

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 Center Management System detailed below.

ISO 15838:2016
Customer Contact Center Management System

Scope

PRESENTATION OF CALL CENTER SERVICES

Certificate No. : T15838/03/2024

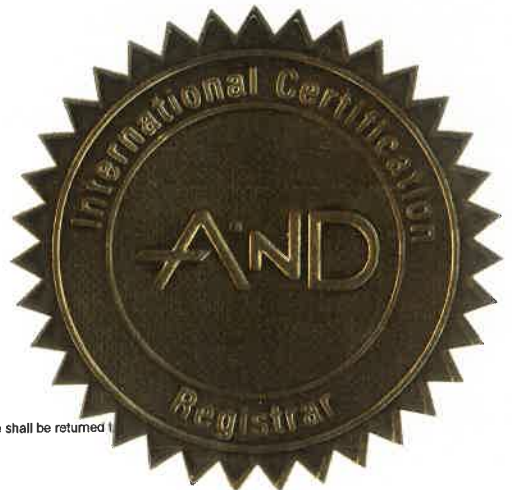
Date of Initial Registration : 27 December 2024

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 A'ND. 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.