

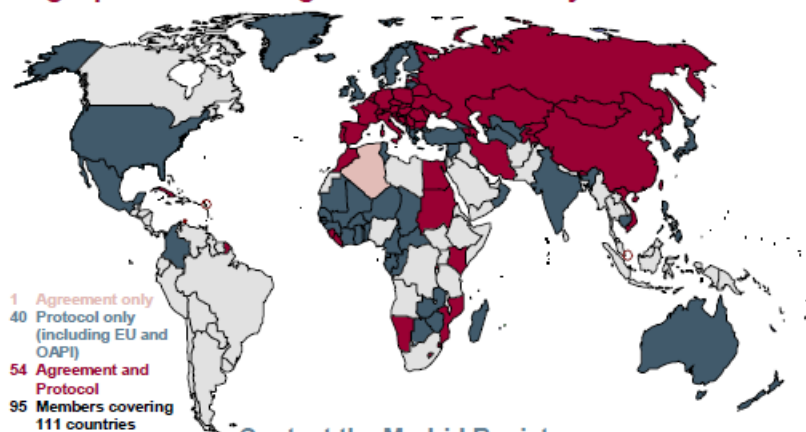
## **Madrid Agreement and Protocol Concerning the International Registration of Marks**

### **Reallocation of responsibilities for processing requests from certain Contracting Parties**

1. Responsibility for addressing requests from certain Contracting Parties has been reallocated among Madrid Processing Teams to ensure more efficient operations and a balanced workload within the Madrid Registry. The new distribution of responsibilities for the 95 Contracting Parties is annexed to this Information Notice.
2. Since May 2011, the Madrid Registry Operations Division has been organized in processing teams, which are operational units dedicated to processing international applications, requests for recording and other communications from specific Contracting Parties, and to provide information on the status of these processes. Periodically, the responsibilities of these teams are assessed and where there is imbalance, work is reallocated accordingly.
2. Each processing team has a dedicated phone line and a dedicated electronic mail account. Information on the new responsibilities of each Madrid Processing Team and relevant contact details are included in the Annex, and are also available on the Madrid System website, at the following address: <http://www.wipo.int/madrid/en/#contact>, where you may simply select the Contracting Party from the dropdown menu to discover the assigned Madrid Processing Team and the relevant contact details.

June 4, 2015

## Geographical Coverage of the Madrid System



### Contact the Madrid Registry

Telephone Opening hours: 9:00 a.m. to 6:00 p.m. Geneva time

General inquiries – Madrid Customer Service: +41 22 338 8686, [intreg.mail@wipo.int](mailto:intreg.mail@wipo.int)

Extract queries – Madrid Client Records: +41 22 338 8484, [madrid.records@wipo.int](mailto:madrid.records@wipo.int)

Specific queries – Madrid Processing Teams according to your Office of Origin

Madrid Team 1: <a href="mailto:madrid.team1@wipo.int">madrid.team1@wipo.int</a> +41 22 338 75 01	Madrid Team 2: <a href="mailto:madrid.team2@wipo.int">madrid.team2@wipo.int</a> +41 22 338 75 02	Madrid Team 3: <a href="mailto:madrid.team3@wipo.int">madrid.team3@wipo.int</a> +41 22 338 75 03
AG Antigua and Barbuda	AL Albania	AU Australia
AM Armenia	AT Austria	BH Bahrain
BQ Bonaire, Sint Eustatius and Saba	AZ Azerbaijan	BT Bhutan
BX Benelux	BA Bosnia and Herzegovina	BW Botswana
CH Switzerland	BG Bulgaria	CN China
CO Colombia	BY Belarus	CY Cyprus
CU Cuba	DE Germany	DK Denmark
CW Curaçao	EE Estonia	FI Finland
CZ Czech Republic	GE Georgia	GB United Kingdom
DZ Algeria	GH Ghana	GR Greece
EG Egypt	HR Croatia	HU Hungary
EM European Union	IN India	IE Ireland
ES Spain	IR Iran (Islamic Republic of)	IL Israel
FR France	IT Italy	IS Iceland
KP Democratic People's Republic of Korea	JP Japan	KE Kenya
LI Liechtenstein	KG Kyrgyzstan	KR Republic of Korea
MA Morocco	KH Cambodia	NO Norway
MC Monaco	KZ Kazakhstan	NZ New Zealand
MD Republic of Moldova	LR Liberia	OM Oman
MG Madagascar	LS Lesotho	PT Portugal
MK The former Yugoslav Republic of Macedonia	LT Lithuania	RW Rwanda
MN Mongolia	LV Latvia	SE Sweden
MX Mexico	ME Montenegro	US United States of America
MZ Mozambique	NA Namibia	ZW Zimbabwe
OA African Intellectual Property Organization (OAPI)	PH Philippines	
RO Romania	PL Poland	
SG Singapore	RS Serbia	
ST Sao Tome and Principe	RU Russian Federation	
SX Sint Maarten (Dutch part)	SD Sudan	
SY Syrian Arab Republic	SI Slovenia	
TN Tunisia	SK Slovakia	
VN Viet Nam	SL Sierra Leone	
	SM San Marino	
	SZ Swaziland	
	TJ Tajikistan	
	TM Turkmenistan	
	TR Turkey	
	UA Ukraine	
	UZ Uzbekistan	
	ZM Zambia	

[End of Annex]