

Customer Service Charter

2024-Q3





Customer Service Charter

Index

2024-Q3

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Recordals

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Appeals

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From deadline for filing response to remittal to the Boards - inter partes EUTMs

From deadline for filing response to remittal to the Boards - inter partes RCDs

From completion of period for revision by OD to remittal to the Boards - ex parte EUTMs

Accessibility

Accessibility

Telephone calls to First Line / e-business hotline

Emails answered by Information Centre

Chats answered by Information Centre

Answer to complaints

Direct and call back accessibility

Website availability



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Indicators

2024-Q3

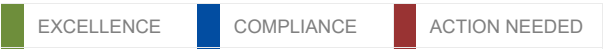
EUTMS

DIRECT FILINGS FAST TRACK (TIMELINESS)

PUBLICATION

EUTM PUBLICATION, FT - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	18	14	15	15	15	15	15	15	14	15	15	14
AVERAGE	5.4	6.4	5.2	4.7	5.0	4.2	4.7	4.8	4.6	4.5	4.6	3.9
COMPLIANCE	15 to 20	15 to 20				15 to 20				15 to 20		



The Fast Track universes have changed from 100% to 99%, this new measure will reduce timeliness pressure in some areas

QUARTERLY EVOLUTION OF EUTM PUBLICATION, FT - (WORKING DAYS)



Performance: Max time for the 99% of the cases
Average: AVG time for the 100% of the cases



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REGISTRATION

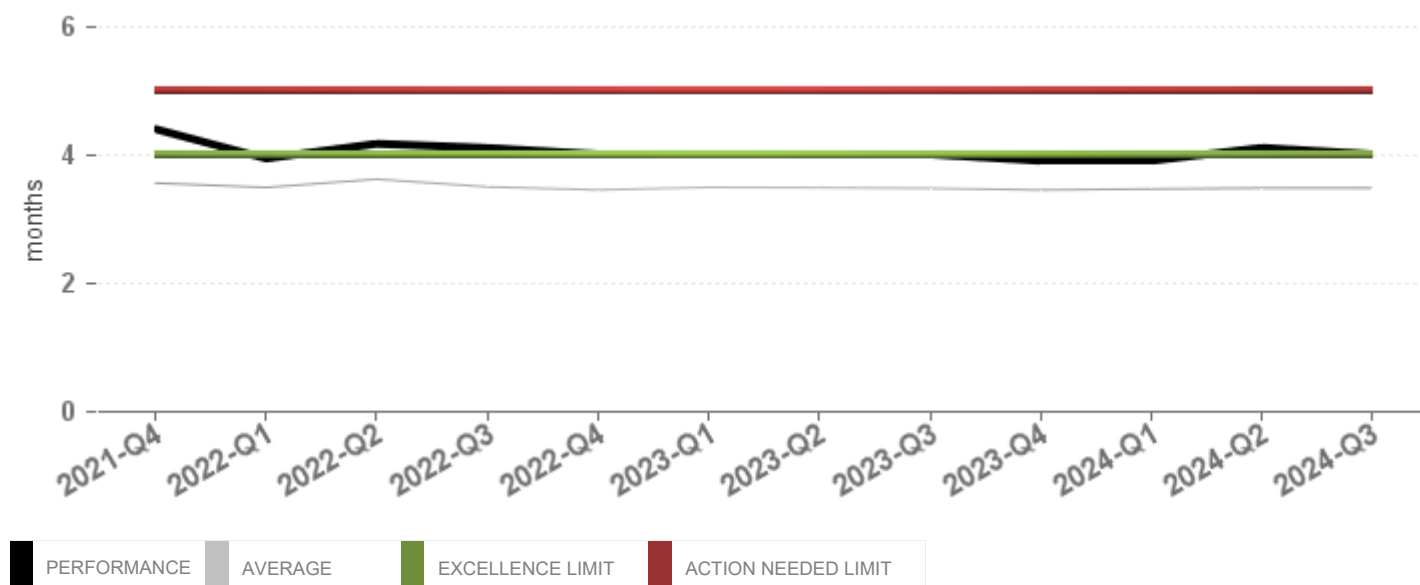
EUTM REGISTRATION, FT - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	4.4	3.9	4.2	4.1	4.0	4.0	4.0	4.0	3.9	3.9	4.1	4.0
AVERAGE	3.6	3.5	3.6	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5
COMPLIANCE	4 to 5	4 to 5				4 to 5				4 to 5		



The Fast Track universes have changed from 100% to 99%, this new measure will reduce timeliness pressure in some areas

QUARTERLY EVOLUTION OF EUTM REGISTRATION, FT - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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DIRECT FILINGS STANDARD TRACK (TIMELINESS)

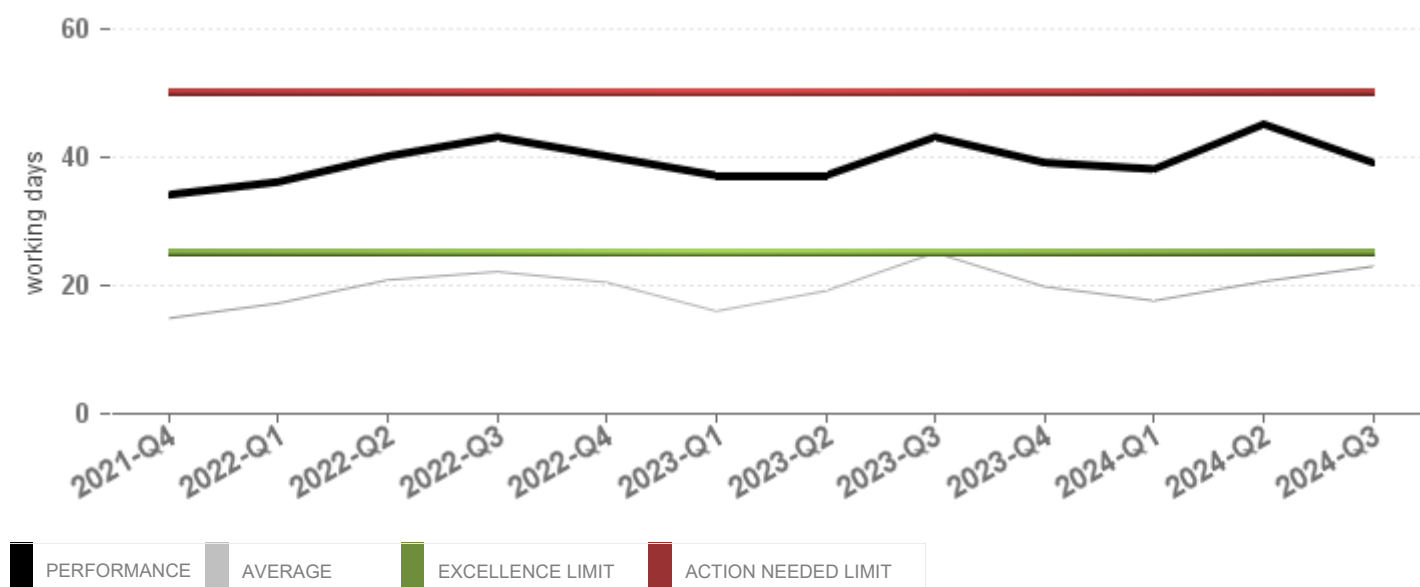
PUBLICATION

EUTM PUBLICATION, RT - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	34.0	36.0	40.0	43.0	40.0	37.0	37.0	43.0	39.0	38.0	45.0	39.0
AVERAGE	14.9	17.2	20.9	22.2	20.5	16.0	19.2	25.1	19.8	17.6	20.6	23.0
COMPLIANCE	25 to 50	25 to 50				25 to 50				25 to 50		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF EUTM PUBLICATION, RT - (WORKING DAYS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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REGISTRATION

EUTM REGISTRATION, RT - (MONTHS)

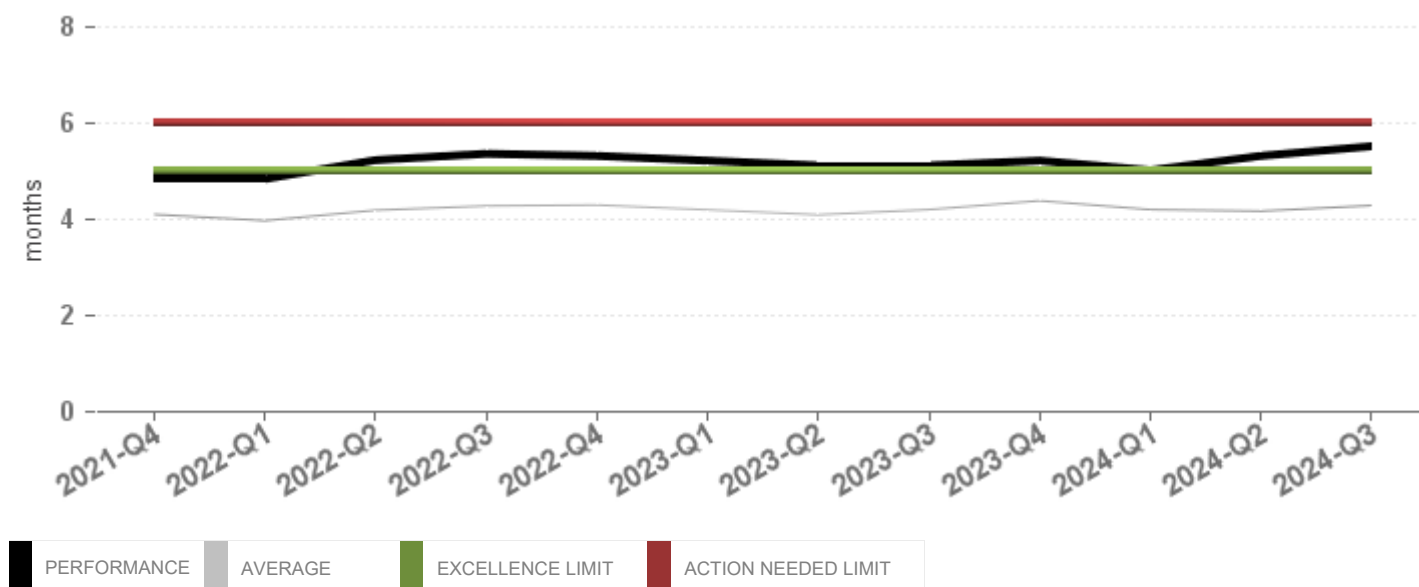
QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	4.8	4.8	5.2	5.3	5.3	5.2	5.1	5.1	5.2	5.0	5.3	5.5
AVERAGE	4.1	4.0	4.2	4.3	4.3	4.2	4.1	4.2	4.4	4.2	4.2	4.3
COMPLIANCE	5 to 6	5 to 6				5 to 6				5 to 6		

EXCELLENCE

COMPLIANCE

ACTION NEEDED

QUARTERLY EVOLUTION OF EUTM REGISTRATION, RT - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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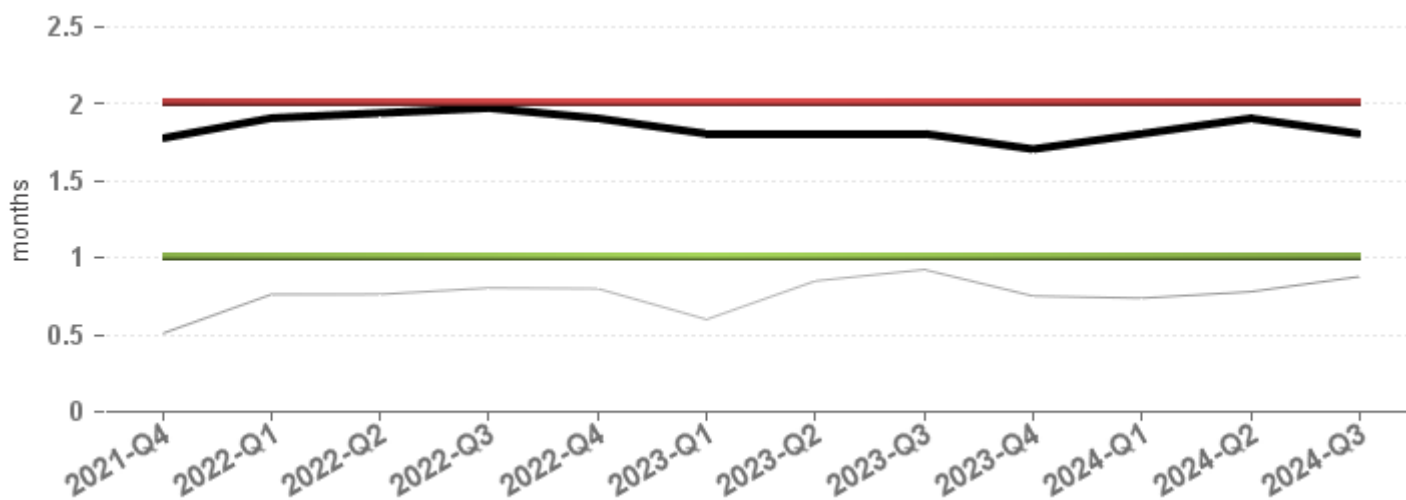
FIRST ACTION

EUTM FIRST ACTION, RT - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	1.8	1.9	1.9	2.0	1.9	1.8	1.8	1.8	1.7	1.8	1.9	1.8
AVERAGE	0.5	0.8	0.8	0.8	0.8	0.6	0.8	0.9	0.8	0.7	0.8	0.9
COMPLIANCE	1 to 2	1 to 2				1 to 2				1 to 2		



QUARTERLY EVOLUTION OF EUTM FIRST ACTION, RT - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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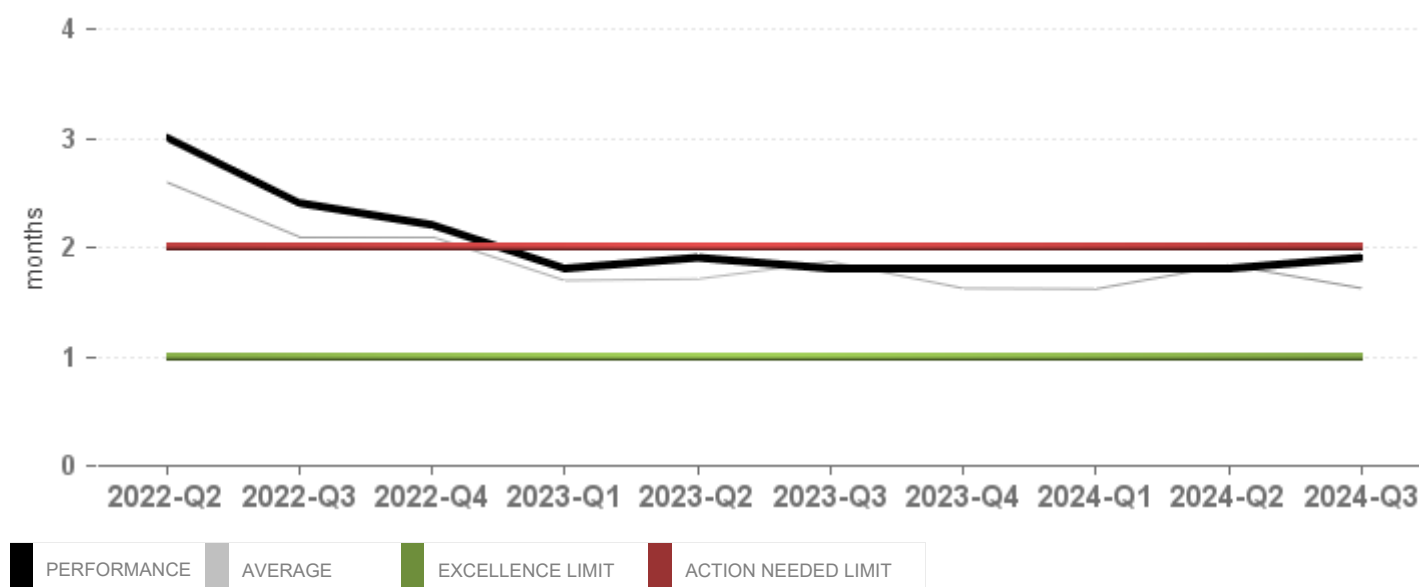
DEFICIENCIES/OBJECTIONS RESOLVED

DEFICIENCIES/OBJECTIONS RESOLVED - (MONTHS)

QUARTER	2022			2023				2024		
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	3.0	2.4	2.2	1.8	1.9	1.8	1.8	1.8	1.8	1.9
AVERAGE	2.6	2.1	2.1	1.7	1.7	1.9	1.6	1.6	1.8	1.6
COMPLIANCE	1 to 2			1 to 2				1 to 2		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF DEFICIENCIES/OBJECTIONS RESOLVED - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG over the 100% of the cases



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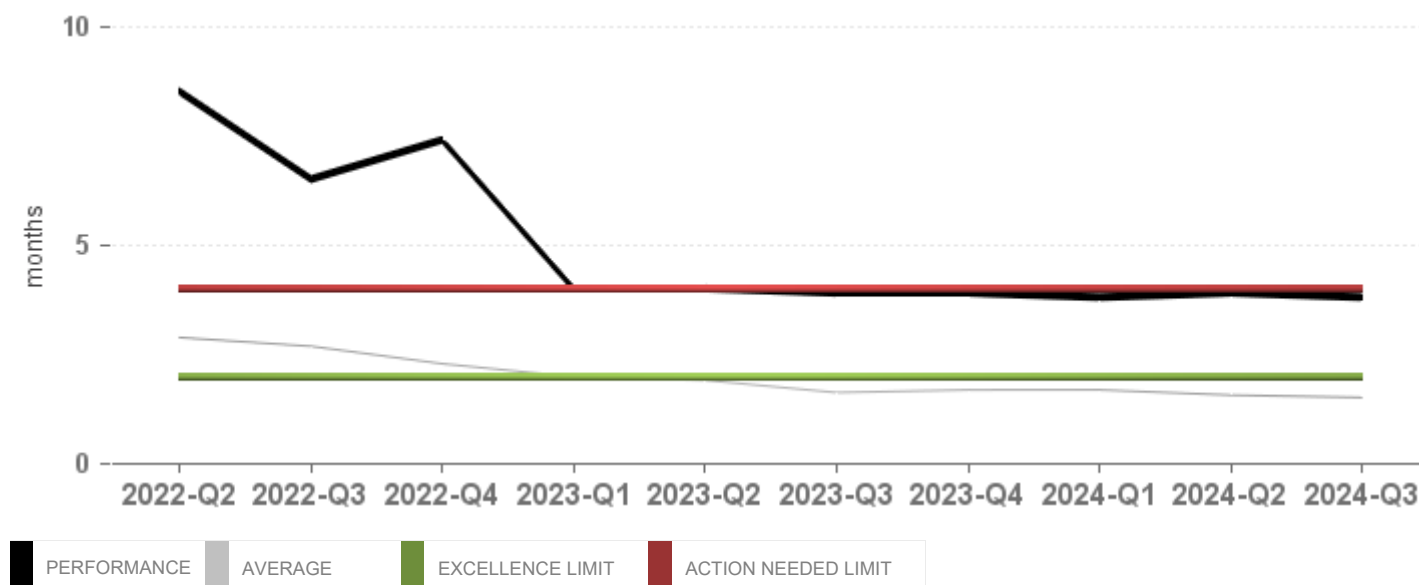
EUTM EX PARTE DECISIONS

EUTM EX-PARTE DECISIONS - (MONTHS)

QUARTER	2022			2023				2024		
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	8.5	6.5	7.4	4.0	4.0	3.9	3.9	3.8	3.9	3.8
AVERAGE	2.9	2.7	2.3	2.0	1.9	1.6	1.7	1.7	1.6	1.5
COMPLIANCE	2 to 4			2 to 4				2 to 4		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF EUTM EX-PARTE DECISIONS - (MONTHS)



Performance: Max over the 99% of the cases

Average: AVG over the 100% of the cases



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FAST TRACK, STANDARD TRACK AND IRS (QUALITY)

AG DECISIONS

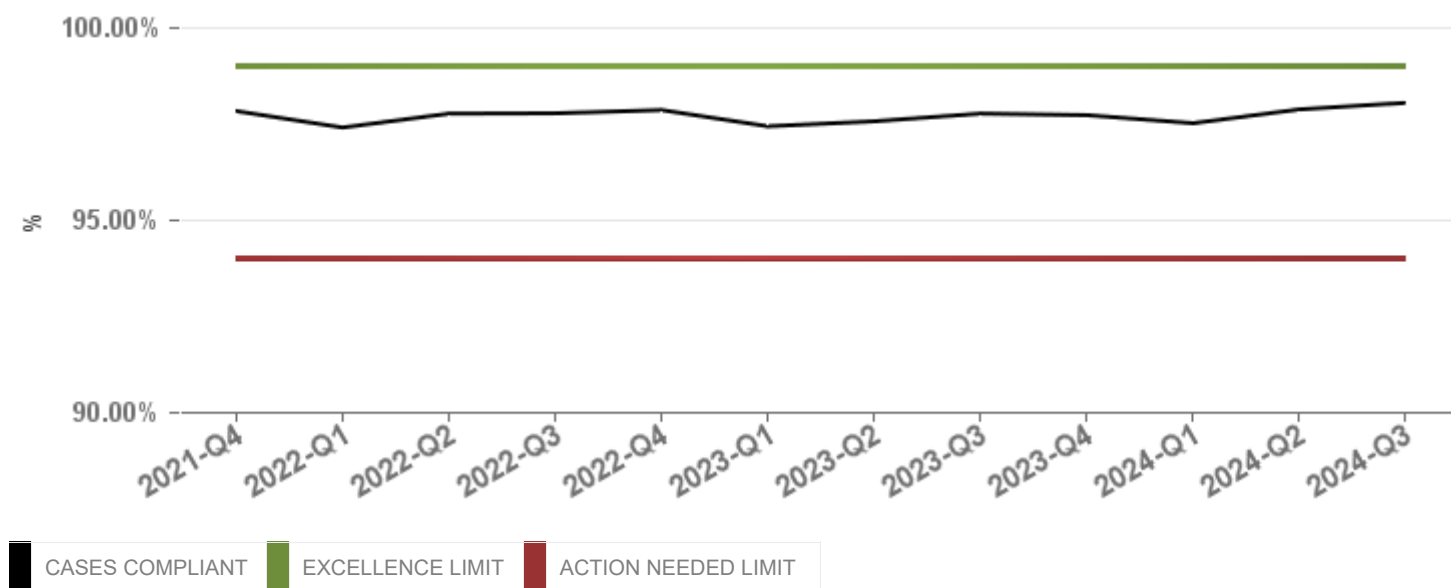
CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN AG DECISIONS - (%)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	97.81%	97.39%	97.75%	97.76%	97.84%	97.42%	97.55%	97.75%	97.71%	97.50%	97.86%	98.03%

COMPLIANCE	9% to 94%	99% to 94%				99% to 94%				99% to 94%		
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EXCELLENCE	ACTION NEEDED	COMPLIANCE
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QUARTERLY EVOLUTION OF CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN AG DECISIONS - (%)





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INTERNATIONAL REGISTRATIONS (TIMELINESS)

REGISTRATIONS

IR REGISTRATION - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	4.8	5.0	4.8	4.8	4.8	5.0	4.9	4.8	4.7	5.0	5.2	4.7
AVERAGE	4.7	4.7	4.6	4.7	4.7	4.7	4.6	4.6	4.7	4.7	4.7	4.6
COMPLIANCE	6 to 7	6 to 7				6 to 7				6 to 7		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF IR REGISTRATION - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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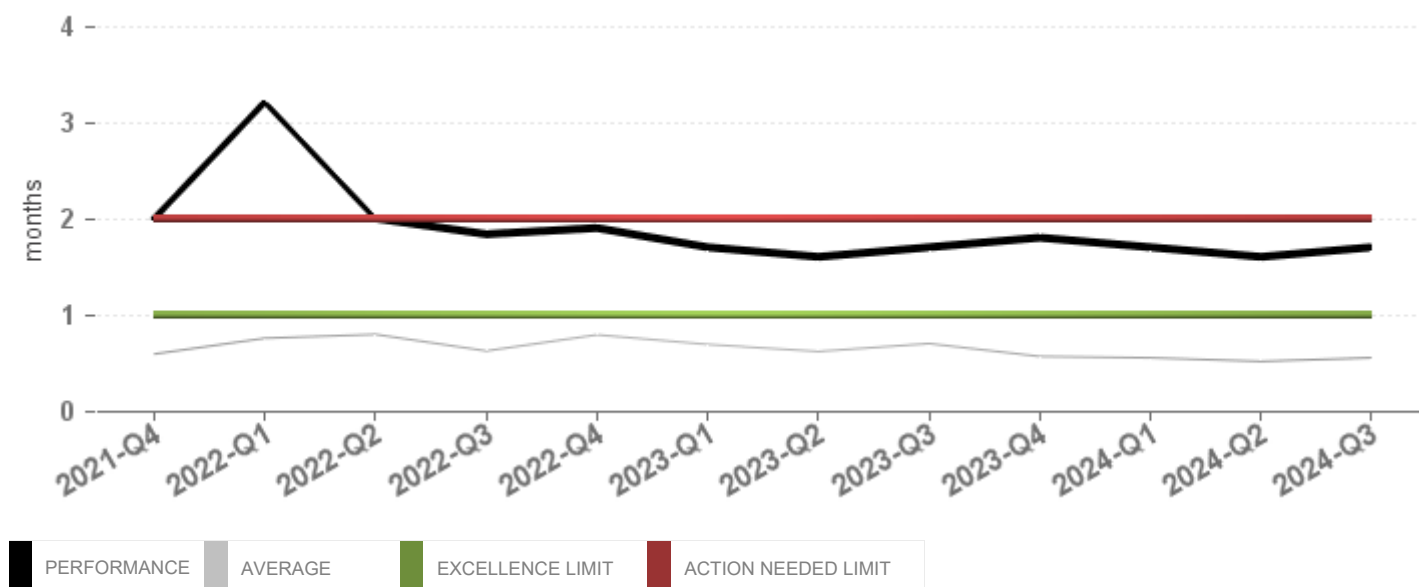
FIRST ACTION

IR FIRST ACTION - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	2.0	3.2	2.0	1.8	1.9	1.7	1.6	1.7	1.8	1.7	1.6	1.7
AVERAGE	0.6	0.8	0.8	0.6	0.8	0.7	0.6	0.7	0.6	0.6	0.5	0.6
COMPLIANCE	1 to 2	1 to 2				1 to 2				1 to 2		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF IR FIRST ACTION - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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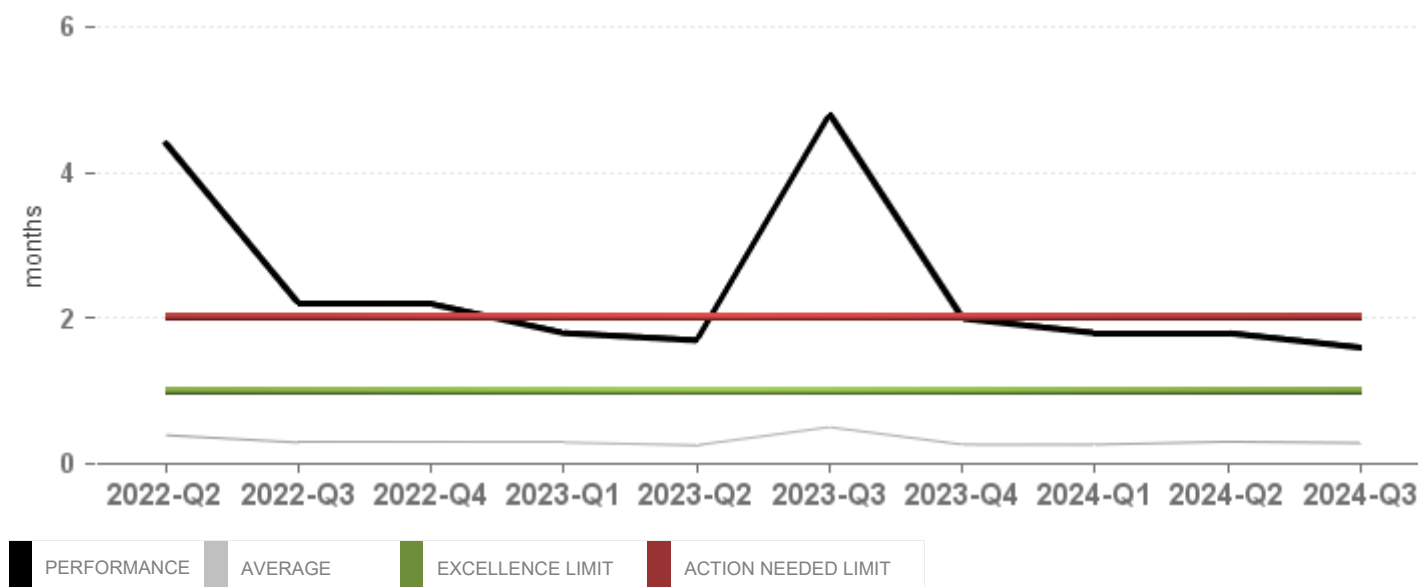
IR DEFICIENCIES / OBJECTIONS RESOLVED

IR DEFICIENCIES/OBJECTIONS RESOLVED - (MONTHS)

QUARTER	2022			2023				2024		
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	4.4	2.2	2.2	1.8	1.7	4.8	2.0	1.8	1.8	1.6
AVERAGE	0.4	0.3	0.3	0.3	0.3	0.5	0.3	0.3	0.3	0.3
COMPLIANCE	1 to 2			1 to 2				1 to 2		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF IR DEFICIENCIES/OBJECTIONS RESOLVED - (MONTHS)



Performance: Max over the 99% of the cases

Average: AVG time for the 100% of the cases



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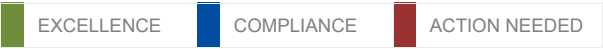
Indicators

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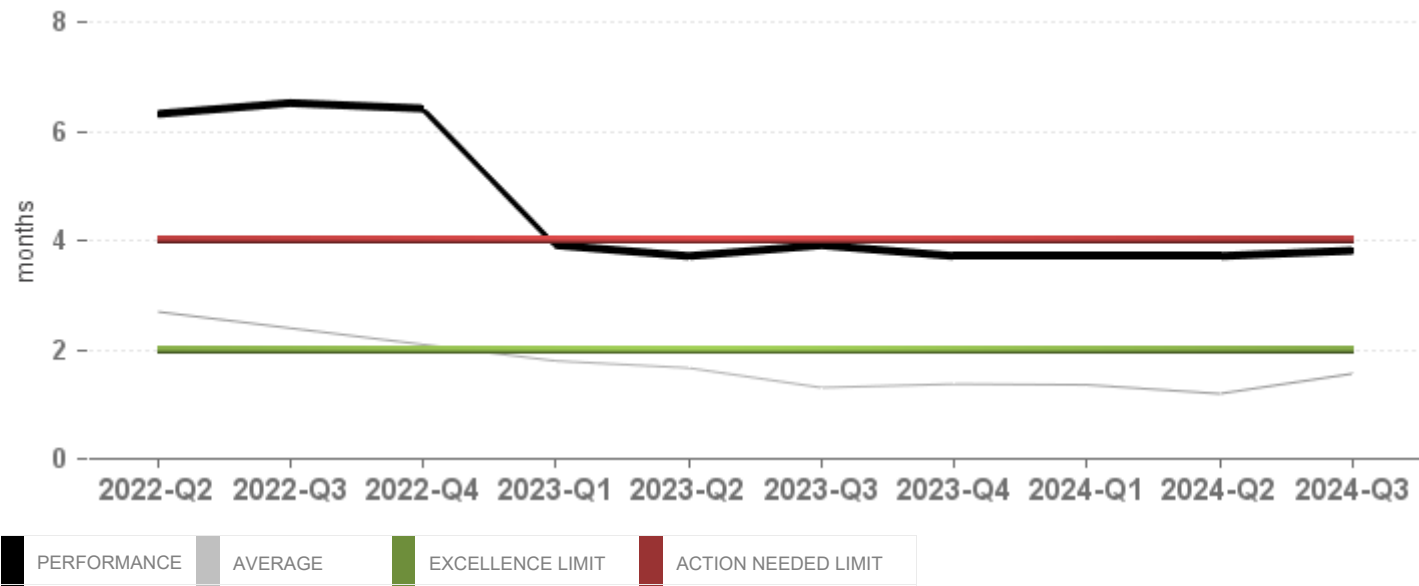
IR EX PARTE DECISIONS

IR EX-PARTE DECISIONS - (MONTHS)

QUARTER	2022			2023				2024		
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	6.3	6.5	6.4	3.9	3.7	3.9	3.7	3.7	3.7	3.8
AVERAGE	2.7	2.4	2.1	1.8	1.7	1.3	1.4	1.4	1.2	1.6
COMPLIANCE	2 to 4			2 to 4				2 to 4		



QUARTERLY EVOLUTION OF IR EX-PARTE DECISIONS - (MONTHS)



Performance: Max over the 99% of the cases

Average: AVG over the 100% of the cases



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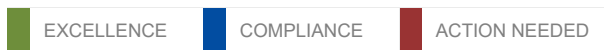
RCDS

FAST TRACK (TIMELINESS)

REGISTRATION

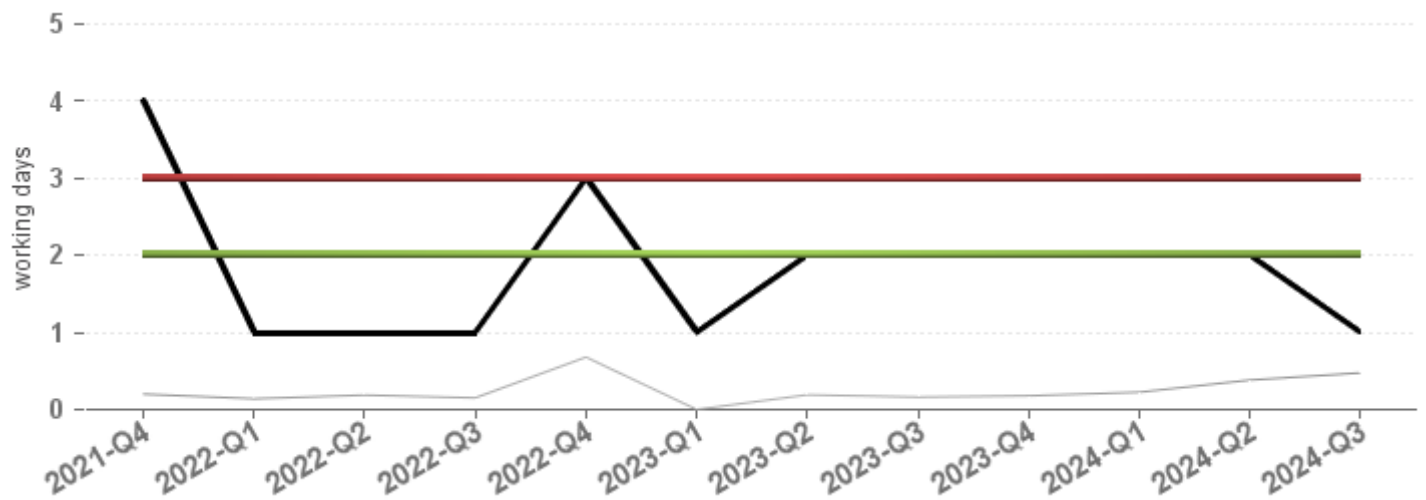
RCD REGISTRATION, FT - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	4	1	1	1	3	1	2	2	2	2	2	1
AVERAGE	0.2	0.1	0.2	0.2	0.7	0.0	0.2	0.2	0.2	0.2	0.4	0.5
COMPLIANCE	2 to 3	2 to 3				2 to 3				2 to 3		



The Fast Track universes have changed from 100% to 99%, this new measure will reduce timeliness pressure in some areas

QUARTERLY EVOLUTION OF RCD REGISTRATION, FT - (WORKING DAYS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

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STANDARD TRACK (TIMELINESS)

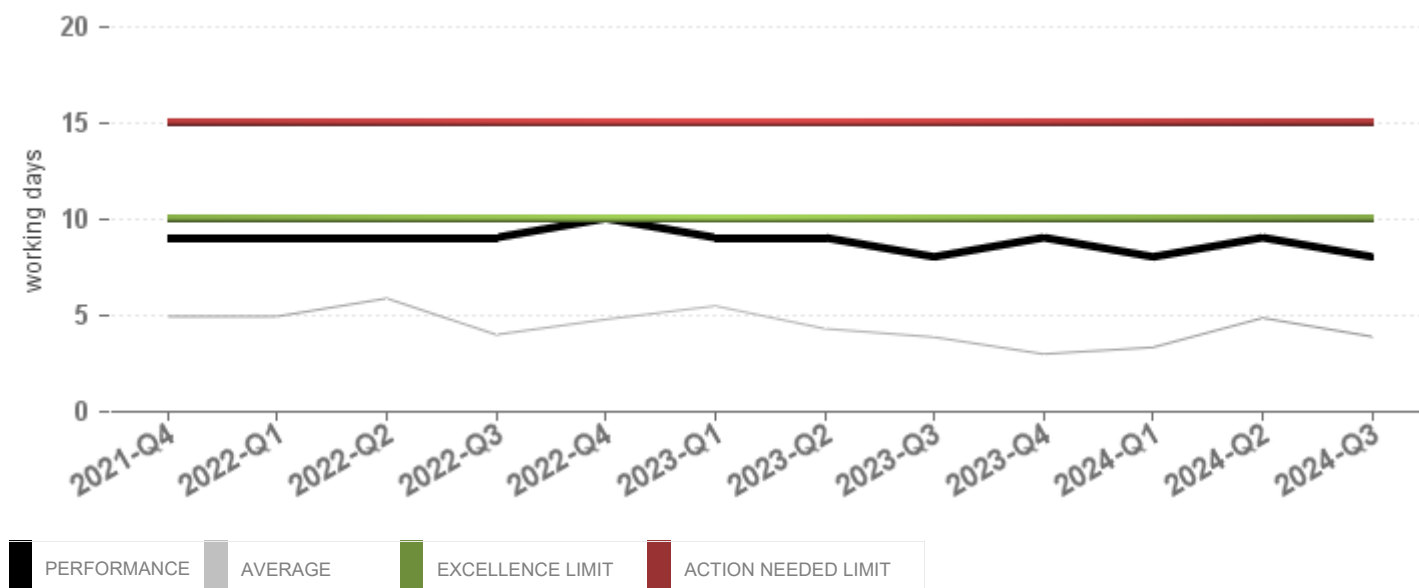
REGISTRATION

RCD REGISTRATION, RT - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	9	9	9	9	10	9	9	8	9	8	9	8
AVERAGE	5.0	5.0	5.9	4.0	4.8	5.5	4.3	3.9	3.0	3.4	4.9	3.9
COMPLIANCE	10 to 15	10 to 15				10 to 15				10 to 15		



QUARTERLY EVOLUTION OF RCD REGISTRATION, RT - (WORKING DAYS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

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FIRST ACTION

RCD FIRST ACTION, RT - (WORKING DAYS)

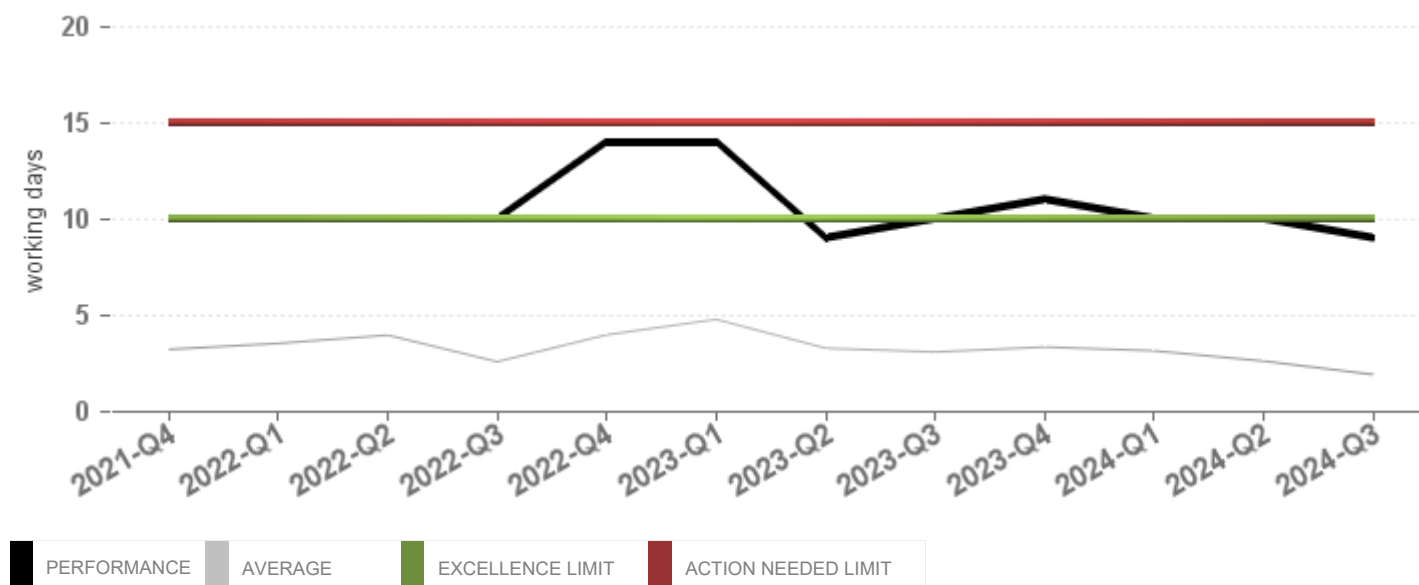
QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	10	10	10	10	14	14	9	10	11	10	10	9
AVERAGE	3.2	3.6	4.0	2.6	4.0	4.8	3.3	3.1	3.4	3.2	2.6	1.9
COMPLIANCE	10 to 15	10 to 15				10 to 15				10 to 15		

EXCELLENCE

COMPLIANCE

ACTION NEEDED

QUARTERLY EVOLUTION OF RCD FIRST ACTION, RT - (WORKING DAYS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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SECOND ACTION

RCD SECOND ACTION, RT - (MONTHS)

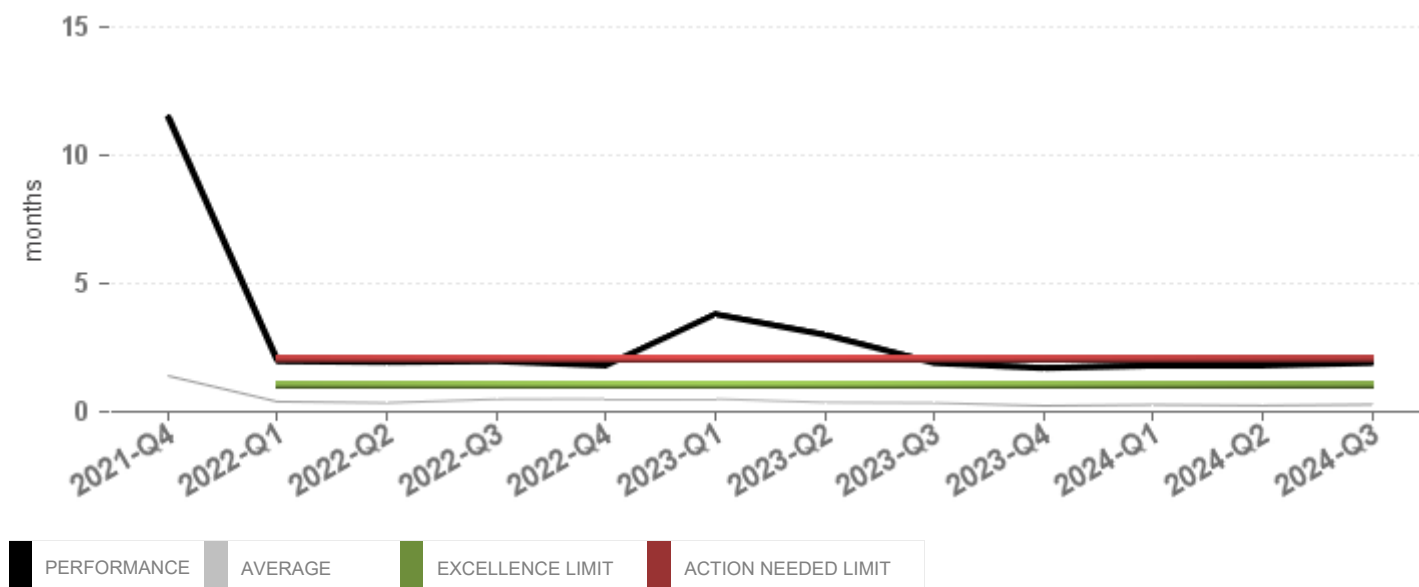
QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	11.5	2.0	1.9	2.0	1.8	3.8	3.0	1.9	1.7	1.8	1.8	1.9
AVERAGE	1.4	0.4	0.3	0.5	0.5	0.5	0.4	0.3	0.2	0.3	0.2	0.3
COMPLIANCE		1 to 2				1 to 2				1 to 2		

EXCELLENCE

COMPLIANCE

ACTION NEEDED

QUARTERLY EVOLUTION OF RCD SECOND ACTION, RT - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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RCDS FAST TRACK AND STANDARD TRACK (QUALITY)

RCD REGISTRATIONS

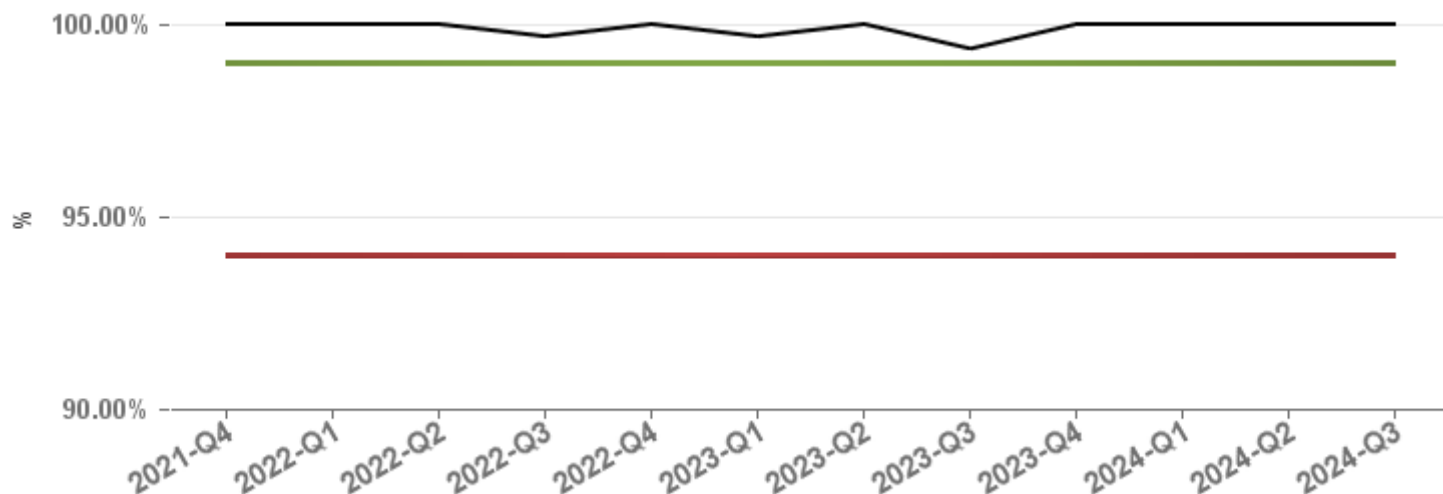
CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN RCD REGISTRATIONS - (%)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	100.00%	100.00%	100.00%	99.68%	100.00%	99.68%	100.00%	99.36%	100.00%	100.00%	100.00%	100.00%

COMPLIANCE	9% to 94%	99% to 94%				99% to 94%				99% to 94%		
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EXCELLENCE	ACTION NEEDED	COMPLIANCE
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QUARTERLY EVOLUTION OF CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN RCD REGISTRATIONS - (%)



CASES COMPLIANT	EXCELLENCE LIMIT	ACTION NEEDED LIMIT
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Customer Service Charter

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INTER PARTES

INTER PARTES (TIMELINESS)

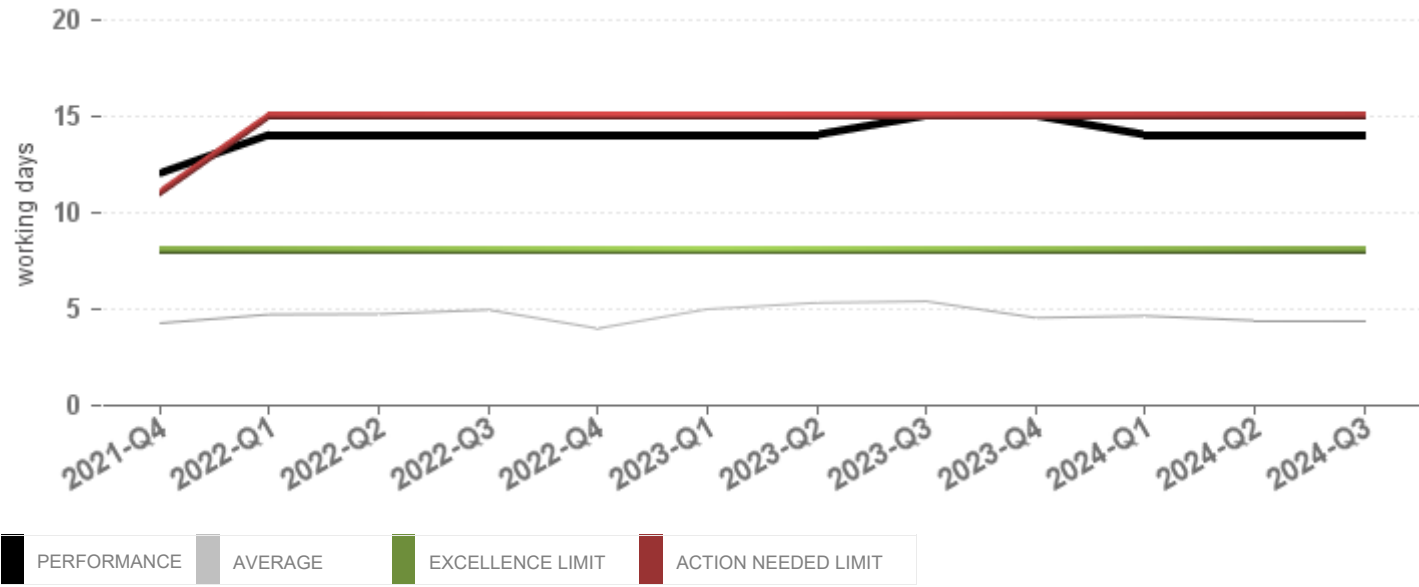
REPLY TO CUSTOMERS' COMMUNICATIONS IN INTER PARTES PROCEEDINGS

REPLY TO CUSTOMERS' COMMUNICATIONS IN INTER PARTES PROCEEDINGS - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	12	14	14	14	14	14	14	15	15	14	14	14
AVERAGE	4	5	5	5	4	5	5	5	5	5	4	4
COMPLIANCE	8 to 11	8 to 15				8 to 15				8 to 15		



QUARTERLY EVOLUTION OF REPLY TO CUSTOMERS' COMMUNICATIONS IN INTER PARTES PROCEEDINGS - (WORKING DAYS)



Performance: Max time for the 99% of the cases
Average: AVG time for the 100% of the cases



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OPPOSITIONS (TIMELINESS AND QUALITY)

OPPOSITION DECISIONS

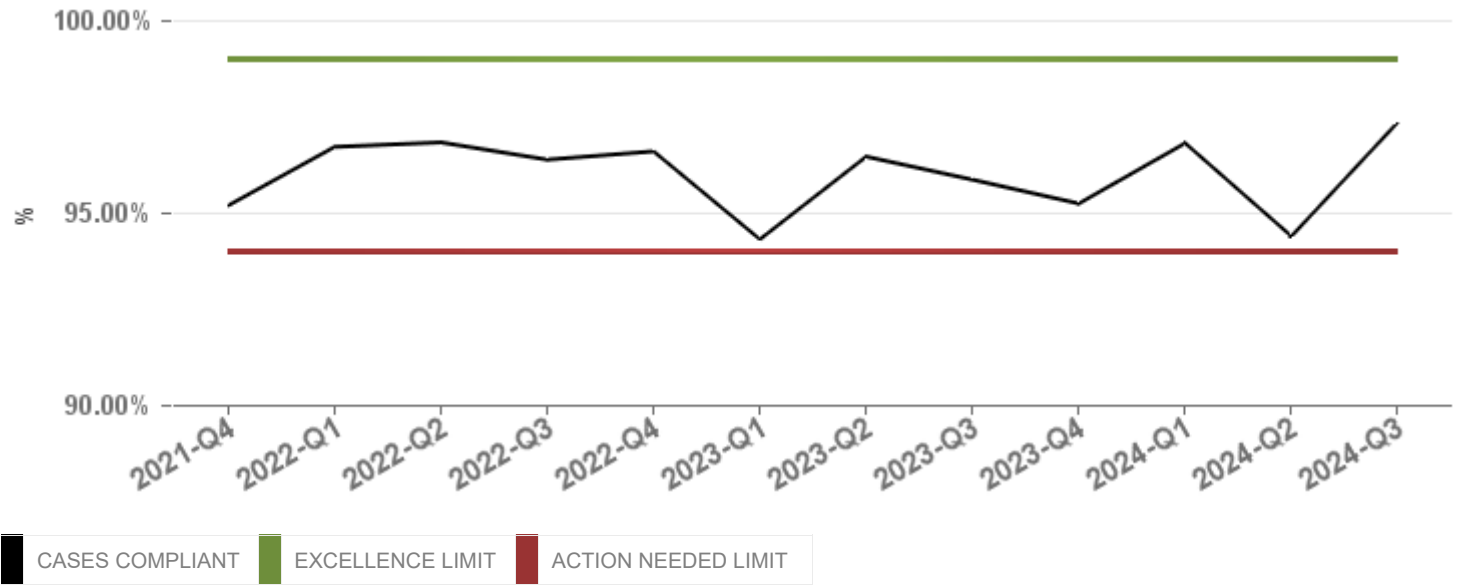
CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN OPPOSITION DECISIONS - (%)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	95.18%	96.70%	96.82%	96.37%	96.59%	94.30%	96.45%	95.85%	95.23%	96.80%	94.38%	97.34%

COMPLIANCE	9% to 94%	99% to 94%				99% to 94%				99% to 94%		
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EXCELLENCE	ACTION NEEDED	COMPLIANCE
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QUARTERLY EVOLUTION OF CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN OPPOSITION DECISIONS - (%)





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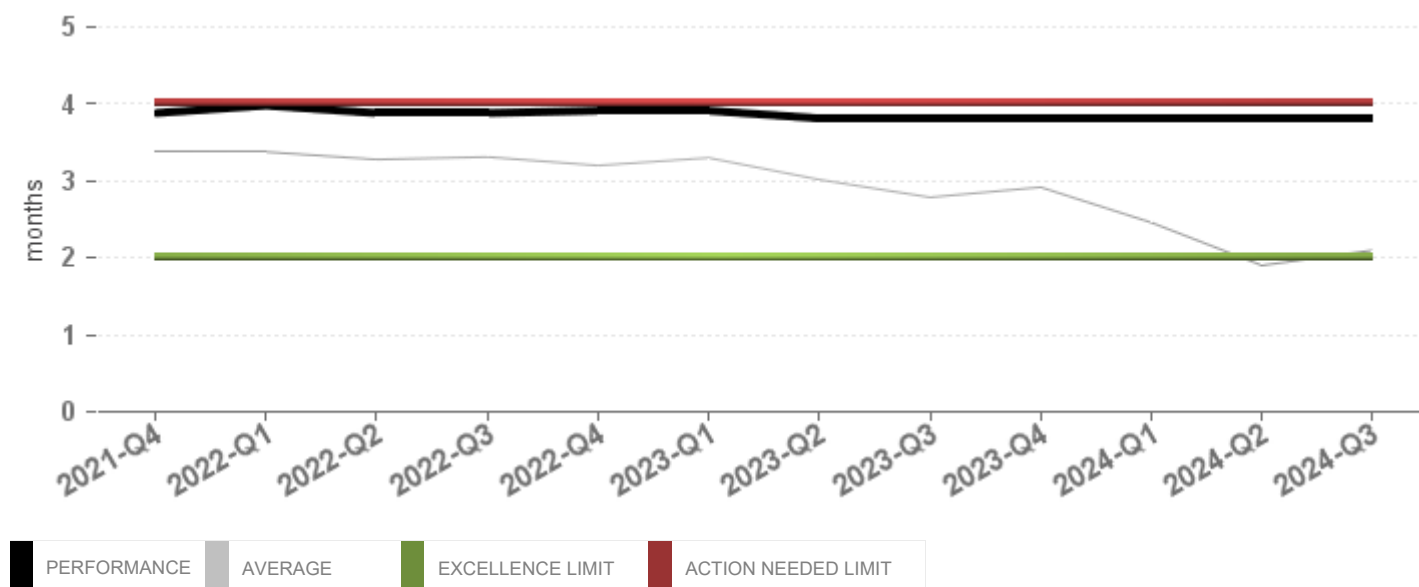
OPPOSITION DECISIONS

OPPOSITION DECISION - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	3.9	4.0	3.9	3.9	3.9	3.9	3.8	3.8	3.8	3.8	3.8	3.8
AVERAGE	3.4	3.4	3.3	3.3	3.2	3.3	3.0	2.8	2.9	2.5	1.9	2.1
COMPLIANCE	2 to 4	2 to 4				2 to 4				2 to 4		



QUARTERLY EVOLUTION OF OPPOSITION DECISION - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



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CANCELLATIONS (TIMELINESS AND QUALITY)

CANCELLATION DECISIONS

CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN
CANCELLATION DECISIONS - (%)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	98.18%	97.58%	98.29%	99.21%	97.96%	98.16%	100.00%	99.13%	99.13%	98.33%	97.24%	97.22%

COMPLIANCE	9% to 94%	99% to 94%				99% to 94%				99% to 94%		
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EXCELLENCE	ACTION NEEDED	COMPLIANCE
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QUARTERLY EVOLUTION OF CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT
CRITICAL ERRORS) IN CANCELLATION DECISIONS - (%)





Customer Service Charter

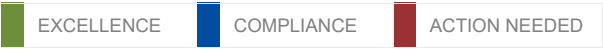
Indicators

2024-Q3

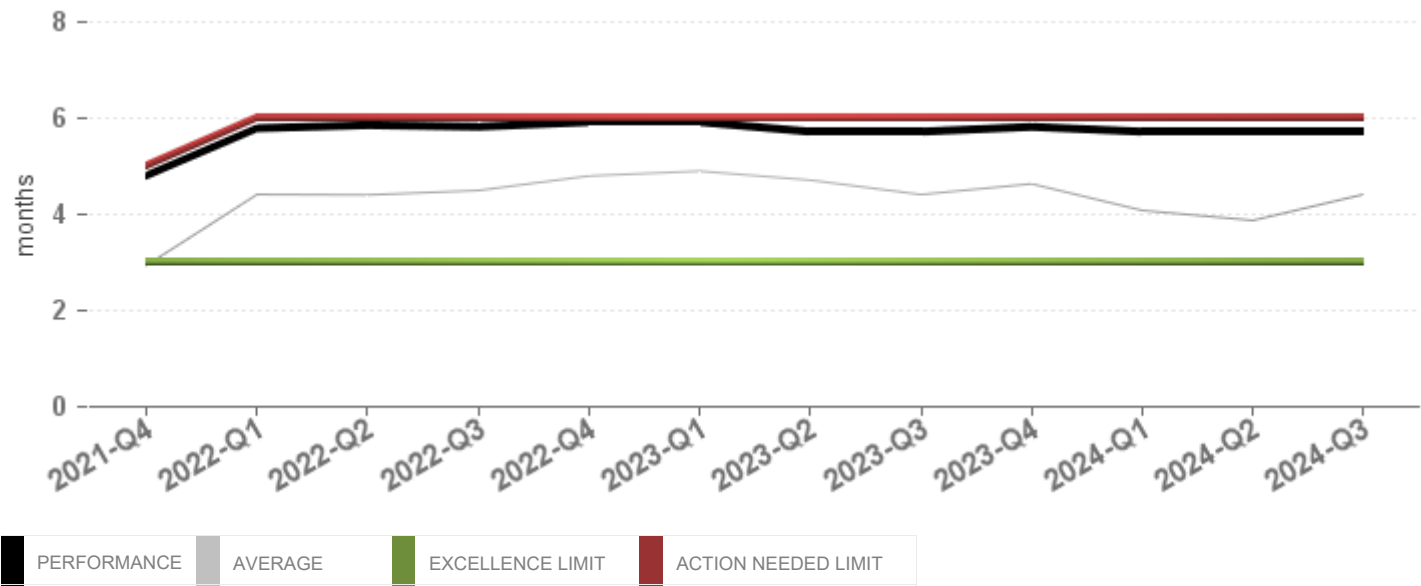
CANCELLATION DECISIONS

CANCELLATION DECISION - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	4.8	5.8	5.8	5.8	5.9	5.9	5.7	5.7	5.8	5.7	5.7	5.7
AVERAGE	2.9	4.4	4.4	4.5	4.8	4.9	4.7	4.4	4.6	4.1	3.9	4.4
COMPLIANCE	3 to 5	3 to 6				3 to 6				3 to 6		



QUARTERLY EVOLUTION OF CANCELLATION DECISION - (MONTHS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

Indicators

2024-Q3

INVALIDITIES (TIMELINESS AND QUALITY)

RCD INVALIDITY DECISIONS

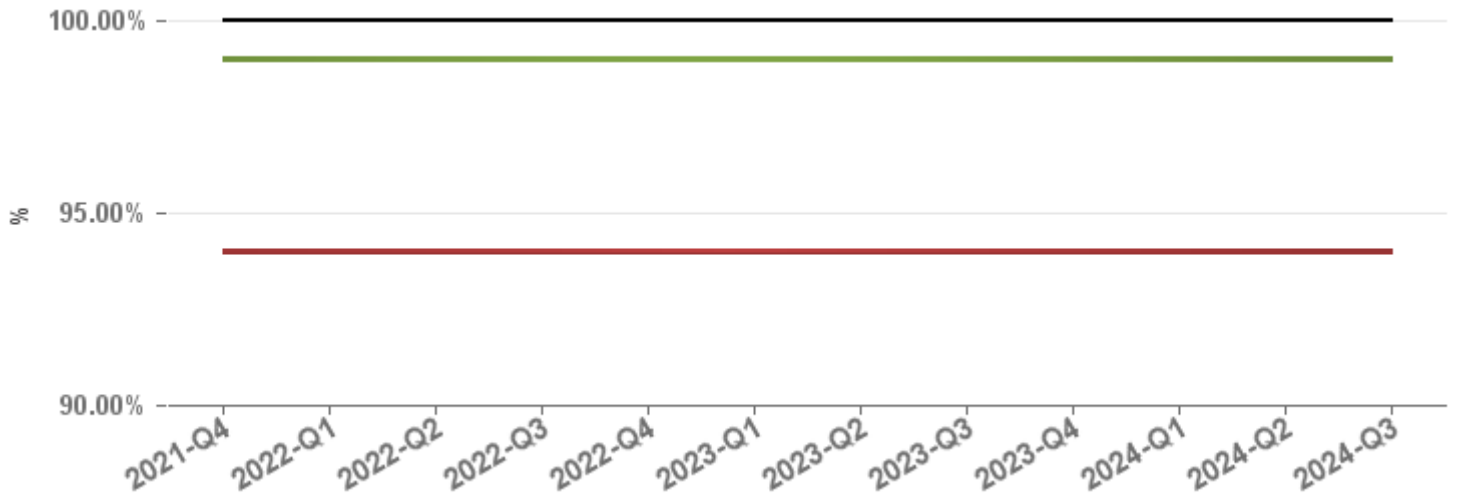
CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT CRITICAL ERRORS) IN RCD
INVALIDITY DECISIONS - (%)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

COMPLIANCE	9% to 94%	99% to 94%				99% to 94%				99% to 94%		
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EXCELLENCE	ACTION NEEDED	COMPLIANCE
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QUARTERLY EVOLUTION OF CASES COMPLIANT WITH QUALITY CRITERIA (WITHOUT
CRITICAL ERRORS) IN RCD INVALIDITY DECISIONS - (%)



CASES COMPLIANT	EXCELLENCE LIMIT	ACTION NEEDED LIMIT
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Customer Service Charter

Indicators

2024-Q3

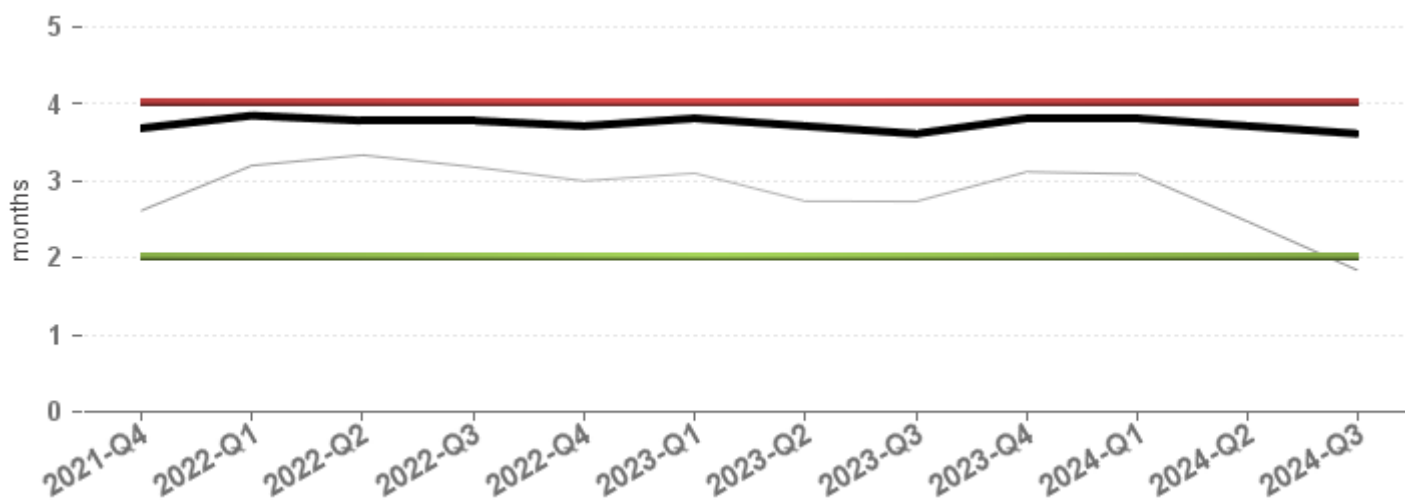
INVALIDITY DECISIONS

INVALIDITY DECISION - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	3.7	3.8	3.8	3.8	3.7	3.8	3.7	3.6	3.8	3.8	3.7	3.6
AVERAGE	2.6	3.2	3.3	3.2	3.0	3.1	2.7	2.7	3.1	3.1	2.5	1.8
COMPLIANCE	2 to 4	2 to 4				2 to 4				2 to 4		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF INVALIDITY DECISION - (MONTHS)



PERFORMANCE	AVERAGE	EXCELLENCE LIMIT	ACTION NEEDED LIMIT
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Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

Indicators

2024-Q3

RECORDALS

EUTM & RCD RECORDALS

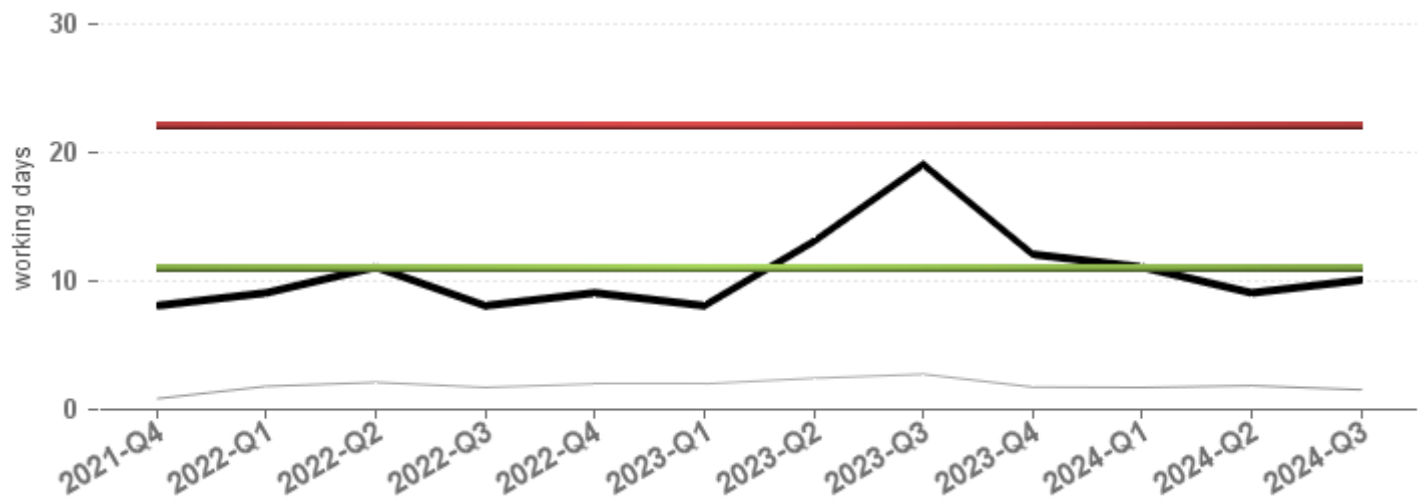
RECORDALS

RECORDALS - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	8	9	11	8	9	8	13	19	12	11	9	10
AVERAGE	1	2	2	2	2	2	2	3	2	2	2	2
COMPLIANCE	11 to 22	11 to 22				11 to 22				11 to 22		



QUARTERLY EVOLUTION OF RECORDALS - (WORKING DAYS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

Indicators

2024-Q3

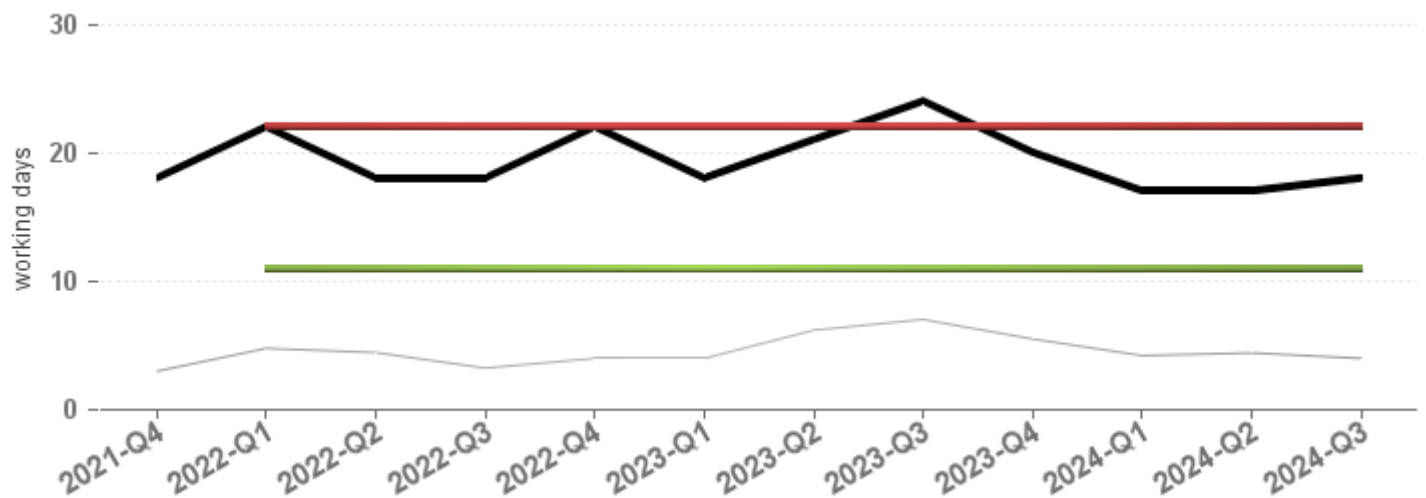
FIRST ACTION

RECORDALS FIRST ACTION - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	18	22	18	18	22	18	21	24	20	17	17	18
AVERAGE	3	5	4	3	4	4	6	7	6	4	4	4
COMPLIANCE		11 to 22				11 to 22				11 to 22		



QUARTERLY EVOLUTION OF RECORDALS FIRST ACTION - (WORKING DAYS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

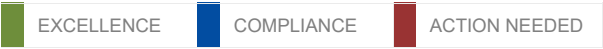
Indicators

2024-Q3

SECOND ACTION

RECORDALS SECOND ACTION - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	31.0	18.0	31.0	22.0	40.0	23.0	31.0	37.0	25.0	32.0	22.0	40.0
AVERAGE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
COMPLIANCE	22 to 44	22 to 44				22 to 44				22 to 44		



QUARTERLY EVOLUTION OF RECORDALS SECOND ACTION - (WORKING DAYS)



Performance: Max time for the 99% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

Indicators

2024-Q3

APPEALS

APPEALS

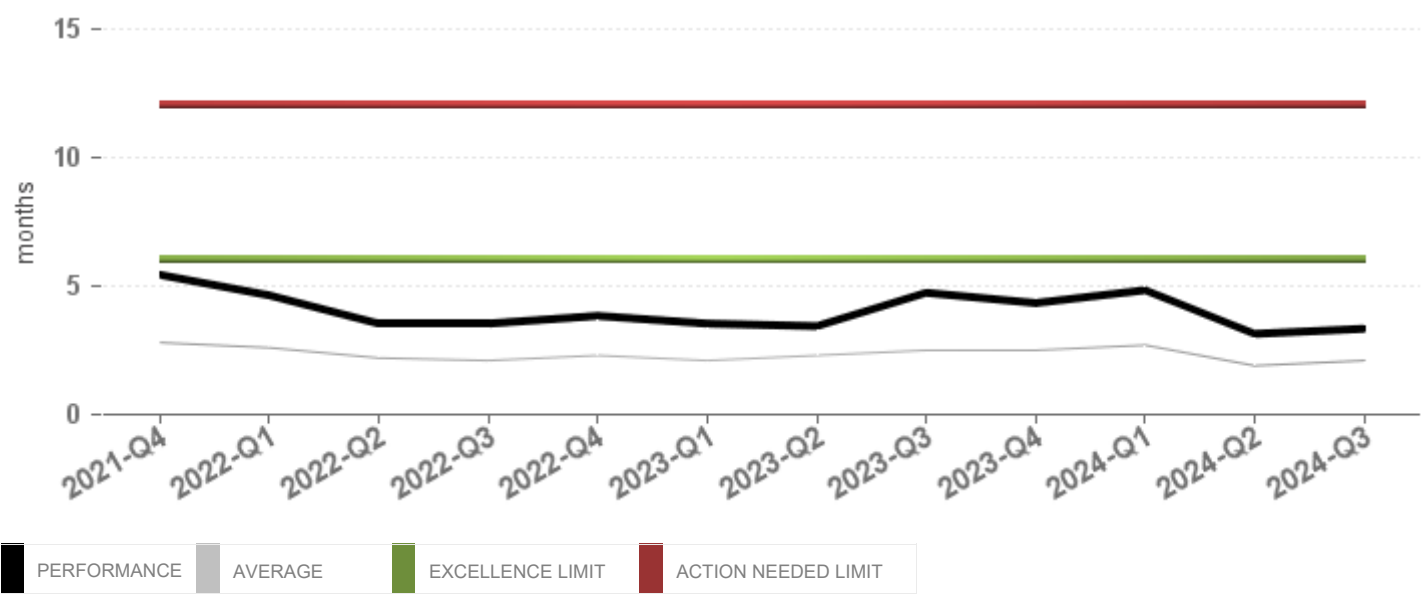
DECISIONS EX PARTE

APPEAL DECISIONS EX-PARTE - (MONTHS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	5.4	4.6	3.5	3.5	3.8	3.5	3.4	4.7	4.3	4.8	3.1	3.3
AVERAGE	2.8	2.6	2.2	2.1	2.3	2.1	2.3	2.5	2.5	2.7	1.9	2.1
COMPLIANCE	6 to 12	6 to 12				6 to 12				6 to 12		



QUARTERLY EVOLUTION OF APPEAL DECISIONS EX-PARTE - (MONTHS)



Performance: Max time for the 85% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

Indicators

2024-Q3

DECISIONS INTER PARTES

APPEAL DECISIONS INTER PARTES - (MONTHS)

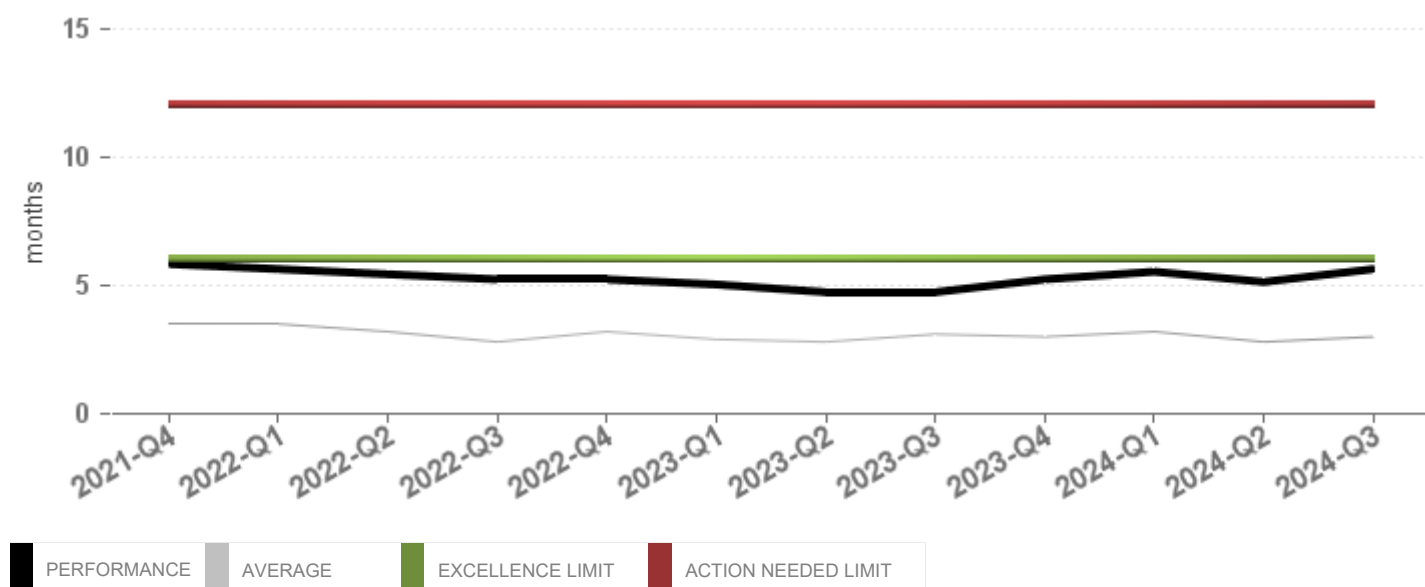
QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	5.8	5.6	5.4	5.2	5.2	5.0	4.7	4.7	5.2	5.5	5.1	5.6
AVERAGE	3.5	3.5	3.2	2.8	3.2	2.9	2.8	3.1	3.0	3.2	2.8	3.0
COMPLIANCE	6 to 12	6 to 12				6 to 12				6 to 12		

EXCELLENCE

COMPLIANCE

ACTION NEEDED

QUARTERLY EVOLUTION OF APPEAL DECISIONS INTER PARTES - (MONTHS)



Performance: Max time for the 85% of the cases

Average: AVG time for the 100% of the cases



Customer Service Charter

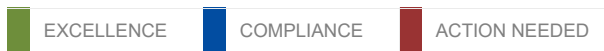
Indicators

2024-Q3

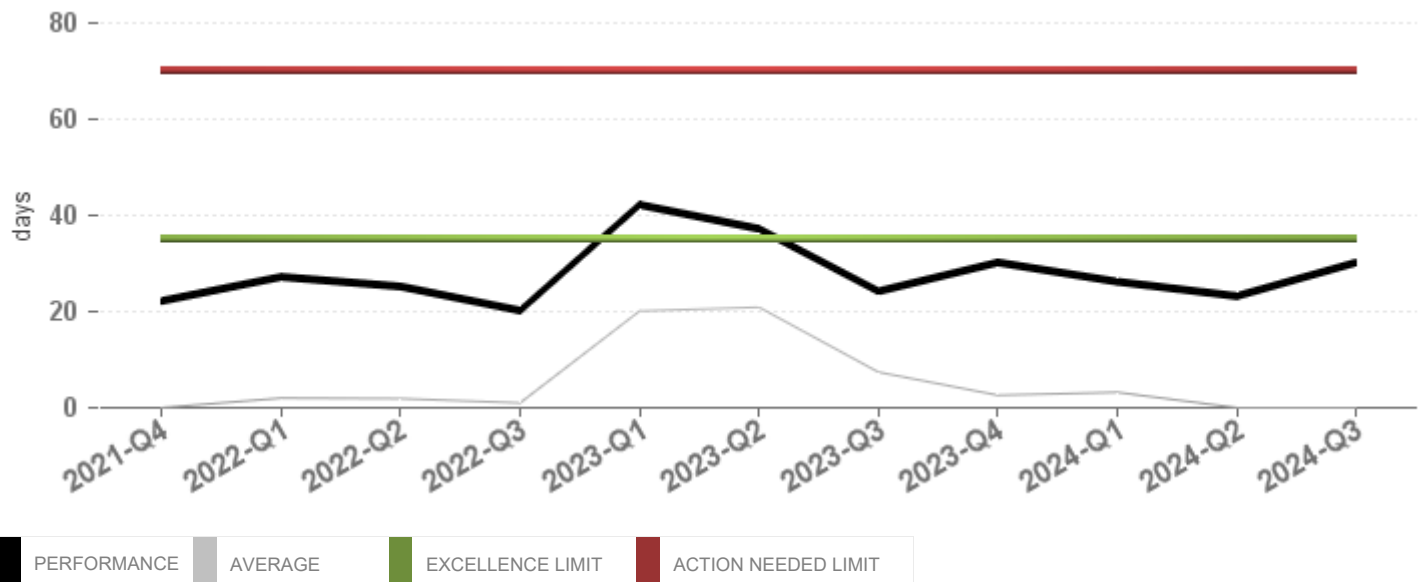
FROM DEADLINE FOR FILING RESPONSE TO REMITTAL TO THE BOARDS - INTER PARTES EUTMS

FROM DEADLINE FOR FILING RESPONSE TO REMITTAL TO THE BOARDS - INTER PARTES EUTM - (DAYS)

QUARTER	2021	2022			2023				2024		
	Q4	Q1	Q2	Q3	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	22	27	25	20	42	37	24	30	26	23	30
AVERAGE	0.0	2.0	1.9	1.0	20.1	20.9	7.4	2.6	3.2	0.0	0.0
COMPLIANCE	35 to 70	35 to 70			35 to 70				35 to 70		



QUARTERLY EVOLUTION OF FROM DEADLINE FOR FILING RESPONSE TO REMITTAL TO THE BOARDS - INTER PARTES EUTM - (DAYS)



Performance: Max time for the 98% of the cases
Average: AVG time for the 100% of the cases



Customer Service Charter

Indicators

2024-Q3

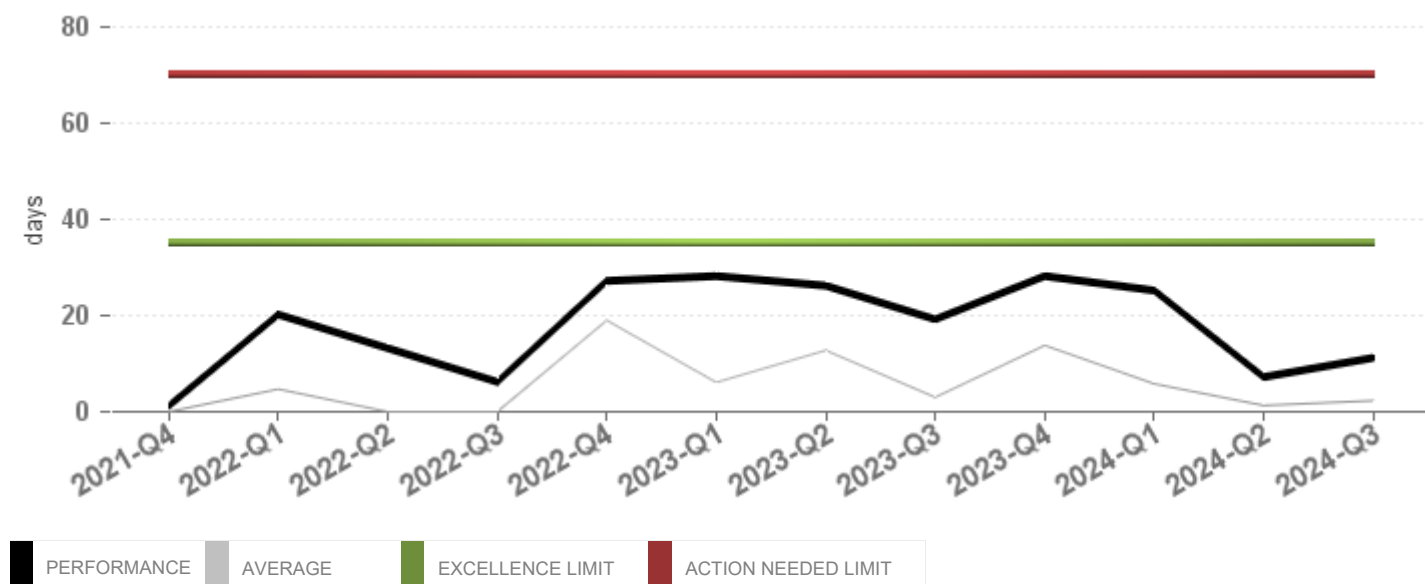
FROM DEADLINE FOR FILING RESPONSE TO REMITTAL TO THE BOARDS - INTER PARTES RCDS

FROM DEADLINE FOR FILING RESPONSE TO REMITTAL TO THE BOARDS - INTER PARTES
RCD - (DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	1.0	20.0	13.0	6.0	27.0	28.0	26.0	19.0	28.0	25.0	7.0	11.0
AVERAGE	0.0	4.7	0.0	0.0	19.0	6.1	12.8	3.0	13.8	5.8	1.3	2.3
COMPLIANCE	35 to 70	35 to 70				35 to 70				35 to 70		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF FROM DEADLINE FOR FILING RESPONSE TO REMITTAL TO
THE BOARDS - INTER PARTES RCD - (DAYS)



Performance: Max time for the 98% of the cases.

Average: AVG time for the 100% of the cases



Customer Service Charter

Indicators

2024-Q3

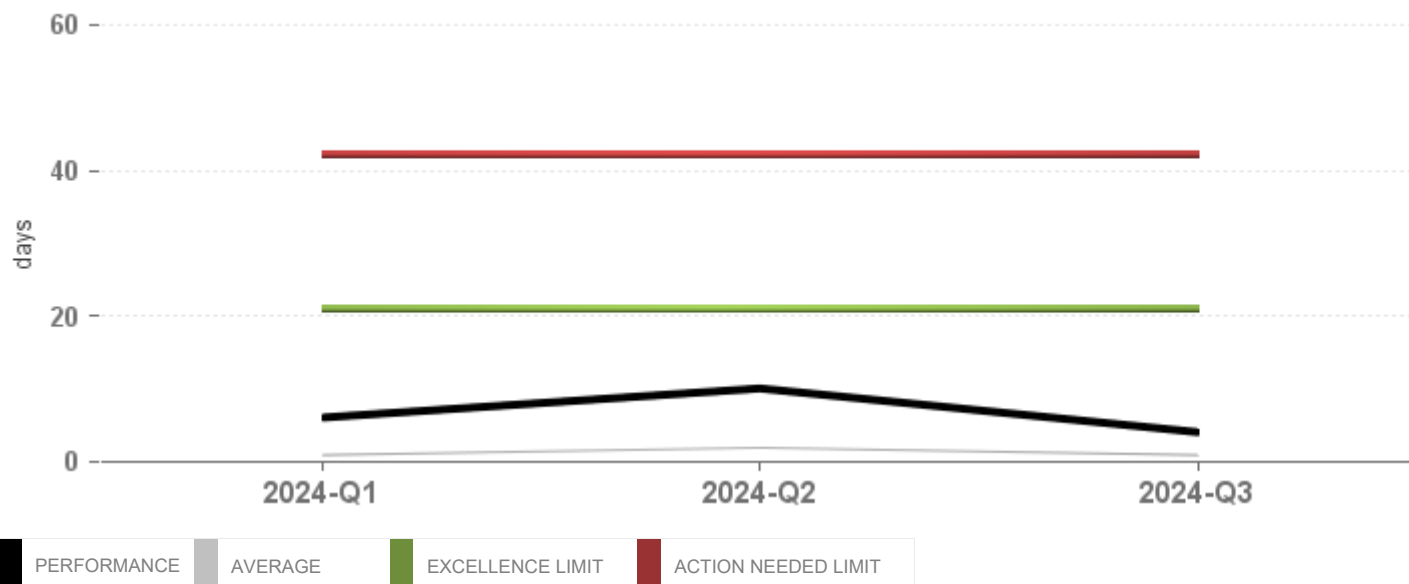
FROM COMPLETION OF PERIOD FOR REVISION BY OD TO REMITTAL TO THE BOARDS - EX PARTE EUT

FROM COMPLETION OF PERIOD FOR REVISION BY OD TO REMITTAL TO THE BOARD - EX-PARTE EUTM - (DAYS)

QUARTER	2024		
	Q1	Q2	Q3
PERFORMANCE	6	10	4
AVERAGE	1	2	1
COMPLIANCE	21 to 42		

EXCELLENCE	COMPLIANCE	ACTION NEEDED
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QUARTERLY EVOLUTION OF FROM COMPLETION OF PERIOD FOR REVISION BY OD TO REMITTAL TO THE BOARD - EX-PARTE EUTM - (DAYS)



Performance: Max time for the 98% of the cases

Average: AVG time for the 98% of the cases



Customer Service Charter

Indicators

2024-Q3

ACCESSIBILITY

ACCESSIBILITY

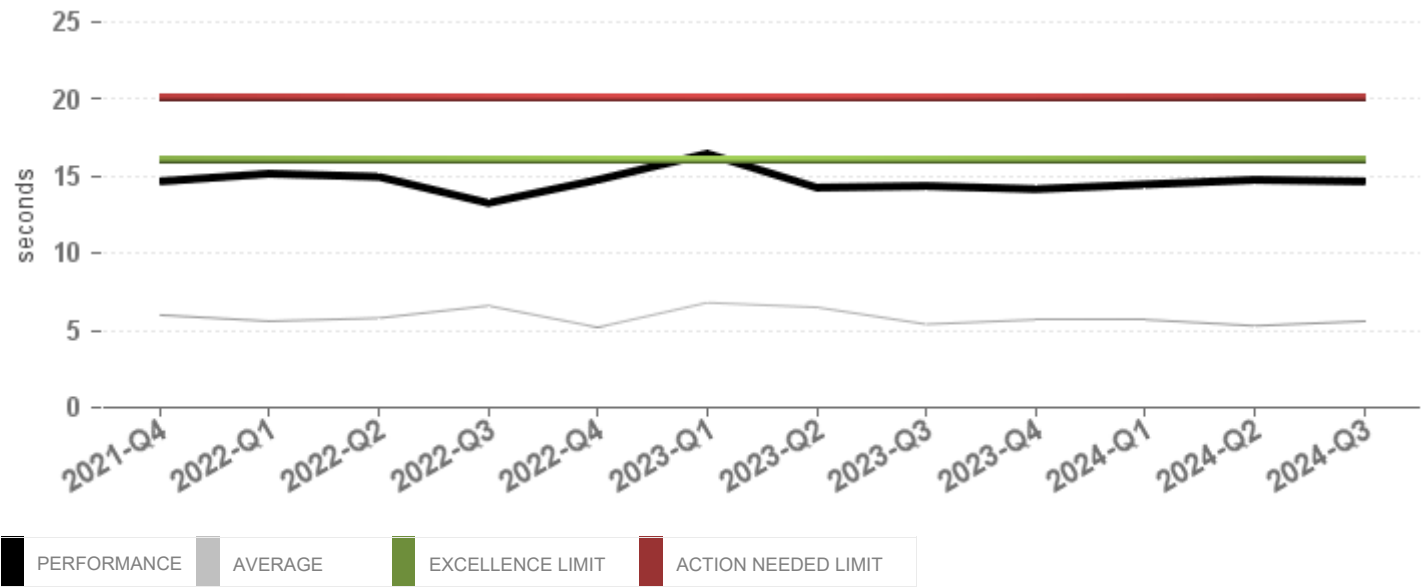
TELEPHONE CALLS TO FIRST LINE / E-BUSINESS HOTLINE

TELEPHONE CALLS - (SECONDS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	14.60	15.10	14.90	13.20	14.70	16.40	14.20	14.30	14.10	14.40	14.70	14.60
AVERAGE	6.00	5.60	5.80	6.60	5.20	6.80	6.50	5.40	5.70	5.70	5.30	5.60
COMPLIANCE	16 to 20	16 to 20				16 to 20				16 to 20		



QUARTERLY EVOLUTION OF TELEPHONE CALLS - (SECONDS)



Performance: Max time to take a call for 99% of the cases

Average: AVG time to take a call for 100% of the cases



Customer Service Charter

Indicators

2024-Q3

EMAILS ANSWERED BY INFORMATION CENTRE

EMAILS ANSWERED BY INFORMATION CENTRE - (WORKING DAYS)

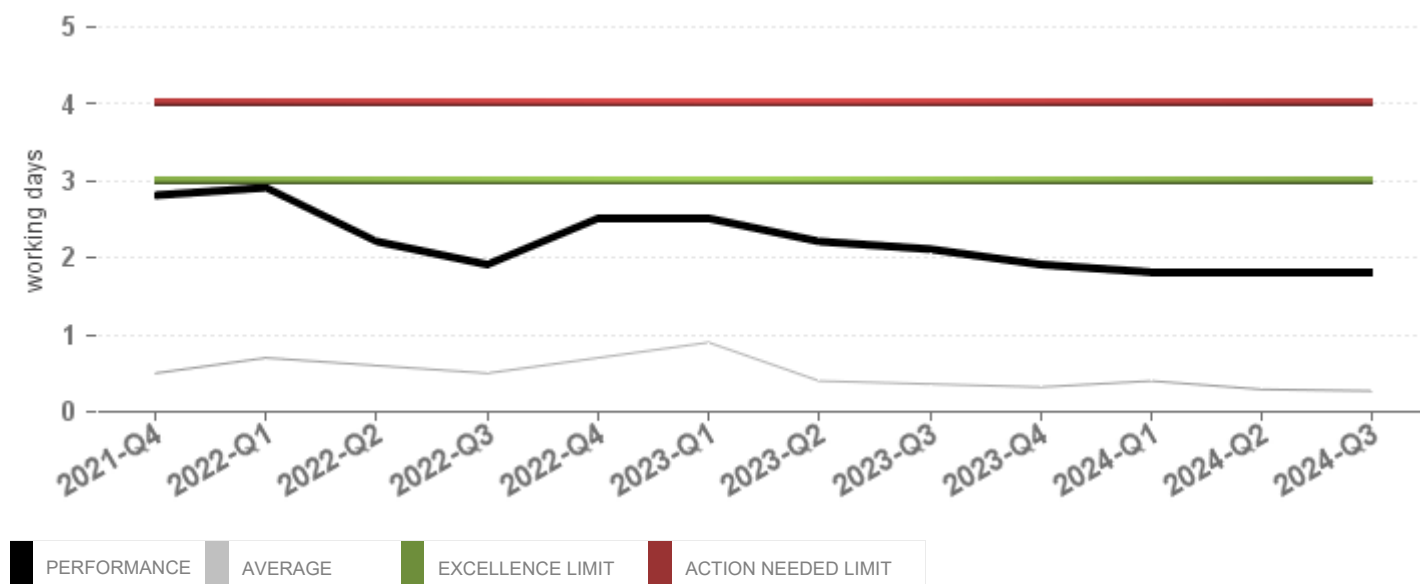
QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	2.80	2.90	2.20	1.90	2.50	2.50	2.20	2.10	1.90	1.80	1.80	1.80
AVERAGE	0.50	0.70	0.60	0.50	0.70	0.90	0.40	0.36	0.32	0.40	0.29	0.27
COMPLIANCE	3 to 4	3 to 4				3 to 4				3 to 4		

EXCELLENCE

COMPLIANCE

ACTION NEEDED

QUARTERLY EVOLUTION OF EMAILS ANSWERED BY INFORMATION CENTRE - (WORKING DAYS)



Performance: Max time to answer an email for 99% of the cases

Average: AVG time to answer an email for 100% of the cases



Customer Service Charter

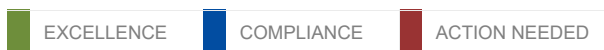
Indicators

2024-Q3

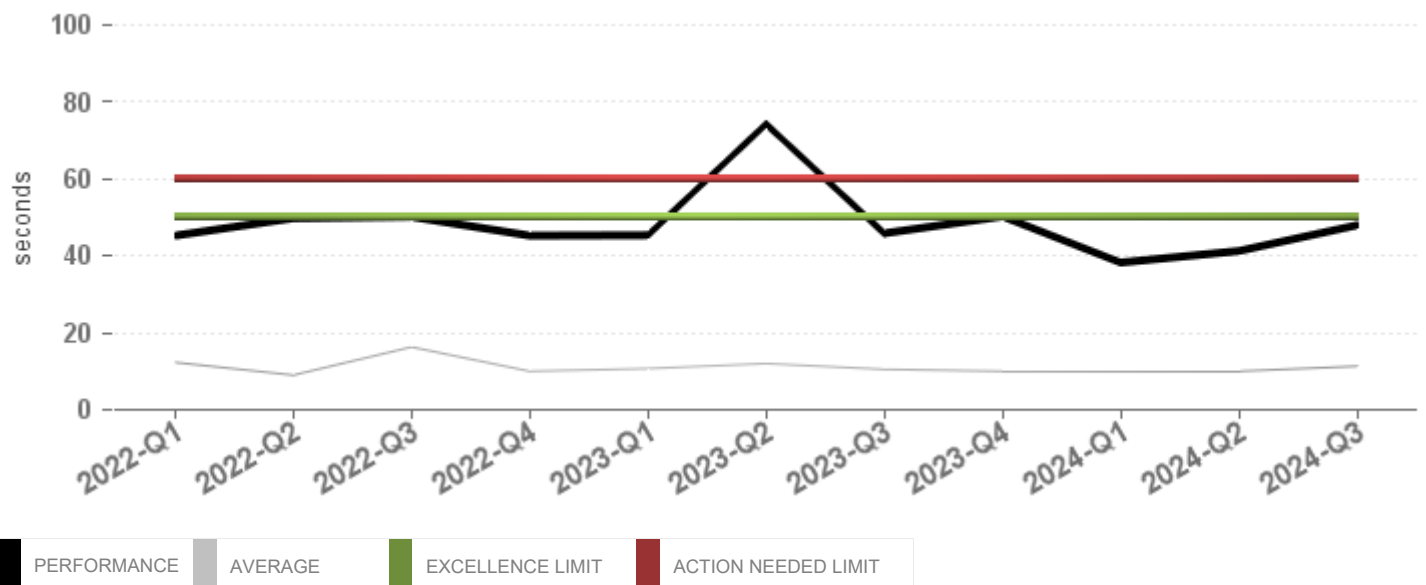
CHATS ANSWERED BY INFORMATION CENTRE

CHATS ANSWERED BY INFORMATION CENTRE - (SECONDS)

QUARTER	2022				2023				2024		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	45.00	49.54	49.90	45.01	45.10	74.00	45.60	50.00	38.00	41.00	47.70
AVERAGE	12.30	9.00	16.30	10.00	10.70	12.00	10.50	10.00	10.00	10.00	11.30
COMPLIANCE	50 to 60				50 to 60				50 to 60		



QUARTERLY EVOLUTION OF CHATS ANSWERED BY INFORMATION CENTRE - (SECONDS)



Performance: Max time to answer chats for 99% of the cases

Average: AVG time to answer a chat for 100% of the cases



Customer Service Charter

Indicators

2024-Q3

ANSWER TO COMPLAINTS

ANSWER TO COMPLAINTS - (WORKING DAYS)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	5.30	5.70	5.00	5.33	6.30	7.70	8.30	9.00	6.00	8.70	8.00	8.00
AVERAGE	4.20	5.06	4.80	4.65	4.91	4.70	5.30	4.10	6.40	5.50	4.60	4.80
COMPLIANCE	6 to 9	6 to 9				6 to 9				6 to 9		

EXCELLENCE

COMPLIANCE

ACTION NEEDED

QUARTERLY EVOLUTION OF ANSWER TO COMPLAINTS - (WORKING DAYS)



Performance: Max time to deal with complaints for 100% of the cases which is calculated as follows: from the moment the complaint reaches the complaints team to the final answer (or provisional reply as explained above).

Average: AVG time from "the entry date" to the "final answer" of the complaint for 100% of the cases



Customer Service Charter

Indicators

2024-Q3

DIRECT AND CALL BACK ACCESSIBILITY

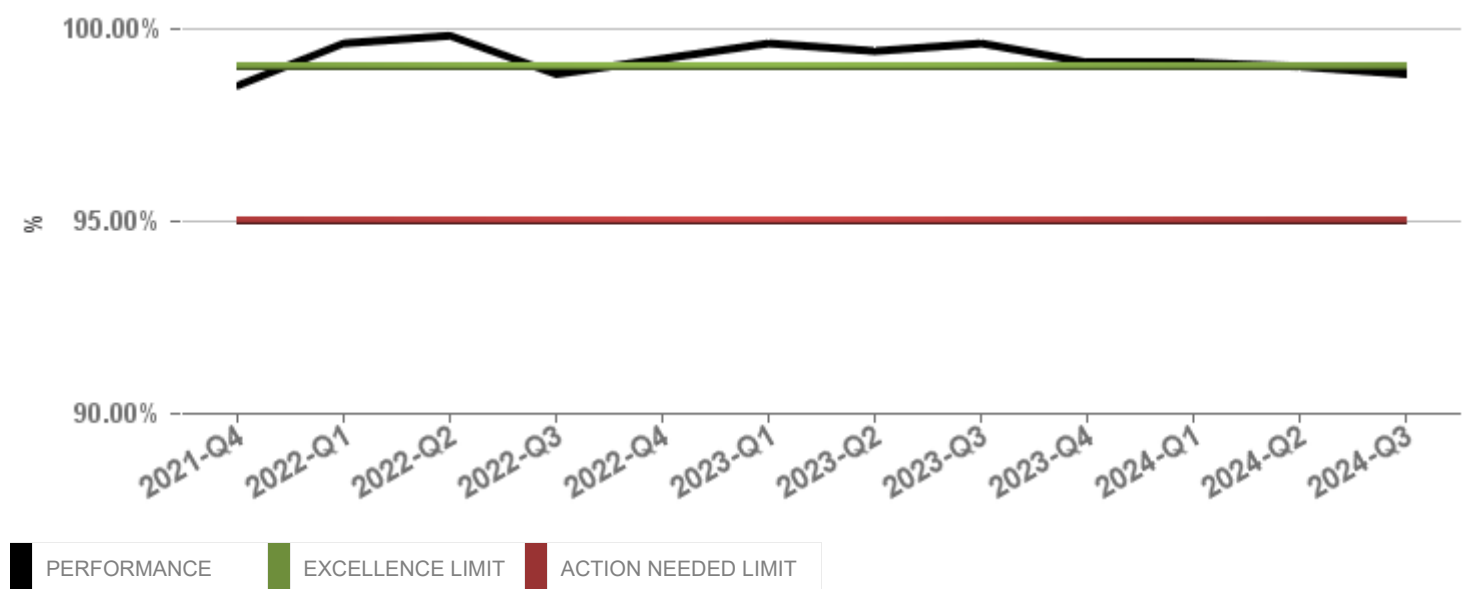
DIRECT AND CALL BACK ACCESSIBILITY - (%)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	98.50%	99.60%	99.80%	98.80%	99.20%	99.60%	99.40%	99.60%	99.10%	99.10%	99.00%	98.80%

COMPLIANCE	9% to 95%	99% to 95%					99% to 95%				99% to 95%		
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EXCELLENCE	ACTION NEEDED	COMPLIANCE
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QUARTERLY EVOLUTION OF DIRECT AND CALL BACK ACCESSIBILITY - (%)





Customer Service Charter

Indicators

2024-Q3

WEBSITE AVAILABILITY

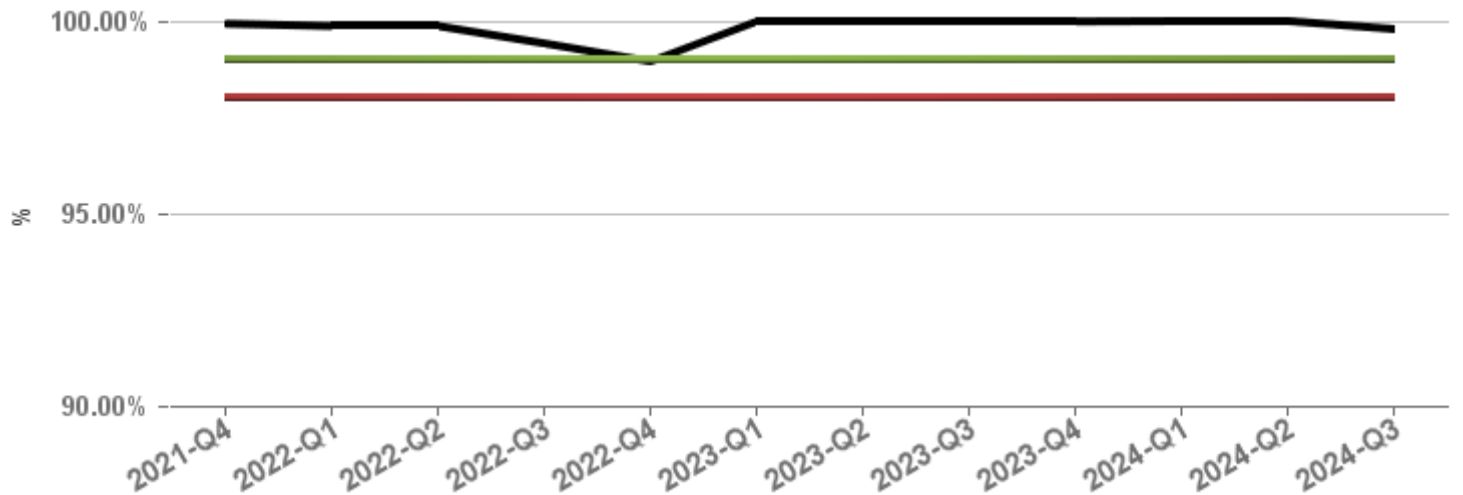
WEBSITE AVAILABILITY - (%)

QUARTER	2021	2022				2023				2024		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
PERFORMANCE	99.93%	99.87%	99.87%	99.42%	98.95%	99.99%	99.99%	99.99%	99.99%	100.00%	100.00%	99.79%

COMPLIANCE	9% to 98%	99% to 98%					99% to 98%				99% to 98%		
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EXCELLENCE	ACTION NEEDED	COMPLIANCE
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QUARTERLY EVOLUTION OF WEBSITE AVAILABILITY - (%)



PERFORMANCE	EXCELLENCE LIMIT	ACTION NEEDED LIMIT
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