

CUSTOMER SATISFACTION POLICY



PO.SS.01-Rev.00-27.12.2022

This policy aims to make the resolution of customer requests and suggestions encountered during the activities of Arzum Elektrikli Ev Aletleri Sanayi and Ticaret A.Ş. ("Arzum", "Company") sustainable.

As Arzum, we have been working to make our customers' lives easier since 1966. In this direction, ensuring their satisfaction with the products and services we offer is always our priority and indispensable value.

As Arzum, we aim to provide our customers with the best customer experience through a solution-oriented approach. Within this framework, we provide services to our customers in compliance with laws and legal regulations.

We ensure that our customers can easily reach us through all our communication channels. We evaluate our customers' notifications fairly and impartially within the framework of legal regulations and our Company procedures. We strive to find solutions to all requests reaching us in the shortest time possible. We work with the goal of ensuring permanent customer satisfaction by evaluating our customers' requests, suggestions, and problems with an approach that turns them into satisfaction. All our processes are gathered in a traceable, reportable, secure, and transparent environment. All customer records are structured in a way that complies with legal regulations, is handled objectively, fairly, and confidentially, evaluated, and processes are continuously controlled and improved.

This policy, prepared by Arzum Senior Management, has been approved by the Board of Directors.

This Procedure was approved by the resolution of the Board of Directors dated 27/12/2022 and numbered 2022/32, entering into force on the same date, and any amendments to this policy shall be subject to the approval of the Board of Directors.

REVISION HISTORY

REVISION NO	REVISION DATE	DESCRIPTION OF THE AMENDMENT	REVISED BY
00 (1st Launch)	27.12.2022	First launch	-