

Current issue date: Expiry date: Certificate number: 28 September 2020 Original verification: 27 September 2021 ISO 10002 - 28 September 2017 10292952

## **Verification Record**

This is to confirm that Lloyd's Register has conducted a review and assessment to verify that:

## **CROATIA INSURANCE-LIFE JSC**

38 Kosturski Heroi Str., 1000 Skopje, Macedonia, Republic of North Macedonia

has implemented with compliance of the following guideline:

## ISO 10002:2018

Verification Number(s): ISO 10002 - 00010924

The scope of this verification is applicable to:

Managing customer complaints and feedback related to the provision of life insurance services.

DanifOlik

Daniel Oliva Marcilio de Souza Area Operations Manager - South Europe Issued by: Lloyd's Register Quality Assurance Limited

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