

## **CUSTOMER SATISFACTION POLICY**

Our main policy is to constantly improve our processes and increase customer satisfaction by handling the notifications of our customers and related parties with a customer-oriented approach, reaching a solution as quickly as possible with an effective and efficient system.

To do so;

- Accepting that customer notifications are justified in the first place, closely monitoring and investigating them in all authorities such as telephone, e-mail, social media, and adopting a fair and objective approach to all kinds of notifications,
- Establishing rapid communication, producing solutions and ensuring customer satisfaction,
- To provide service to meet the demands of our customers with our professional staff and approach, by adopting an understanding that suits our customers' expectations of quality service from us,
- Regularly reviewing the customer complaint management process and systems used to identify areas open to improvement and increasing efficiency, reporting activities and continuous improvement,
- To create a strong, accurate, clear and sustainable customer-institution relationship for the products or services that our institution offers directly or indirectly to customers,
- Evaluating and responding to the feedback of customers, employees and other relevant parties in the fastest and most accurate way, and resolving problems in a way that prevents their recurrence, by increasing internal and external communication power and providing all necessary resources,
- Aiming to create a participatory, positive company culture where employees work willingly and with high motivation, while preserving company values,
- To be respectful to the environment, people and society,
- To comply with relevant legal requirements to ensure customer satisfaction and continuity,

We commit.

Gökhan MANAV – CEO

01.10.2022