

KOÇZER CUSTOMER SATISFACTION POLICY

MANAGEMENT'S MESSAGE

Dear Colleagues, Dear Stakeholders,

At KoçZer, we see customer satisfaction as a core value in our procurement solutions. With our vision of becoming the most preferred B2B company in Türkiye, we strive to deeply understand the needs of our customers and respond to these needs with transparent, solution-oriented and sustainable approaches.

We structure this approach in line with the following principles:

Customer Orientation: We aim to add sustainable value to our customers with our technology and competent staff. We carefully analyze customer needs and consider feedback as an opportunity for improvement. Gaining and maintaining customer trust is always our priority.

Respect for Laws and Society: We conduct all our activities in full compliance with laws, contracts, regulations, and consider United Nations Sustainable Development Principles in our activities.

Openness (Transparency): We provide our customers with clear, understandable and timely information regarding complaint and feedback processes. Our services are conducted in an open and easily accessible manner, without charging any fees.

Accessibility: We provide clear, accessible and effective communication channels for our customers to easily communicate any feedback.

Responsiveness: We handle customer feedback meticulously; we guarantee timely, accurate information and guidance.

Impartiality (Objectivity): We evaluate all complaints, suggestions and requests fairly, objectively and without bias.

Confidentiality: We place significant importance on the protection of our customers' commercial and personal information. We evaluate all feedback within the framework of confidentiality principles.

Respect: We always handle customer feedback with respect and understanding; we consider the customer's perspective on solution processes.

Continuous Improvement: We consider customer feedback as an opportunity for improvement, regularly analyze the success of our response processes and continuously improve our service quality.

As KoçZer, with the understanding of "Partnering with your business", we consider every feedback as a step that will carry our business further; we strive to build long-term relationships with our customers based on trust.

Kind regards,

Serhan Turfan

CEO