

Current Issue Date: Expiry Date: Record Number: 28 September 2021 27 September 2022 10393728 Original Verification: ISO 10002 - 28 September 2017

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## **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.

## Danif Oliv

Daniel Oliva Marcilio de Souza

Area Operations Manager - South Europe

Issued by: Lloyd's Register Quality Assurance Limited