



## **Customer Complaint Management Policy**

Approved by the Board of Directors of EPSILON NET SA during the meeting on 21.02.2022.

Excellent customer service is an integral part of our mission. In this context, we have implemented practices based on which we try to get feedback in order to intervene meaningfully with a mood of self-improvement where needed.

Every day, a random sample of 30% of customers who contacted the company (as part of their support) are automatically invited to participate and based on the answers we identify any cases that encountered a problem through one of our services.

This process is not considered by us only in the short term, for example when the resolution of an issue is completed. Its results are reviewed and analyzed comprehensively by company executives, who draw conclusions about the trends formed for our products and customer service.

