

Emergency measures taken at HIPO due to the coronavirus

Dear Customers,

With regard to the state of emergency due to the spread of coronavirus, we inform you about the following:

Customer Service

- In order to decrease the number of personal contacts, the Hungarian Intellectual Property Office limits the opening hours of the Customer Service from 16 March 2020 on (1054 Budapest, Akadémia u. 21).
- Opening hours from 16 March 2020 to an indefinite period of time:
Monday – Thursday 10:00 – 12:00
- With respect to general information queries on intellectual property matters, we request our Customers to use e-mail correspondence.
- In order to eliminate the infection threats against other customers and our staff, we request our Customers to turn to us by phone or by e-mail, if possible.
- Our colleagues are available at the following contact details.

+36 (1) 474 5561

+ 36 (80) 345 678 (toll-free number)

Fax: +36 (1) 474 5534

sztnh@hipo.gov.hu

- Inspection of documents will only be possible on limited occasions; therefore, we request you to get information in advance using the above contact details.
- With regard to the Voluntary register of works, please also use the electronic way.
- The automatic client terminal exclusively operates 24/7 in our central building, under 7, II. János Pál pápa tér.

Frecskay János Special Library

- We also close our public special library from 16 March 2020 on for an indefinite period of time.
- During the closed period we will suspend the validation of the library fine.
- We automatically prolong the due date of the already borrowed documents until 30 April 2020.
- Under the current circumstances, we do not request our Customers to return the borrowed volumes to the public special library in person.

Submission of applications and their entering into the file

- We request our Customers to use the e-application system (<https://ugyintezes.sztnh.gov.hu/eBej2/step1>) or the post services (1438 Budapest, Post Box 415) when submitting their applications.
- The round-the -clock automatic client terminal shall continue to be available 24/7 at our central office under 7, II János Pál papa tér.
- In person entering into the file is available in our central office.

In person consultation

- In person consultation with officers/examiners is suspended from 16 March 2020 for an indefinite period of time. We request our Customers to turn to our colleagues by telephone [+36 (1) 312 4400] or by e-mail [sztnh@hipo.gov.hu].

In case it is unavoidable for someone to enter the central office or other offices of HIPO in person, they can be obliged to make a statement on their state of health and contact details.

We request our Customers to continually monitor our website to follow any potential change in the services available and /or in the opening hours.