

# Certificate

## A'ND

International Certification Registrar

**ASSISTT REHBERLIK VE MUSTERI HIZMETLERI ANONIM SIRKETI**

**KOZYATAGI MAH. KEREMBEY 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 18295-2:2017**

**Scope**

**PRESENTATION OF CALL CENTER SERVICES**

Certificate No. : MI-18295/05/2024

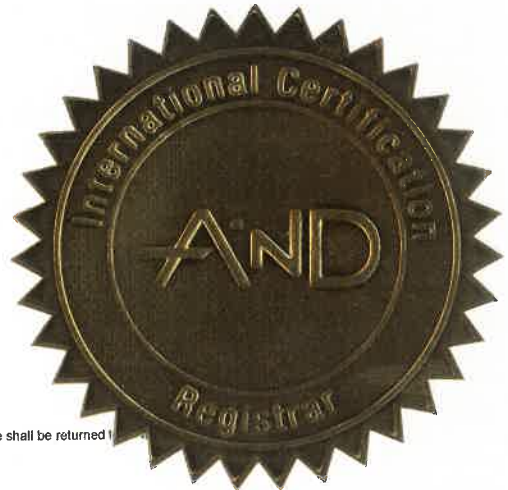
Date of Initial Registration : 27 December 2024

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.  
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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