

DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION

NO. 6815

7 November 2025

NOTICE TO CUSTOMERS

NOTICE NUMBER 49 OF 2025



CHANGE OF DIRECTOR'S CONTACT DETAILS

The Companies and Intellectual Property Commission (CIPC) has implemented a new system that will allow directors to update and authorise their contact information as and when the need arises. A verification link will be sent to the director concerned. The director should use this link to **approve** the change if it is legitimate and known to them or **reject** the application if it is not legitimate.

Please take note of the following outcomes that will take place within the **24-hour verification period**:

- **Approved changes:** If the director approves the update, the new contact details will be updated in the CIPC records within 24 hours.
- **Rejected changes:** If the director rejects the update, it will not be processed, even if another party approved of it. Rejections must be submitted within the 24-hour timeframe.
- **No response:** If no action is taken within 24 hours, the request will automatically lapse, and no changes will occur.

Directors are encouraged to **respond promptly** to any verification emails from the CIPC. Rest assured, these emails are legitimate communications from the Commission, not phishing scams. This process aims to protect directors from unauthorised changes to their contact details.

Yours sincerely

Adv Rory Voller
CIPC Commissioner

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Signed by Rory Voller, RVoller@cipc.co.za
24/10/2025 11:21:34(UTC+02:00)



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