

CUSTOMER COMPLAINT HANDLING GUARANTEE;

At Global Bilgi, our main purpose is to ensure the satisfaction of all the customers we contact regardless of the channel.

However, if any dissatisfaction or complaint occurs for any of the services or products we or our corporate clients offer, our main priority is to resolve such dissatisfaction complaint as soon as possible and ensure the satisfaction of our customer.

Likewise, our main purposes include also receiving the complaints of consumers who are the customers of our corporate clients, ensuring the resolution thereof as soon as possible under our agreements, providing interim information and feedback or forwarding them to our corporate clients.

The feedback of our customers is therefore very valuable. Even if our customers do not complain, we highly prioritize their feelings and opinions about the service they received. Every feedback we receive from our customers is a rare opportunity to improve our processes and service quality.

Our Customer Representatives who contact our customers indirectly through any channel or directly, are responsible to receive such feedback and strictly implement the Customer Complaint process.

CUSTOMER COMPLAINT HANDLING POLICY

As stated in our Quality Policy, our main purpose is to increase our Customer Satisfaction by providing uninterrupted service with outstanding information and speech quality. As stated in our guarantee, we regard customer complaints not as a problem but as unique opportunities for achieving perfect and excellent service level.

The necessary processes should be created to effectively and accurately receive Customer Complaints and feedback, to resolve the complaints or ensure they are resolved by the contacts of our corporate clients, to inform the customer at every stage of the complaint and to reply customer complaints in a satisfactory manner; and the performance of such processes should be continuously improved.

We can thus continuously increase our customer satisfaction while improving our performance for receiving and handling customer complaints or feedback. Legal requirements, legislation that is or will be applicable on us, legal arrangements and regulations, the agreements and terms we signed with our corporate clients and the notifications of our end customers, employees and other relevant parties shall be taken into consideration in our complaint-handling processes.

The ISO 10002 Standard was taken as reference in order to fulfill this commitment.