



The National Service of Intellectual Rights (SENADI) considers the effects of COVID-19 a National Health Emergency that will affect national and international users alike, Therefore the following preventive measure have been taken:

1. Attention to the public will be conducted through the following formats:
 - a. Email: info@senadi.gob.ec
 - b. Twitter: @SENADI_Ecuador
 - c. Facebook: @SENADI.Ecuador
 - d. Skype & Zoom: relacionesinternacionales@senadi.gob.ec
2. The calculation of terms and deadlines in the different procedures that take place within SENADI are suspended from March 16th, 2020 to April 19th, 2020.
3. Out of an abundance of caution for the health and safety of the public and SENADI employees, all SENADI offices will be closed to the public beginning Monday, March 16, 2020 until further notice.
4. SENADI employees will be working via teleworking until further notice. Meetings will be coordinated and held through the following platforms: Zoom, Webex and Skype.

Nevertheless, in regards to the offices services:

1. SENADI continues to offer its online services as usual.
2. For procedures that are not promoted online, the email documentos@senadi.gob.ec has been created so that documents may be presented. Please note that the documents sent to this email will have to be presented physically when possible, complying with the instructions emitted to that effect.
3. Users are obligated to provide an **EMAIL ADDRESS** to receive notifications from the IP Office, ensuring its reception.
4. Payments for services rendered by SENADI are available through two methods:
 - a. Bank Tellers at Banco del Pacífico
 - b. Bank transfers to Banco del Pacifico: Checkings Account N. 7877889.
 - i. In this case the user must make a transaction per action/service, and must send via email to trasferencias@senadi.gob.ec the following documents to ensure its processed correctly:
 1. Validation request document emitted by SENADI, available in the official website.
 2. Proof of payment produced by the SENADI system.
 3. Proof of transfer emitted by the bank confirming the transfer of funds.
 4. In case of applying a discounted rate, a valid discount certificate has to be attached to the transaction.

We thank the public's understanding during this time. For the latest information please follow our official channels.