

CERTIFICATE

Complaints management process as per
ISO 10002:2018

In accordance with the procedures of TÜV Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

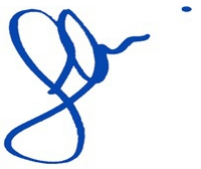
Enerjisa İstanbul Anadolu Yakası Elektrik Perakende Satış A.Ş.
Barbaros Mahallesi, Begonya Sokak, Nida Kule, Ataşehir Batı, No 1/1, Ataşehir,
İstanbul,
Turkey

applies a customer complaints management process in line with the above standard within the quality management system
for the following scope

**Electrical energy and/or electrical capacity sales activities regarding the eligible
customers with bilateral agreements and regarding the regulated customers with
national tariffs.**

Certificate Registration No 8000020
Audit Report No TR 1949

Valid from 2021-04-12
Valid until 2024-04-11
Initial certification 2017



Certification Body
at TÜV Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2021-04-12

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of
the standard and certification contract



TÜV Teknik Kontrol ve Belgelendirme A. Ş.
Şehit Mehmet Fatih Öngül Sokak, No 5, Kat 4,
Odak Plaza, Kozyatağı, Kadıköy,
TR-34742 İstanbul
www.tuv-turkey.com tuv-nord@tuv-turkey.com