

Certificate

A'ND

International Certification Registrar

ASSISTT REHBERLIK VE MUSTERI HIZMETLERI ANONIM SIRKETI

KOZYATAGI MAH. KEREMBAY SK. NO: 2 /1 IC KAPI NO: 1 KADIKOY/ ISTANBUL

**A'ND certify that the system and processes of the above Organization
have been assessed and found in accordance With the requirements
of the Customer Contact Centers System Standard detailed below.**

ISO 18295-1:2017

Scope

PRESENTATION OF CALL CENTER SERVICES

Certificate No. : MI-18295/04/2024

Date of Initial Registration : 27 December 2024

Expiry Date : 26 December 2027

This document is valid between 27.12.2025–26.12.2026



Director



This certificate is intellectual property of A'ND Uluslararası Den. ve Göz. Hizmetleri A.Ş. and can be maintained through at least once a year surveillance, period of this certificate is totally 3 years. If you can not maintain the certification, this certificate shall be returned to Revision Information: Because of the Revision Audit 01 the certification date is extended. Revision Date:13.01.2026

NOTE: The relevant certificate includes the places in Annex-1 and Annex-2 certificates.

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