



By Royal Charter

# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

HDFC ERGO General Insurance  
Company Ltd.  
Customer Experience Management  
D-301, 3rd Floor  
Eastern Business District (Magnet Mall)  
LBS Marg, Bhandup West  
Mumbai 400 078  
Maharashtra  
India

Holds Certificate No:

**FS 593893**

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

Services related to Resolution of Customers Queries and Complaints through Call Centre and Related Processes.

For and on behalf of BSI:

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2012-12-23

Latest Revision Date: 2018-12-05

Effective Date: 2018-12-08

Expiry Date: 2021-12-07

Page: 1 of 2



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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory) or telephone +91 11 2692 9000.  
Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2015 requirements may be obtained by consulting the organization.  
This certificate is valid only if provided original copies are in complete set.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: **FS 593893**

| Location  | Registered Activities  |
|---|--|
| HDFC ERGO General Insurance Company Ltd.<br>Customer Experience Management<br>D-301, 3rd Floor<br>Eastern Business District (Magnet Mall)<br>LBS Marg, Bhandup West<br>Mumbai 400 078<br>Maharashtra<br>India | Top Management; MR, Inbound Call Centre, E-Mail, CSAT survey, Projects related to CEM, Quality, Complaints & Grievance, Training & Facilities management |
| HDFC ERGO General Insurance Company Ltd<br>RR Towers II, 2nd Floor, 94/95,<br>TVK Industrial Estate, Guindy,<br>Chennai 600 032<br>Tamil Nadu<br>India  | Inbound Call centre, E-mail, Training  |

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