

Current Issue Date: **Expiry Date:** Record Identity Number: 10 October 2022

Original Verification: 27 September 2023 ISO 10002 - 28 September 2017

## Verification Record

This is to confirm that LRQA has conducted a review and assessment to verify that:

## **CROATIA INSURANCE-LIFE JSC**

38 Kosturski Heroi Str., 1000 Skopje, 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.

## **Paul Graaf**

Area Operations Manager, Europe

Issued by: Lloyd's Register EMEA Branch