



Companies and Intellectual
Property Commission
a member of **the dtic** group

NOTICE TO CUSTOMERS (Notice ___ of 2022)

Department of Home Affairs system down time affecting ID verification on CIPC systems

Dear Customers

Kindly note that Department of Home Affairs (DHA) system is currently offline. CIPC systems are linked to DHA for ID verification on various processes. The following processes might be affected by the DHA system down time:

- Customer Registration,
- Password reset,
- New company registration,
- BBBEE applications,
- Director amendments;
- CC member changes; and
- Annual return and filing of Financial Accountability Supplements FAS.

Customers trying to transact might receive error messages like ID number does not exist or cannot be verified. When this happens, it means the DHA system is down, and you need to try again later. We are dependent on the availability of the DHA system. Kindly note that once this issue has been resolved, you may experience intermittent downtime in future, until a permanent resolution has been found.

We apologise for any inconvenience caused.

Yours faithfully,

Adv. Rory Voller
Commissioner: CIPC
Date: 4 /10/2022