

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that:

HDFC ERGO General Insurance Company Ltd.
Customer Experience Management
6th Floor, Leela Business Park
Andheri Kurla Road
Andheri (E)
Mumbai 400 059
Maharashtra
India

Holds Certificate No:

FS 593893

and operates a Quality Management System which complies with the requirements of ISO 9001:2008 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: 23/12/2012

Latest Revision Date: 06/12/2015

Effective Date: 23/12/2015

Expiry Date: 14/09/2018

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...making excellence a habit.™

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 or telephone +91 11 2692 9000.

Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2008 requirements may be obtained by consulting the organization.

This certificate is valid only if provided original copies are in complete set.

Certificate No: **FS 593893**

Location	Registered Activities
HDFC ERGO General Insurance Company Ltd. Customer Experience Management 6th Floor, Leela Business Park Andheri Kurla Road Andheri (E) Mumbai 400 059 Maharashtra India	Top Management, MR, Inbound Call Centre, E-Mail, CSAT survey & Sentimental analysis, Projects related to CEM, Quality, Complaints & Grievance, Training & Facilities management
HDFC ERGO General Insurance Company Ltd. 6th Floor, MBC Tower Old No.90, New No. 199 Luz Church Road, Mylapore Chennai 600 004 Tamil Nadu India	Inbound Call Centre, Training, Email, Quality. Facilities management



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