

[EUIPO's Service Charter shows positive results in the first quarter 2020](#)

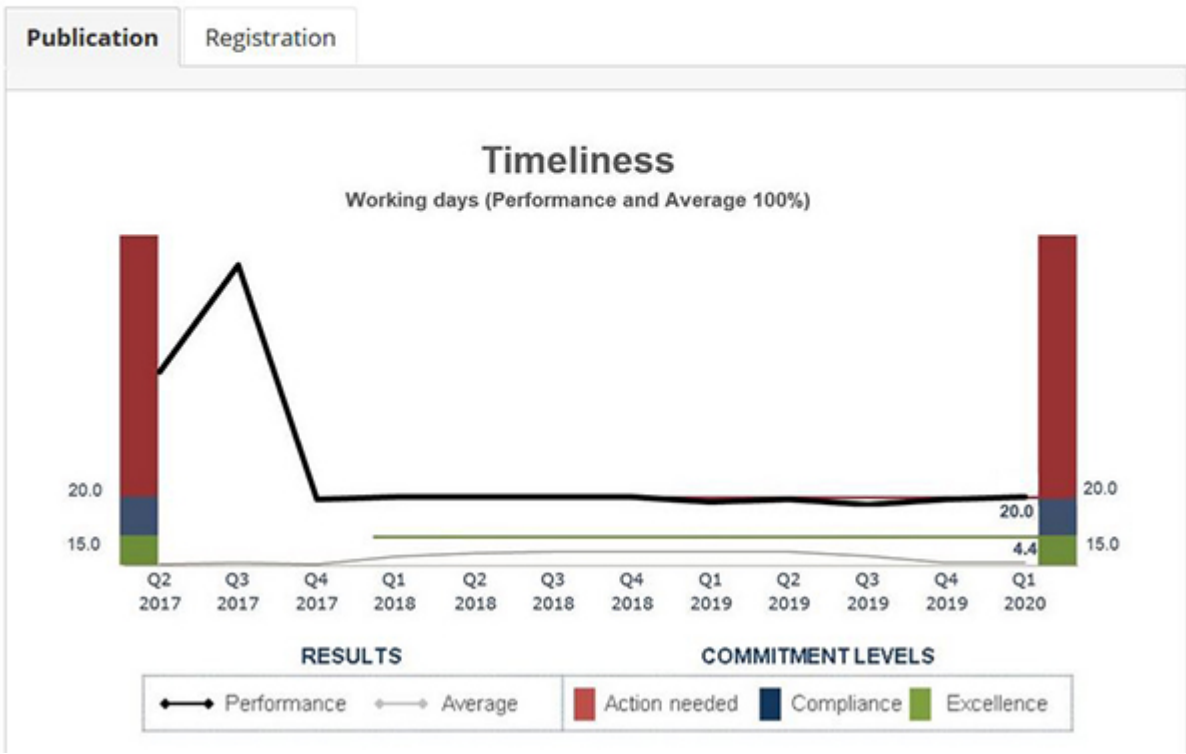
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EUIPO's Service Charter shows positive results in the first quarter 2020

Despite the impact of the COVID-19 pandemic, the Office has been able to comply with its timeliness, quality and accessibility commitments during the first quarter of 2020. Certain timeliness indicators have also improved during this period, namely the EU trade mark direct filings and registered Community designs registration. Only the timeliness in cancellation decisions still remains in 'Actions Needed'

EU trade marks

Fast Track



New timeliness indicator in recordals

The new EU trade mark and registered Community design timeliness indicator for recordals measures several types of recordals, like Change of name/Representative, Transfers (EUTM/RCD), Corrections (EUTM/RCD) and Seniority (EUTM). These recordals represent approximately 85 % of all the recordals the Office receives. As this indicator has been included in the Service Charter as from 2020, the previous figures have been calculated using 2020 parameters to illustrate the evolution.

RCDs

Fast Track

Registration



What is the EUIPO's Service Charter?

The Service Charter underpins all the Office's quality activities and represents the EUIPO commitment to its users. The Service Charter sets out what users can expect from the Office in three core areas:

- Timeliness, or how long it takes to deliver a service;
- Accessibility, or how well and quickly the Office makes services available to users by phone, email and through e-business applications;
- Quality of decisions, or how EUIPO decisions measure up against agreed quality criteria.

[More information](#)