





## Certificate of Registration

## CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Anadolu Anonim Turk Sigorta Sirketi

Kavak Sokak No:31 Ruzgarlibahce Mah. Kavacik/Istanbul Istanbul (Asia Side)

34805 Turkey

Holds Certificate No: CMS 689078

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

Customer satisfaction and customer complaints management for insurance branches - excluding life

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2018-05-11 Effective Date: 2020-05-11 Latest Revision Date: 2020-04-30 Expiry Date: 2021-05-10

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