
Verification Record

This is to confirm that Lloyds Register 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.



Daniel Oliva Marcilio de Souza

Area Operations Manager - South Europe

Issued by: Lloyd's Register Quality Assurance Limited

