

## CUSTOMER SATISFACTION MANAGEMENT SYSTEM POLICY

We endeavor to address customer complaints and requests in an open, fast, secure, impartial, fair, responsive, accessible, and transparent manner, ensuring customer satisfaction while adhering to the commitment to confidentiality.

We keep abreast of technological developments to create solutions tailored to our customers' needs, review the request and complaint management processes and systems to identify potential improvements and enhance efficiency, and report and improve the activities we undertake in this context.

We evaluate all kinds of feedback from our customers to improve the quality of our products and services and enhance our business processes, aiming for excellence and adopting a customer-centric approach.

- You can reach our call center or our corporate online communication channels during weekly business hours for your questions, requests, and criticisms.
- The acknowledgment of your applications is communicated via email and SMS or through our call center.
- Your applications are assessed fairly, impartially, and equally without any charge.
- The privacy of your personal information is of utmost importance to us, and your personal information is neither shared with nor used by third parties for any purpose except for the subject of your application.
- Your applications are evaluated within the framework of company policies and legal practices, with efforts made to provide applicable solutions, meet your needs, and always protect your rights.
- Your questions, requests, and criticisms are recorded, and solutions and decisions are explained with their justifications.

**İNAN EKİCİ**  
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