



Lloyd's Register  
LRQA

## СЕРТИФИКАТ ЗА ОДОБРУВАЊЕ

Со овој документ се потврдува Системот за управување на:

**Кроацيا Осигурување – Живот а.д., Скопје  
Св. Кирил и Методиј 20, 1000 Скопје  
Република Македонија**

одобрен во согласност со следниов стандард:

**ISO 10002:2014**

и се применува за:

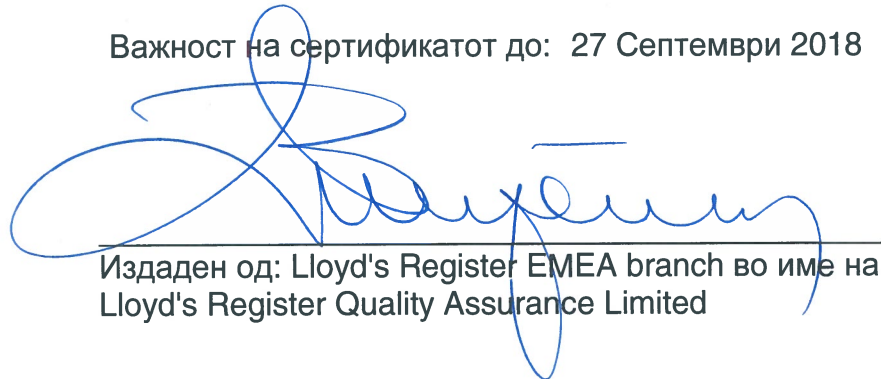
**Управување со поплаки и задоволство од  
корисници при давање на услуги  
за животно осигурување.**

Датум на одобрување: 28 Септември 2017

Запис бр.  
SOF00000039

Датум на прва сертификација: 28 Септември 2017

Важност на сертификатот до: 27 Септември 2018



Издаден од: Lloyd's Register EMEA branch во име на  
Lloyd's Register Quality Assurance Limited

81A Bulgaria Blvd., 1404 Sofia, Registration number 121726037

For and on behalf of 1 Trinity Park, Bickenhill Lane, Birmingham, B37 7ES, United Kingdom

This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.

The use of the UKAS Accreditation Mark indicates Accreditation in respect of those activities covered by the Accreditation Certificate Number 001

Macro Revision 14



Lloyd's Register  
LRQA

## STATEMENT OF VALIDATION

This is to confirm that the customer complaint handling system established at:

**Croacia Insurance – Life  
20 Sveti Kiril i Metodij Str., 1000 Skopje  
Republic of Macedonia**

has been implemented with compliance of the following Standards:

**ISO 10002:2014**

and is applicable to:

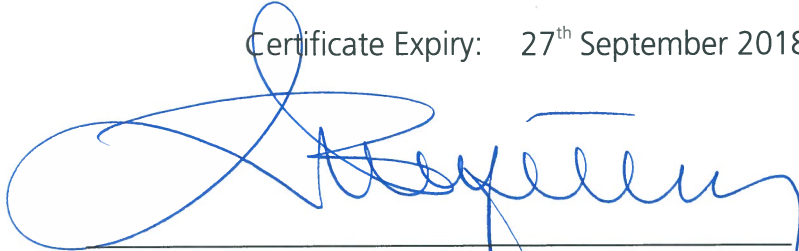
**Managing customer complaints and feedback related  
to the provision of life insurance services.**

Record No: SOF00000039

Original Approval: 28<sup>th</sup> September 2017

Current Certificate: 28<sup>th</sup> September 2017

Certificate Expiry: 27<sup>th</sup> September 2018



Issued by: Lloyd's Register EMEA branch for and on  
behalf of Lloyd's Register Quality Assurance Limited

81A Bulgaria Blvd., 1404 Sofia, Registration number 121726037

For and on behalf of 1 Trinity Park, Bickenhill Lane, Birmingham, B37 7ES, United Kingdom

This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.

The use of the UKAS Accreditation Mark indicates Accreditation in respect of those activities covered by the Accreditation Certificate Number 001

Macro Revision 14