

CERTIFICATE

TÜV NORD CERT Standard A75-S009 “Certified Customer Satisfaction”

In accordance with TÜV NORD CERT procedures, it is hereby certified that

KKH Kaufmännische Krankenkasse
Karl-Wiechert-Allee 61
30625 Hannover
Germany



applies a management system in line with the above standard for the following scope

Customer Satisfaction



According to TÜV NORD certification, customer satisfaction has been tested. The test procedure included the testing of handling complaints within an on site audit as well as the evaluation and verification of a current customer survey. Through detailed examination by TÜV NORD CERT it is proven, that the requirements of TÜV NORD standard A75-S009 are fulfilled. The TÜV NORD CERT audit takes place annually.

Certificate Registration No. 44 762 137679
Audit Report No. 3521 1071

Valid from 2018-02-28
Valid until 2019-02-27
Initial certification 2014


Certification Body
at TÜV NORD CERT GmbH

Essen, 2018-02-22

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedure A75-S009 and is subject to regular surveillance audits.