

WHO WE ARE

TradeMalta is a public-private partnership between the Government of Malta and the Malta Chamber, dedicated to helping Malta-based businesses go international. We believe local businesses have the potential to succeed internationally. That's why we do our very best to support you and your internationalisation journey, whether you're an established exporter or just starting out.

TradeMalta brings together a select team of international trade experts, each bringing forth a wealth of experience, specialised skills, and expansive networks. We take pride in our commitment to offering a welcoming approach to clients seeking our guidance. Our acquired knowledge and proactive attitude guarantee that we're always prepared to offer individualised assistance, ensuring the success of Malta-based businesses in the international sphere.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link www.trademalta.org

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 - 20 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 2 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- Contact us as per details shown here: info@trademalta.org
- Through Servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 2 working days

HOW TO CONTACT US

- TradeMalta, The Clock Tower, Level 1 Tigne Point, Sliema, TP01, Malta
- Monday to Friday: 08:00-17:00; Weekends, & Public Holidays: Closed
- www.trademalta.org
- Contact us: info@trademalta.org - +356 2247 2400