

## **Customer satisfaction policy**

At "Azersun Holding" LLC, it is our fundamental duty to respond to incoming complaints, information, suggestions, feedback, and requests for solutions in accordance with our vision, mission, principles, and values, as well as the Customer Satisfaction Management System standards, in order to meet the needs and expectations of our customers and stakeholders.

In this regard:

- Every customer is valuable for us.
- Our communication channels are accessible to all interested parties (<https://azersun.com/az/contact/customer>).
- We carefully monitor requests, complaints, and suggestions received from our customers.
- We conduct transparent, traceable, accountable, objective, and impartial evaluations and propose appropriate solutions.
- We establish and maintain the necessary infrastructure from a perspective that enables communication channels capable of tracking all customer feedback and expectations.
- We manage customer inquiries in accordance with the principle of confidentiality and legal regulations, providing customers with fast, uninterrupted, continuous, and timely quality service in compliance with legal conditions and expectations.
- We continuously improve our system, processes, infrastructure, and human resources, and constantly analyze areas open to improvement in the customer request and complaint management process to provide high-quality service.