

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

Latest Revision Date: 2020-04-30

Effective Date: 2020-05-11

Expiry Date: 2021-05-10

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