



BUREAU  
VERITAS

Bureau Veritas

# Gala Life Insurance Company OJSC

Izmir st.5A, AZ1065 Baku, Azerbaijan

*Bureau Veritas Certification certifies that the Customer Satisfaction systems of the above organisation has been audited and found to be in accordance with the requirements of the Customer Satisfaction systems standard detailed below*

## ISO 10002:2018

### Scope of certification

Life Insurance Activities;

Original Cycle Start Date:	06.06.2023
Expiry Date of Previous Cycle:	M/D*
Certification / Recertification Audit date:	21.12.2022
Certification / Recertification cycle start date:	06.06.2023
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	05.03.2026

Certificate No: BV003

Version: 2

Issue Date: 29 March 2024

CERTIFIED

ISO 10002:2018

CUSTOMER SATISFACTION  
MANAGEMENT SYSTEM



BUREAU  
VERITAS

  
AMIR JALALOV  
Country Chief Executive

Local Office: Bayil Plaza 3rd floor, Gurban Abbasov str.29, AZ1003 Baku Azerbaijan

Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +994 (12) 310 0051