

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: 2018-01-22

Effective Date: 2015-12-23

Expiry Date: 2018-12-07

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...making excellence a habit.™

Certificate No: **FS 593893**

Location

Registered Activities

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

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
RR Towers II, 2nd Floor, 94/95,
TVK Industrial Estate, Guindy,
Chennai 600 032
Tamil Nadu
India

Inbound Call centre, E-mail, Training

Original Registration Date: 2012-12-23

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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/ChainDirectory or telephone +91 11 2632 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.