



**DENETİK**  
CERTIFICATION

**ISO 10002**

# C E R T I F I C A T E

This is to certify that organization:

**Generali Osiguranje Srbija a.d.o.**

*Vladimira Popovića 8, 11070 Novi Beograd, Republic of Serbia*

has implemented and maintains an Quality management - Customer satisfaction within the scope of:

Development, contracting and sale of all types of life and non-life insurance, as well as claims handling and settlement activities

in accordance to:

**ISO 10002:2014**

**Certificate No.:** 81-381161010

**Date of issue:** 13.05.2018.

**Expiry date:** 12.05.2021.

**Initial Certification date:** 13.05.2016.

General Manager:

This certificate is valid as long as the surveillance audits are completed and the requirements of Denetik Certification are followed.  
The validity of this certificate can be checked from [www.denetik.com](http://www.denetik.com).

**Denetik International Certification Audit and Inspection Services Company Limited**

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