

Verification Record

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

CROATIA INSURANCE-LIFE JSC

41 Zeleznicka Str., 1000 Skopje, Republic of North Macedonia

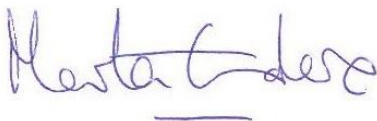
has implemented with compliance of the following guideline:

ISO 10002:2018

Approval 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.



Marta Escudero

Regional Director, Europe

Issued by: LRQA Group Limited - Branch Bulgaria