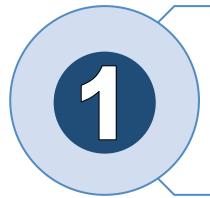
#### COMPLAINT PROCEDURE WORK FLOW CHART



### **Receiving the Complaint**

Complaints can be submitted by completing and submitting the Customer Complaint Form (F01-P408). It can also be done by filling out the online form on the website or by sending the necessary information via e-mail.



# **Evaluation of the Complaint**



In order to evaluate the complaints, a joint evaluation is made with the relevant manager by taking the opinions of the responsible departments related to the complaint. If additional information or evidence is needed during the evaluation process, these are requested from the customer via e-mail. After all information has been collected, there is a maximum of 20 business days for the complaint to be investigated and finalized. Complaints that cannot be concluded within this period will be considered justified.



### Finding the Complaint Justified and Meaningful

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If the customer's complaint is found to be justified and meaningful, Corrective Action is initiated regarding the issue. The customer is informed about the acceptance status of the complaint and corrective action via e-mail. If the subject or content of the complaint is about the product and/or service, a new product/service is offered according to the customer's request. In cases where this is not possible, the payment will be refunded within 10 working days.



## Complaint not found to be justified and meaningful

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If the customer's complaint is not found to be justified and meaningful, all rejection reasons, explanations, information and documents are written and attached to the Customer Complaint Form (F01-P408). The edited form is sent to the customer via email with its attachments. The customer can make a complaint for the same issue one last time with new documents, evidence or information. In this case, a final re-evaluation can be made for the same subject.