

C E R T I F I C A T E

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

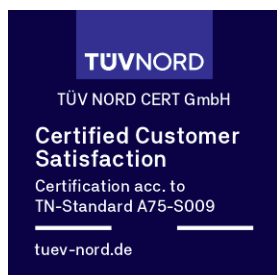
In accordance with TÜV NORD CERT procedures, it is hereby certified that

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

KKH Kaufmännische
Krankenkasse

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

Customer-oriented interaction by telephone, in person at a service center and by e-mail for health insurance matters as well as professional handling of complaints and claims



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. 353 78461

Valid from 2025-02-28
Valid until 2026-02-27
Initial certification 2014

Stefanie Zechner
Certification Body
at TÜV NORD CERT GmbH

Essen, 2025-02-12

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