

Macao Trade and Investment Promotion Institute (IPIM)

Public Reception

● Promotional Activities and Development of Conventions and Exhibitions Department

1/F and 2/F of the office building of the Complex of Commerce and Trade Co-operation Platform for China and Portuguese-speaking Countries in Rua Sul de Entre Lagos, Macao

Monday - Thursday (9:00-13:00, 14:30-17:45)

Friday (9:00-13:00, 14:30-17:30)

● Residence Application and Legal Affairs Department

Room A, 3/F, The Carat, 29, Avenida do Governador Jaime Silvério Marques, Macao

Monday - Friday

09:00 to 13:00

(Tags dispensed and receiving supplementary documentation until 12:30)

14:30 to 17:45

(Tags dispensed until 17:00; Receiving supplementary documentation until 17:30)

Contact details for further information on our Performance Pledge Scheme:

Tel: (853) 2871 0300

Fax: (853) 2872 8102

Email: ipim@ipim.gov.mo

Website: <https://www.ipim.gov.mo/>

Performance..... **PLEDGE**



澳門貿易投資促進局

Instituto de Promoção do Comércio e do Investimento de Macau
Macao Trade and Investment Promotion Institute

1. OUR VISION

To promote external trade and attract investment, develop and strengthen economic and trade relations between Macao and the rest of the world.

2. OUR MISSION

With a series of effective quality services, IPIM aims to assist both local and overseas enterprises to achieve business goals in a competitive market, obtain information, understand the current market trends and grasp business opportunities.

3. OUR VALUES

- We strive to encourage business communities to take advantage of market opportunities.
- We shall provide prompt and quality services to all enquiries.
- Actively promote Macao's business environment in order to enhance the economy as a whole.



	Items	Description	Provided by
1	One-Stop consultation service for investments in Macao	A meeting will be arranged between IPIM's personnel and customer to handle enquiries on one-stop service, investment advice and business-matching services within 2 working days. Reservation can be made by letter, fax, telephone, e-mail or in person.	Investor Service Department (DAI)
2	Notary service and company registration	IPIM is committed to making arrangement to process the company registration within 10 working days after receipt of all required documents.	Investor Service Department (DAI)
3	Personal service for investor project's implementation	IPIM is committed to making personal arrangement within 2 working days after receipt of project proposal.	Investor Service Department (DAI)
4	Services to assist investors in the search for cooperation partners	IPIM is committed to providing assistance to customer within 5 working days on the related technical support to the "Online Business Matching Service Platform".	Investor Service Department (DAI)
5	Local and overseas exhibition information enquiries	IPIM is committed to answering customers' enquiries on local and overseas exhibitions within 3 working days after receipt of enquiries. Enquiries can be made by letter, fax, telephone or e-mail.	Promotional Activities and Development of Conventions and Exhibitions Department (DAP)
6	Application of trade fairs and conventions to be organised / participated by IPIM	For application of trade and economic delegation registration, IPIM is committed to informing the applicant of the application result within 3 working days after the deadline of the application and receipt of all required documents.	Promotional Activities and Development of Conventions and Exhibitions Department (DAP)
7	One-Stop service for MICE bidding and support in Macao	A meeting will be arranged between IPIM's personnel and customer to handle enquiries on one-stop service for MICE bidding and support in Macao within 2 working days. Reservation can be made by letter, fax, telephone, e-mail or in person.	Promotional Activities and Development of Conventions and Exhibitions Department (DAP)
8	Temporary Residency Application Service	IPIM is committed to replying to customer's enquiry on temporary residency application service within 5 working days. Enquiries can be made by letter, fax or e-mail. Inquiries made by telephone can be replied immediately. If the required information cannot be provided immediately, the inquiry will be followed up within 3 working days from today.	Residence Application and Legal Affairs Department (DJFR)
9	Registration service at Macau Business Database	IPIM is committed to upload the relevant business information to the "Macau Business Database" within 5 working days after receipt of all required information.	Research and Information Division (GED)
10	China-PSC Business Compass	Regarding enquiries made via in-person visit, phone, email, letter, fax, or message to customer service system of the Economic and Trade Co-operation and Human Resources Portal between China and Portuguese-speaking Countries, IPIM will reply within ten working days.	Lusophone Markets Economic and Trade Promotion Department (DPEC)
11	Convention and Exhibition Stimulation Programme	The review of submitted documents, issuance of receipt and notification of required supplementary documents can be completed 1 business day after the submission of application.	Promotional Activities and Development of Conventions and Exhibitions Department (DAP)
12	Stimulation Programme for Professional Training and Education in the Convention and Exhibition Sector	The review of submitted documents, issuance of receipt and notification of required supplementary documents can be completed 1 business day after the submission of application.	Promotional Activities and Development of Conventions and Exhibitions Department (DAP)
13	Financial Support Programme for Participation in Exhibitions and Trade Fairs	The review of submitted documents, issuance of receipt and notification of required supplementary documents can be completed 1 business day after the submission of application.	Promotional Activities and Development of Conventions and Exhibitions Department (DAP)