

OPERATING GUIDELINES FOR CUSTOMER SERVICE COUNTER AT MyIPO'S HEADQUARTERS

- 1. There will be no face-to-face communication with our Customer Service Officers.**
- 2. Customers and agents are required to place the application forms and submission documents in the box provided at the counter.**
- 3. Kindly submit your new applications for trademark, patent and industrial designs' via online.**
- 4. Kindly proceed to Level 13 for trademark oppositions' matters.**
- 5. Payment can be made by cheque/bank draft/money order/online payment transfer.**
- 6. Receipt of payment shall be issued by email to the customers.**
- 7. Kindly adhere to the standard operating procedure (SOP) of the Conditional Movement Control Order by wearing face mask and practice social distancing when attending at the counter.**

