

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Anadolu Anonim Turk Sigorta
Sirketi
Rüzgarlıbahçe Mah.Kavak
Sk.No:31
Kavacak/Beykoz
İstanbul
Istanbul (Asia Side)
34805
Türkiye

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:



Matt Page, Senior Vice President, EMEA Assurance

Original Registration Date: 2018-05-11

Latest Revision Date: 2026-04-24

Effective Date: 2026-05-11

Expiry Date: 2027-05-10

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