

# **OPERATING GUIDELINES FOR CUSTOMER SERVICE COUNTER DURING MCO**

- 1. There will be no face-to-face communication with our Customer Service Officers.**
- 2. Customers and agents are only required to place the application forms and submission documents in the box provided in the counter.**
- 3. New application for trademark, patent and industrial designs may be filed online at <https://iponline2u.myipo.gov.my>.**
- 4. We only accept payments by cheque, bank draft, money order or electronic fund transfer (EFT).**
- 5. Customer may choose to receive the receipt of payment either via email, mail or self-collect on the next following day.**
- 6. Kindly adhere to the standard operating procedure (SOP) by wearing face mask and practice social distancing when attending at the counter.**