cipc.co.za). Select the category Customer code/Password reset and complete the required fields. A certified ID copy (not older than three months) needs to be attached.
Your customer contact details will be updated, and the ticket will be closed.
Important: Do not log numerous requests for the updating of your details. The cases are attended to on a first come first serve bases. Numerous requests will just prolong the process.

If requests are still received via the resetpassword@cipc.co.za email inbox, it will only be attended to until the 31st of July 2020. Thereafter, only requests via the CIPC enquiries system will be accepted. We trust that the new process will ensure a more user-friendly customer experience.

Yours sincerely,

Adv. R Voller
Commissioner: CIPC
____/____/2020