



## OUR POLICY TO DEAL WITH CUSTOMER COMPLAINTS

*SILVERLINE adopts a customer-oriented concept and approach. Feedback from our customers are dealt with and completed efficiently and effectively in a fair, objective and unbiased way f*

*We improve ourselves to provide the best service quality possible and generate solutions to solve your complaints and prevent repetition of same problems.*

*We commit ourselves to deal with all kinds of feedback received from our customers in accordance with principles of Transparency, Responsiveness, Objectivity, Confidentiality, Compliance with laws and regulations, Wages, Customer-oriented approach, Accountability and Constant improvement with a view of improving customer satisfaction and product/service quality.*

*Please remember, at SILVERLINE, all customer complaints are followed up till all reasonable solution methods are used or customer satisfaction is assured.*

*We therefore invite you to make us provide best service and to become part of the solution.*

*Yours truly,*

*SILVERLINE A.Ş.*

*Board Chairman*