

CUSTOMER SATISFACTION POLICY

Customer feedback is important and priority to us. Our customers with our performance We take their opinions into account and these opinions determine how successful we are compared to expectations analyze, conduct necessary research and improve our operations It allows. When examining our customers' demands, complaints and suggestions, we must first and foremost be "right" We accept that they are.

We meet your needs with efficiency, effectiveness, fairness, transparency and courtesy. With this approach;

- We show respect and sensitivity by providing friendly service.
- We demonstrate our commitment to equality and diversity by acting fairly.
- We strive to understand your specific needs and respond to them accurately and in a timely manner.
- We handle your requests and queries accurately, quickly and efficiently.
- We respect your privacy.
- If we cannot answer your request/question, we will make an explanation.
- We make effective use of IT services.
- We establish service standards in line with our Quality Policy and Ethical Business Rules and monitor our performance.
- We continue to develop the expertise and skills of our teams.
- We welcome your feedback and thoroughly investigate every issue submitted to us we consider it as an opportunity to improve.