

COCI Services:

Introduction:

COCI in the course of 2015 developed new services in an effort to enhance the access to its services. The objective of creating services at the convenience of the customer was obtained through the launch of:

- **COCI 24 :** This service permitting access to COCI via a dedicated e-mail address. Requests e-mailed to request@chamberofcommerce.sx are handled in 24 hrs., unless conditions arise that prevent same. In the event the request cannot be completed within 24 hrs.
- **COCI 2 U:** Through this service COCI offers its service to the convenience of the customer, through scheduled visits to the customer. Staff members visit customers based on a COCI schedule to accept, process payments and return payment receipts and related documents to customers at their place of business.
- **COCI curbside:** This service is designed to permit ease of access to COCI in the December month, during the high season. A curbside service offered through the use of a short dialing code: Call **COCI (2021)**. Requests can be dropped off and picked up curbside in Philipsburg.
- **GET COCI:** A drop off and pick up service through the Government Public Service Center in Simpson Bay, bringing easier access to customers on the more Northern side of the Island.
- **COCI online:** An online module permitting online registrations and amendments 24x7x365. A payment module to enhance the use of this service will be launched in 2016 as will a viewing module be offered by the last quarter of 2016. The COCI Online modules developed and customized to the specific needs of COCI by **Qualogy Suriname**.

COCI shall continue to work on the improvement of the quality of her services, through extensive training of its staff. COCI will also exert all efforts to further expand on its

service line and to ensure compliance with international standards set by the World Bank and the FATF standards on transparency and beneficial ownership. COCI shall submit proposal to amend the laws that regulate the business registrations in St. Maarten to introduce the registration of shareholders and beneficial owners in compliance with objectives set to combat money laundering and terrorism. COCI strives with its services to create that transparent, safe and secure business environment that will translate in the most attractive investor climate.