

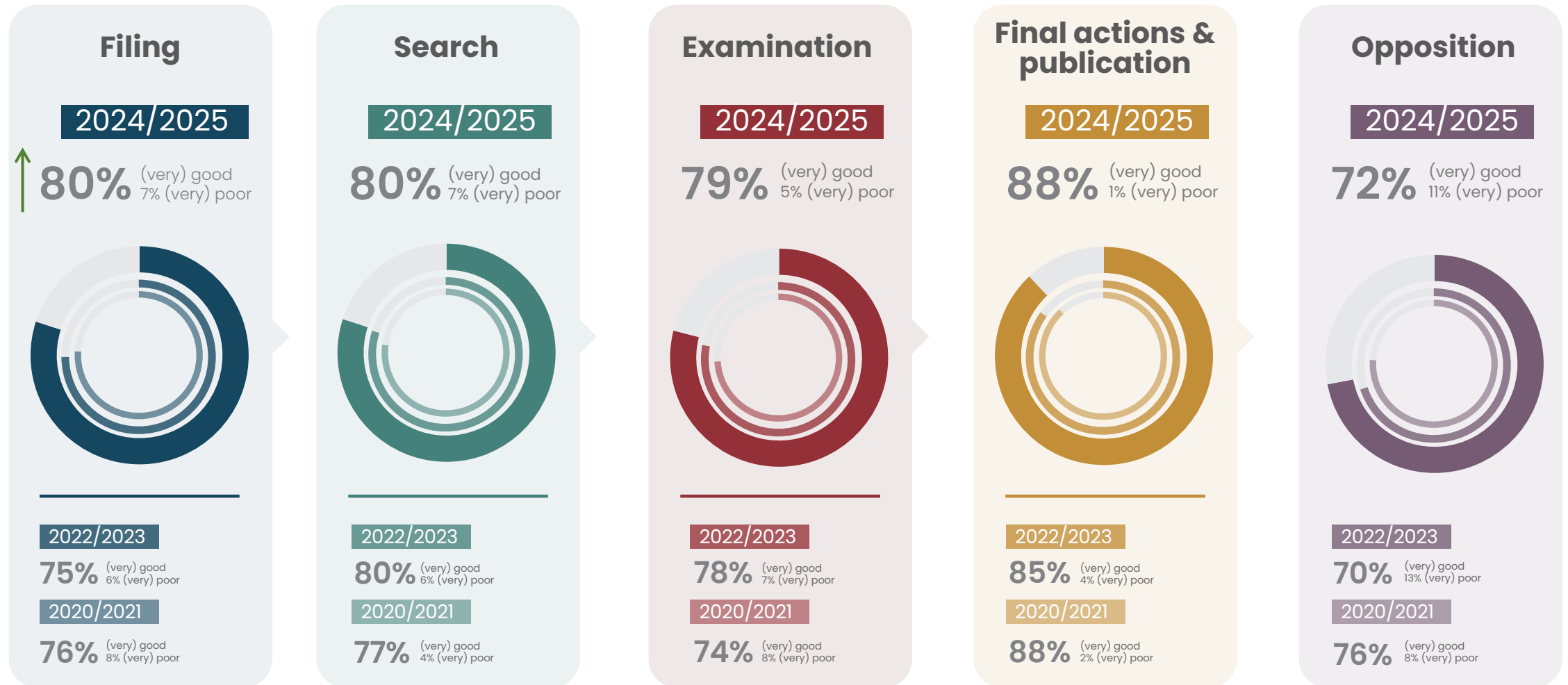
2024/2025

European Patent Office's User Satisfaction Surveys

Key findings



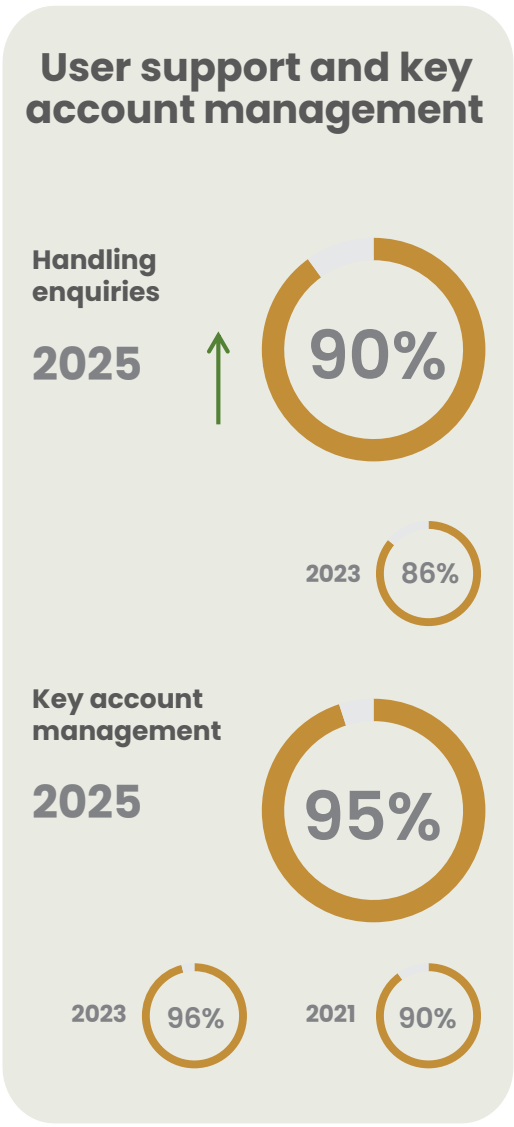
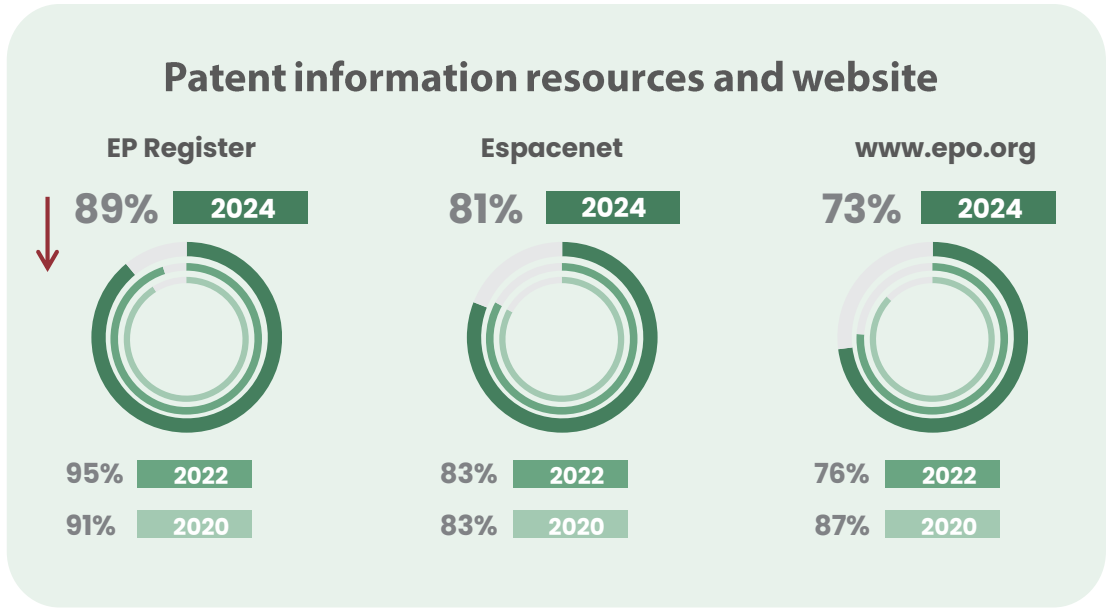
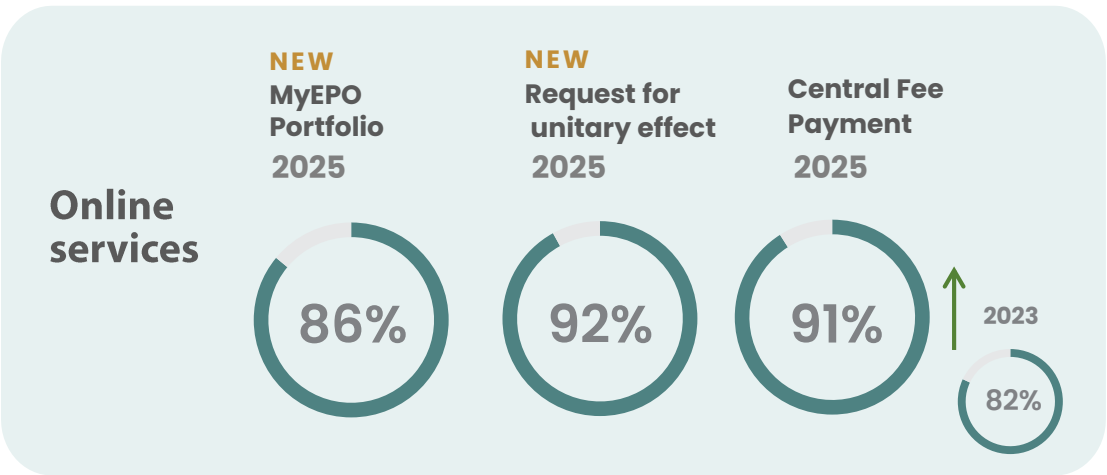
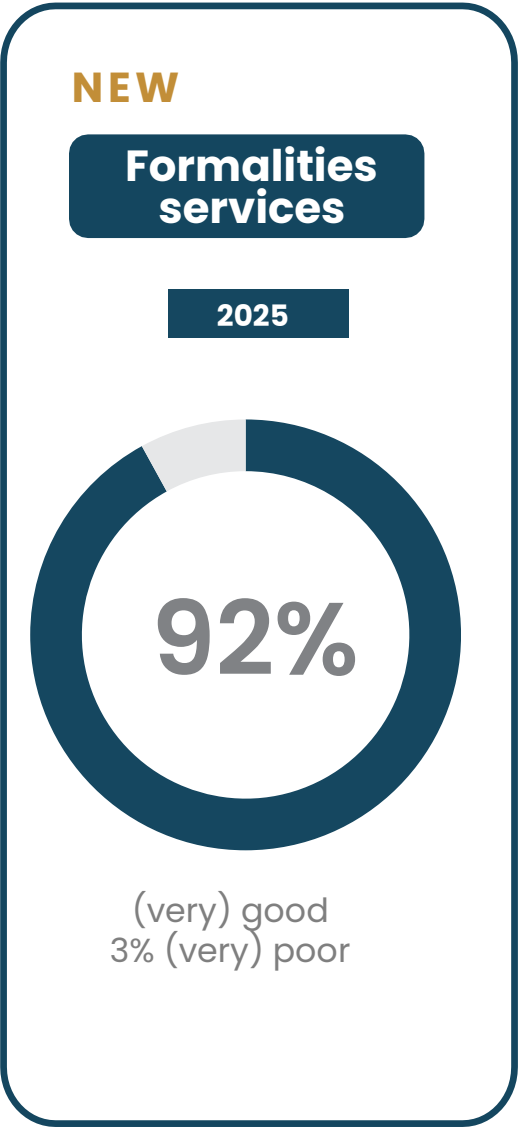
Main user journey steps at the EPO



Remaining percentage is 'neither good nor poor', e.g. for Filing: 80% (very) good, 7% (very) poor, 13% neither good nor poor.
Score calculation methodology in Annex II.

↑↓ Arrows mark statistically significant changes at 95% confidence level.

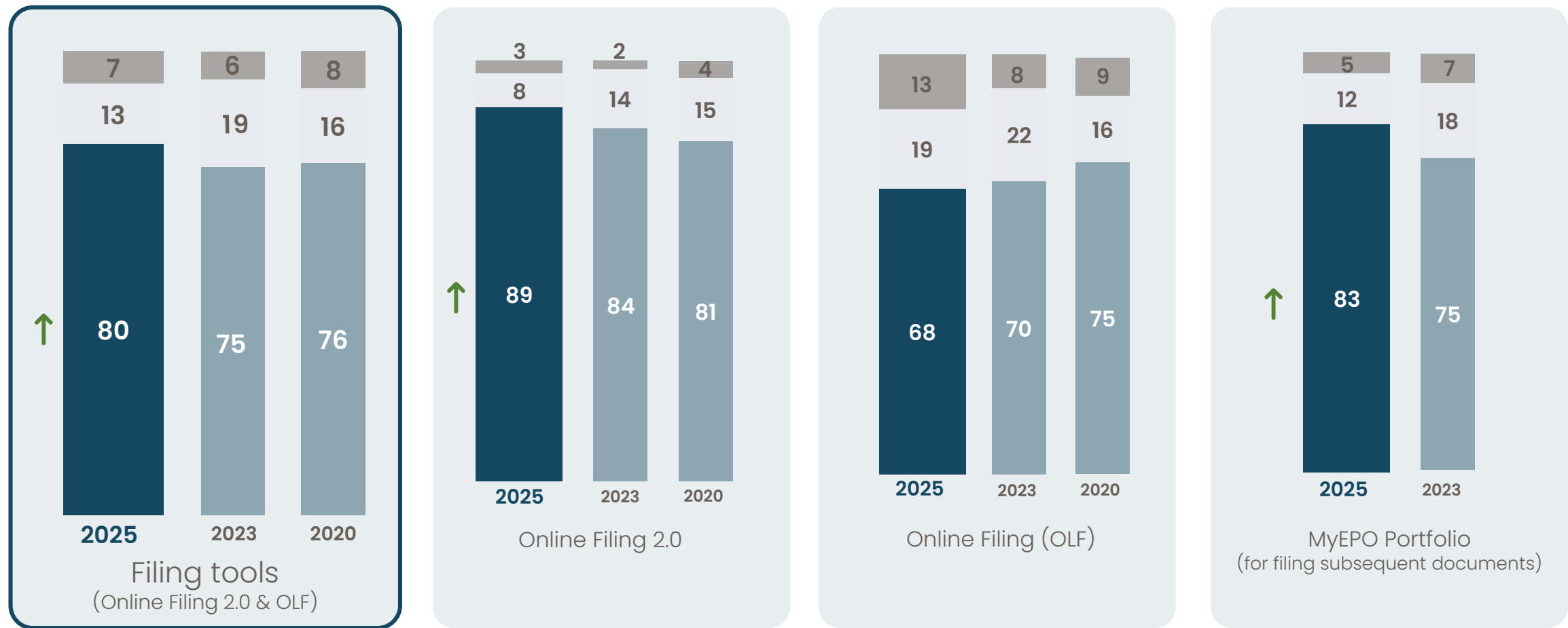
EPO formalities, support and online services



↕ Arrows mark statistically significant changes at 95% confidence level.

EPO filing services

February – March 2025: 814 interviews



- (Very) good
- Neither good nor poor
- (Very) poor

2024

Online Filing 2.0: 694 responses.	Online Filing (OLF): 379 responses.	MyEPO Portfolio: 455 responses.
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↑↓ Arrows mark statistically significant changes at 95% confidence level.

EPO search services

September – November 2024: 1 224 interviews



11

26

64

11

14

75

7

20

73

2024

2022

2020

Similar applications searched in
a similar way and written
opinions drafted in a similar way

7

15

78

7

18

75

5

20

75

2024

2022

2020

Understanding of the
core of the invention

(Very) good

Neither good nor poor

(Very) poor

2024

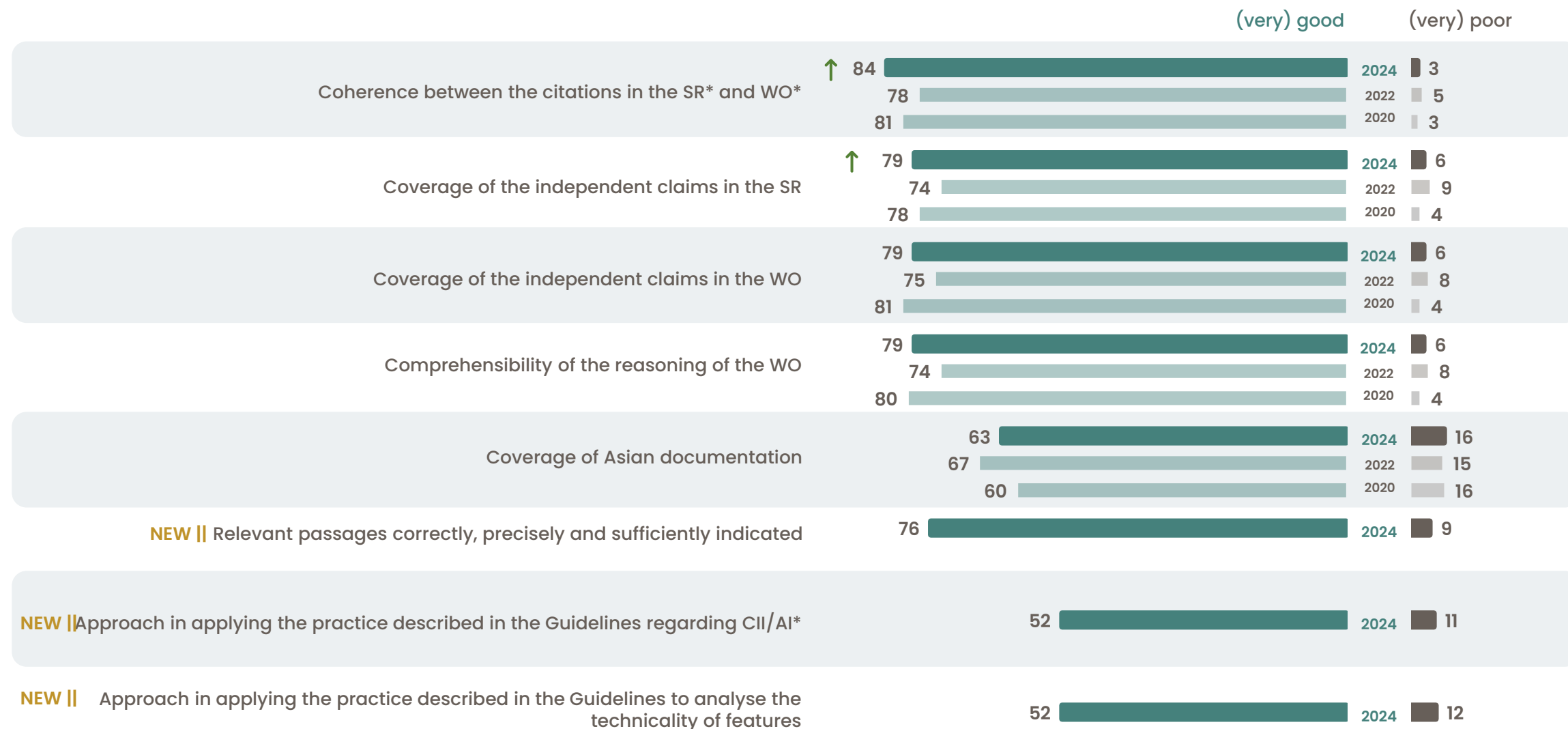
Timeliness:
1 190 responses.

Consistency of searches:
641 responses.

Understanding of the
core of the invention:
1 169 responses.

Arrows mark statistically significant changes at 95% confidence level.

EPO search services: selected file-specific aspects



*SR – search report; *WO – written opinion.

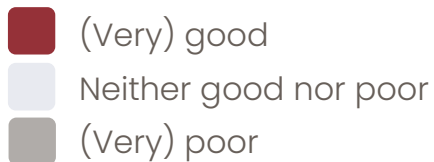
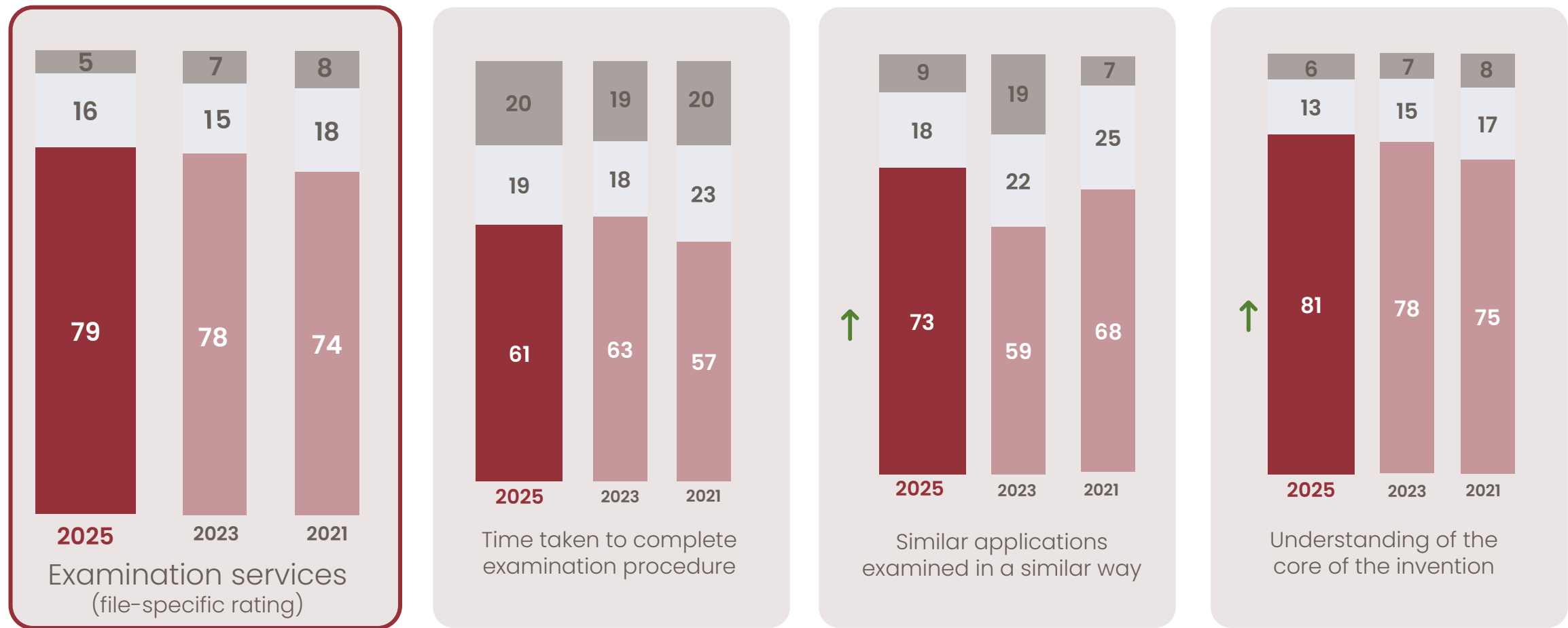
*CII/AI – computer implemented inventions/artificial intelligence.



Arrows mark statistically significant changes at 95% confidence level. Remaining percentage is 'neither good nor poor'.

EPO examination services

January - March 2025: 1 254 interviews

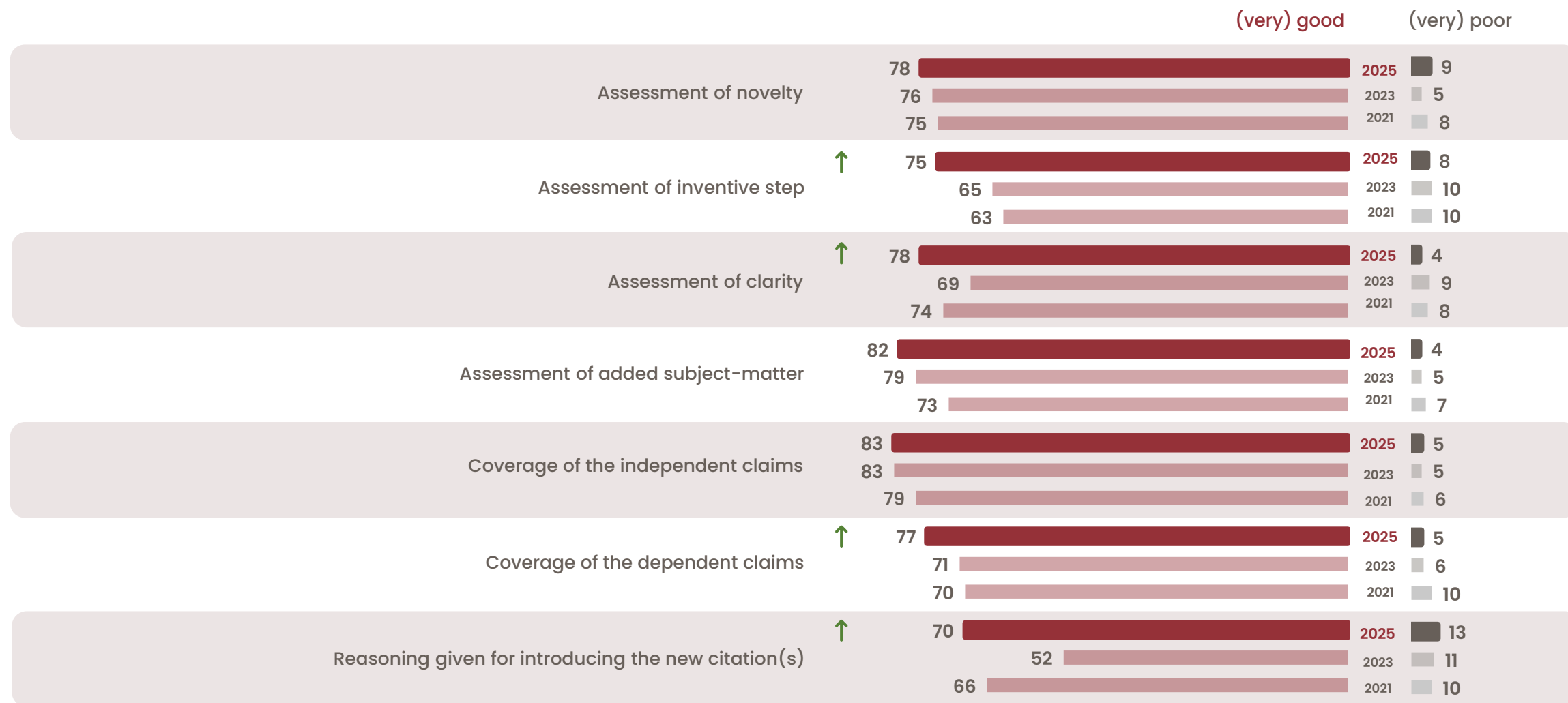


2025

Timeliness: 1 190 responses.	Consistency: 762 responses.	Understanding of the core of the invention: 1 150 responses.
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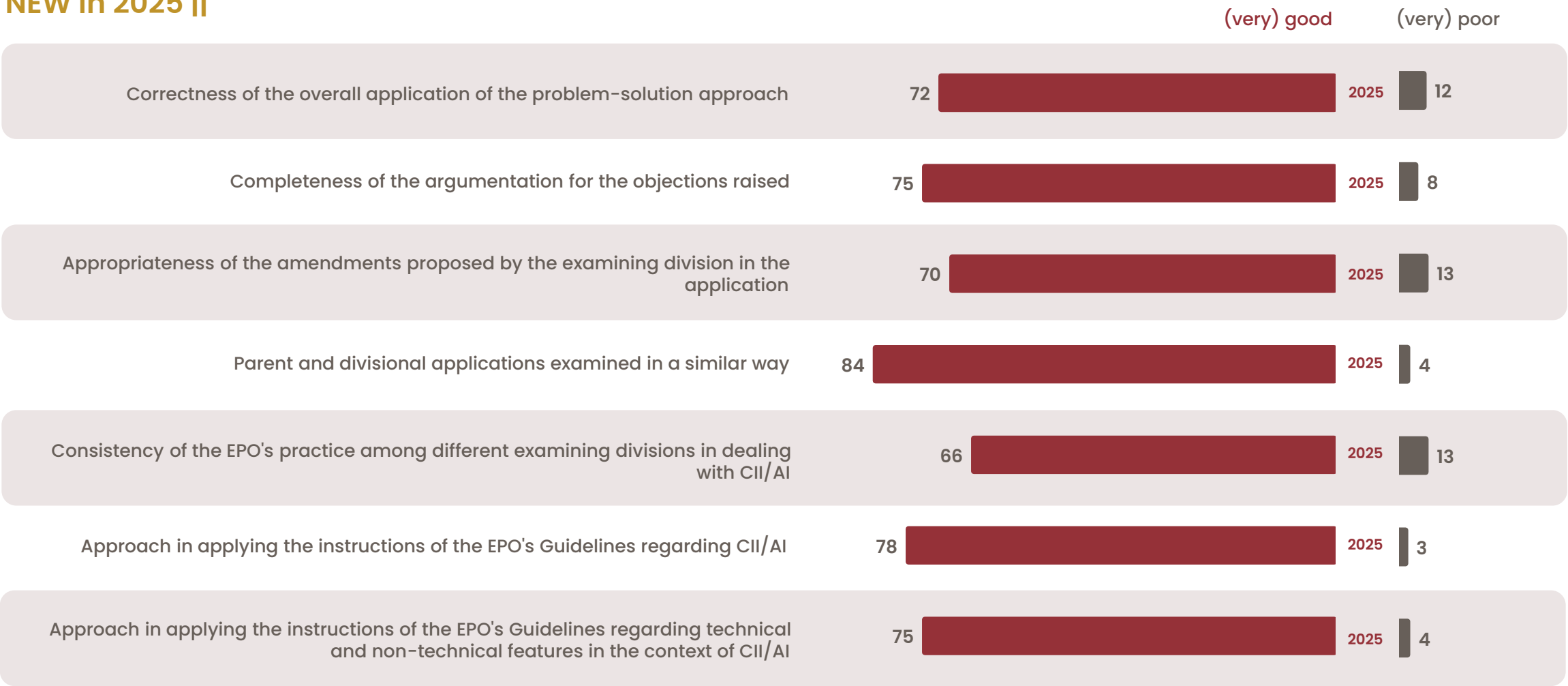
  Arrows mark statistically significant changes at 95% confidence level.

EPO examination services: selected file-specific aspects



EPO examination services: new aspects

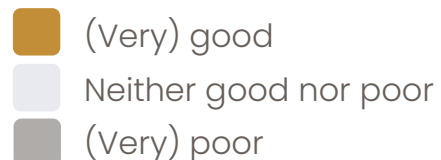
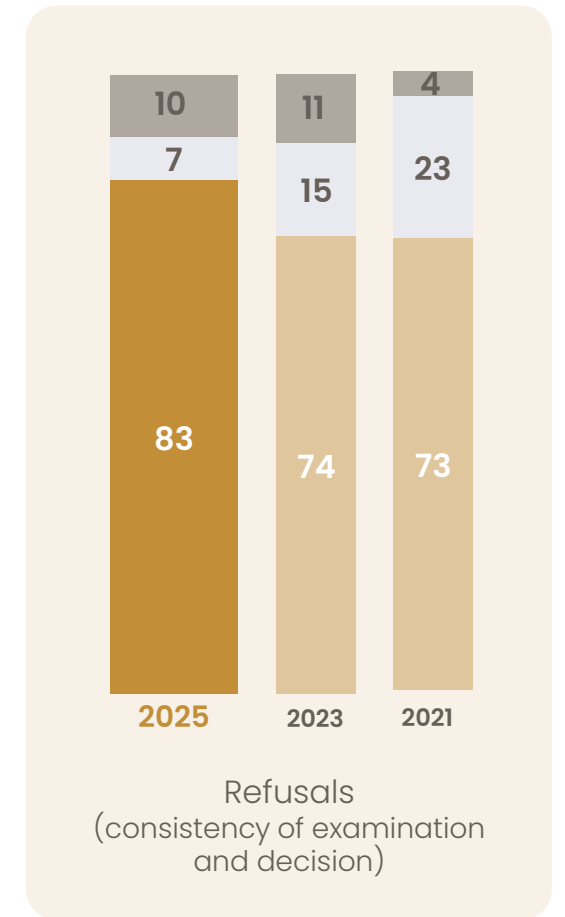
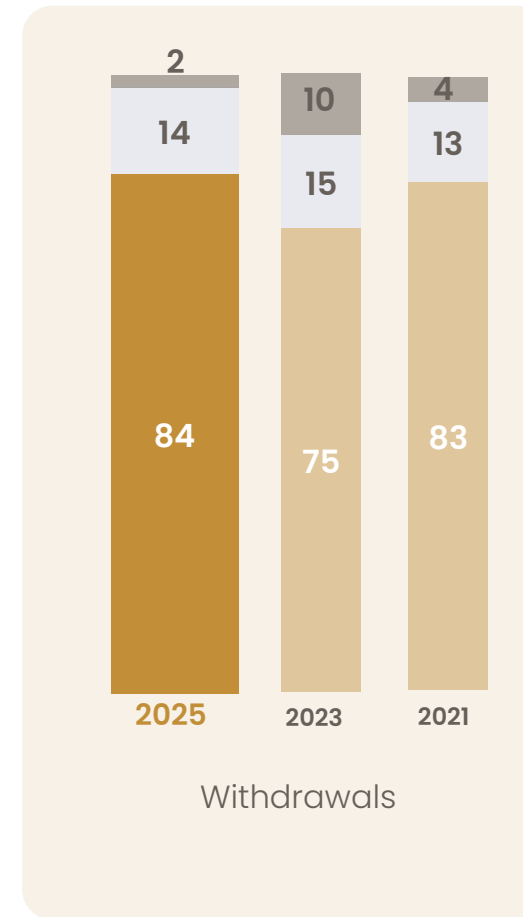
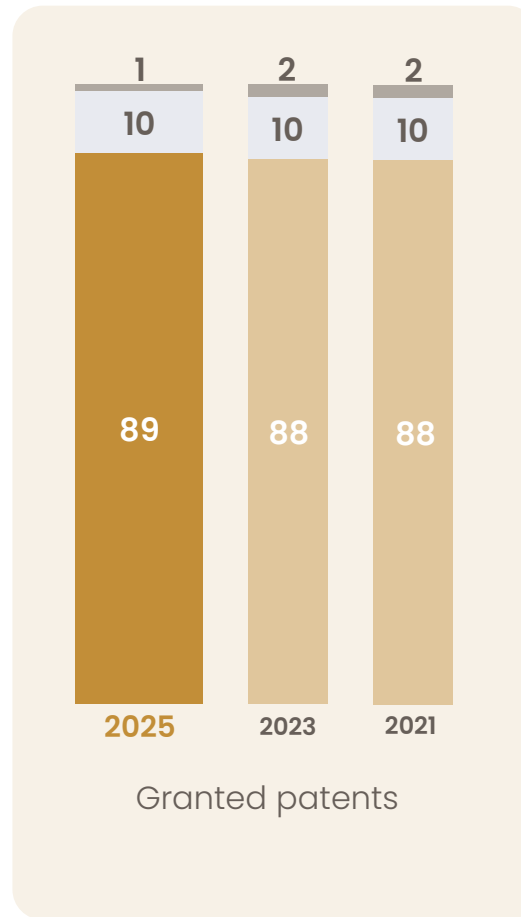
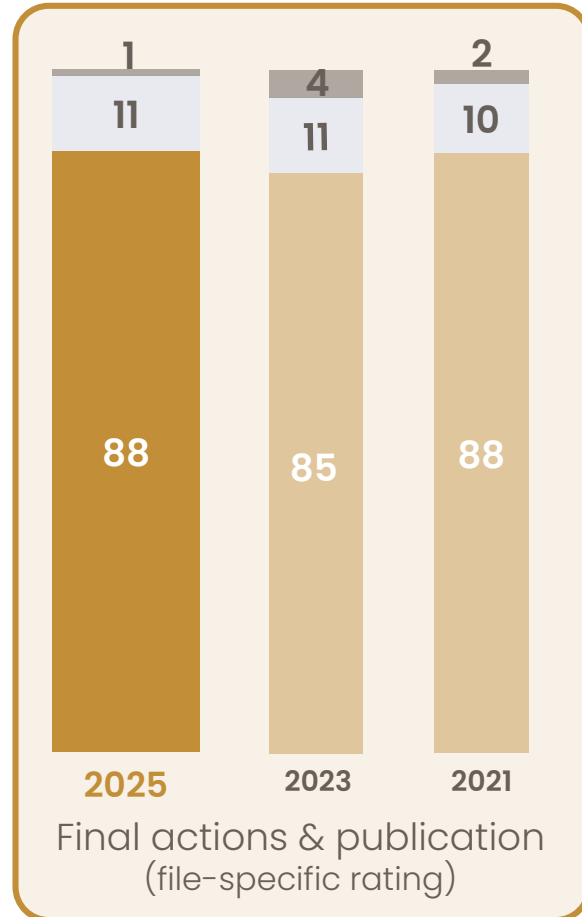
NEW in 2025 ||



Remaining percentage is 'neither good nor poor'.

EPO final actions & publication

January - March 2025: 1 254 interviews



2025

Grants:
973 responses.

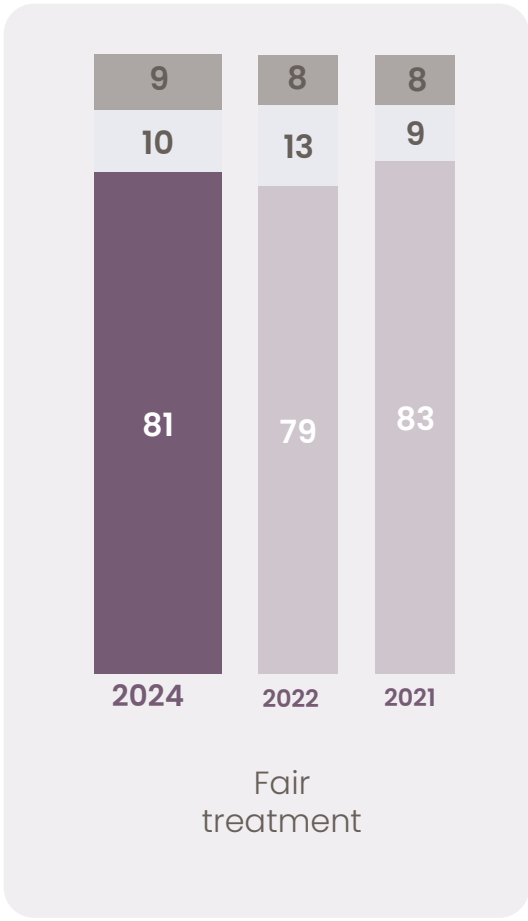
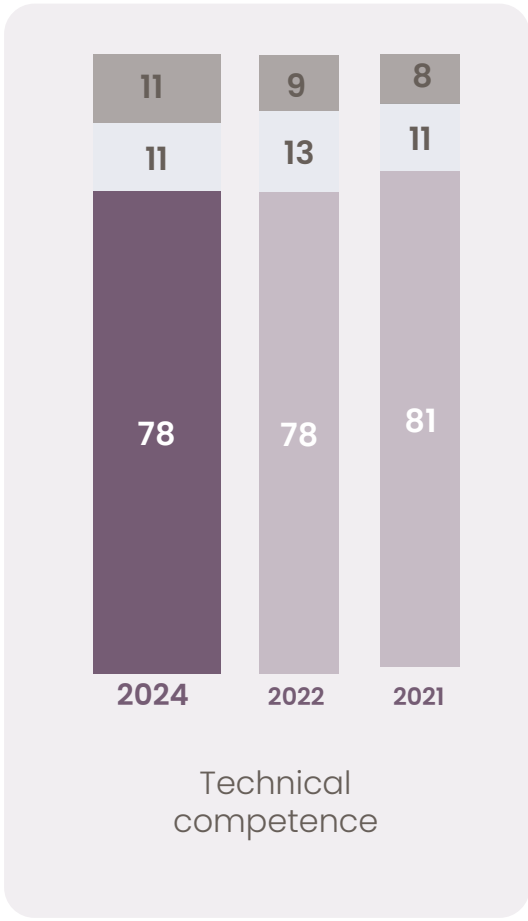
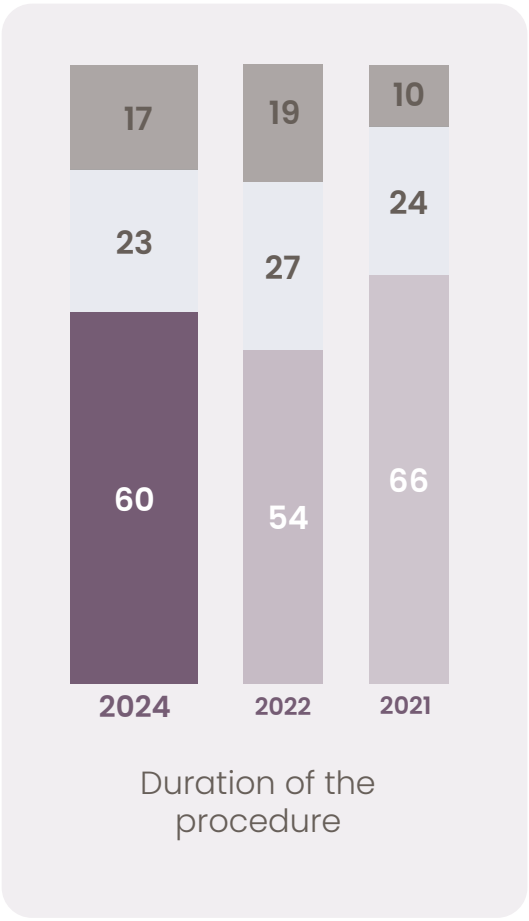
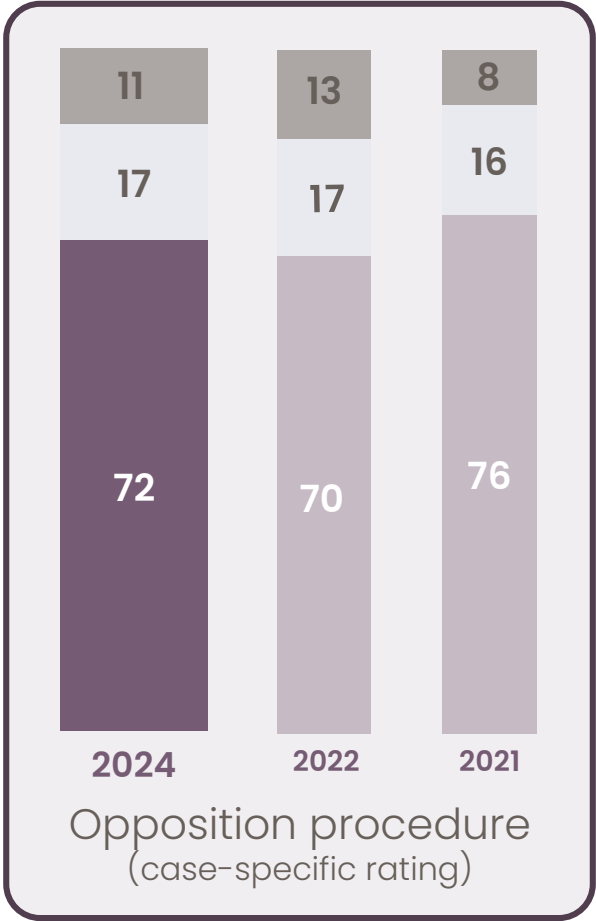
Withdrawals:
160 responses.

Refusals:
42 responses.

↑↓ Arrows mark statistically significant changes at 95% confidence level.

EPO opposition services

November – December 2024: 525 interviews



- (Very) good
- Neither good nor poor
- (Very) poor

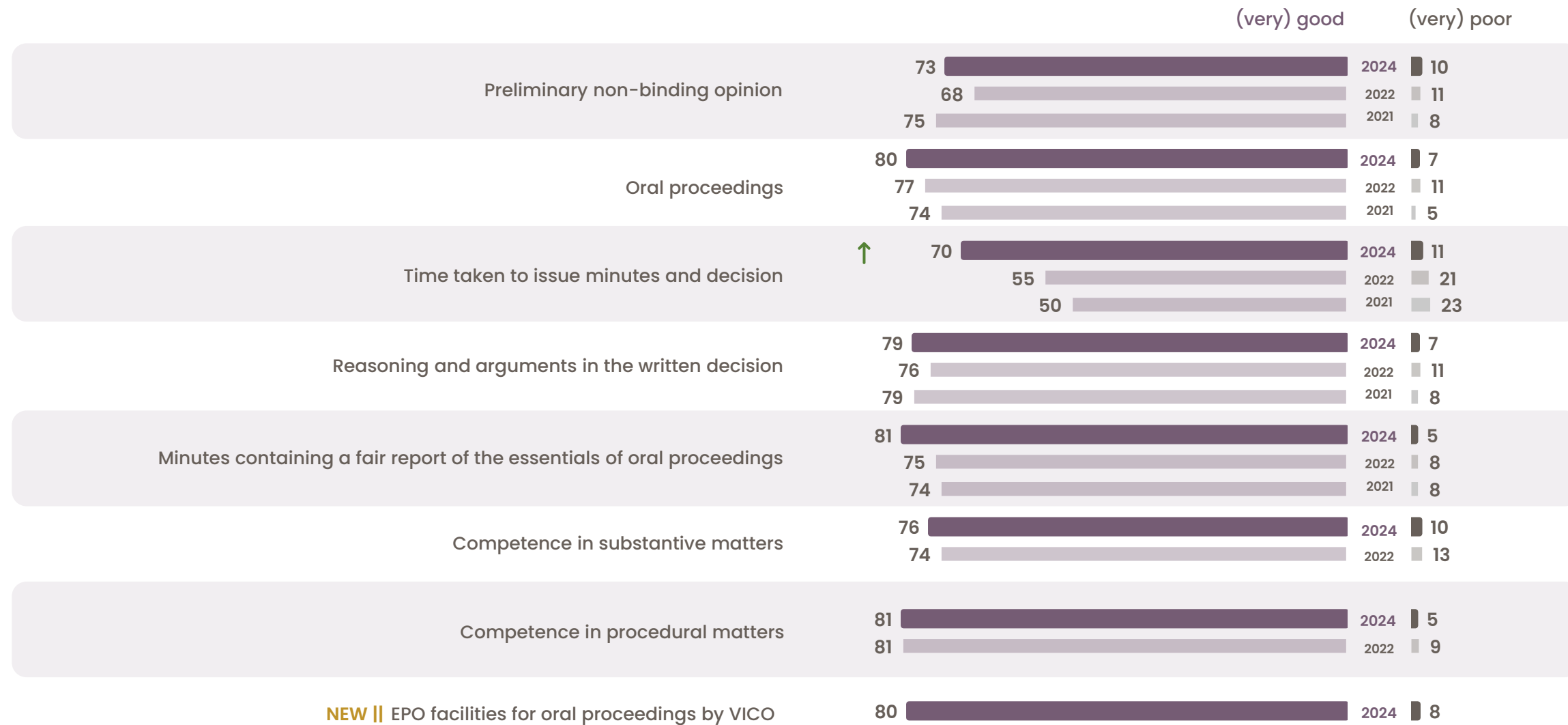
2024

Duration:
506 responses.

Technical
competence:
502 responses.

Fair treatment:
504 responses.

EPO opposition services: selected file-specific aspects





HIGHLIGHTS

Key takeaways



Improvements observed across all user journey steps and other service areas:

- **Filing** – increased overall satisfaction score
- **Search** – several aspects improved e.g. understanding the core of the invention
- **Examination** – increased satisfaction e.g. consistency
- **Final Actions & Publication** – confidence in outcomes
- **Opposition** – consistently high ratings for fair treatment
- **Formalities officers' support** if requested – highly praised
- **Customer support and key account management** – effective and appreciated
- **Requesting the unitary effect of European patents** – simple process
- **Central Fee Payment** – improved user experience



MAIN AREAS FOR IMPROVEMENT

- Similar applications searched in a similar way and WO drafted in a similar way – decreased score
- **Opposition** – reducing the share of delayed oppositions
- **EP Register** and **Espacenet** – require enhancement
- **EPO website** – visitor experience could be improved

Annex I. **EPO** User Satisfaction Surveys

September 2024 – March 2025: 8 226 interviews



Search and Examination data weighted to represent regional proportions of the user population. Opposition follows the principle "take-them-as-they-fall", no regional weighting applied.

Filing services 814 interviews	Formalities services 782 interviews	Espacenet, EP Register 1 287 interviews	Website www.epo.org 847 interviews	Customer Services 1 288 interviews	Key account management 205 interviews
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Annex II. Definition of **EPO** satisfaction scores

