

Current Issue Date: Expiry Date: Record Identity Number:

28 September 2024 27 September 2025 10634535

Original Verification: ISO 10002 - 28 September 2017

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Verification Record	LRQA
This is to confirm that LRQA has conducted a review and assessment to verify that:	LRQA
<b>CROATIA INSURANCE-LIFE JSC</b>	LRQA
41 Zeleznicka Str., 1000 Skopje, Republic of North Macedonia has implemented with compliance of the following guideline: ISO 10002:2018	LRQA
Verification Number(s): ISO 10002 – 00010924	LRQA
The scope of this verification is applicable to: Managing customer complaints and feedback related to the provision of life	LRQA
insurance services.	LRQA
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Hesta Edere	LRQA
Marta Escudero	LRQA
Regional Director, Europe	LRQA
Issued by: LRQA Group Limited - Branch Bulgaria	LRQA
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