



CERTIFICATE



Management System as per EN ISO 9001 : 2015

In accordance with TÜV AUSTRIA procedures, it is hereby certified that



CEPAL HELLAS

**Financial Services Single-Member Société Anonyme for Loan and
Credit Receivables Management**

**348 Syggrou Avenue
GR-176 74 KALITHEA, GREECE**

Applies a Quality Management System in line with the above Standard for the following Scope

OPERATIONS & CUSTOMER SERVICE

- DEBTORS' REQUESTS & PAYMENTS PROCESS MANAGEMENT
- DEBTOR RELATIONSHIP MANAGEMENT (CALL CENTER & MANAGEMENT OF WRITTEN REQUESTS)
- MANAGEMENT OF SETTLEMENT IMPLEMENTATION & DENOUNCEMENTS
- COLLATERAL MANAGEMENT
- DEBTOR COMMUNICATION CAMPAIGNS

Certificate Registration No.: **20001260017390**

Valid until: 2028-12-28

Maria Agapitou
Head of Management Systems & Products Certification Division

Certification Body
at TÜV AUSTRIA

Athens, 2025-12-29

This certification was conducted in accordance with TÜV AUSTRIA auditing and certification procedures and is subject to regular surveillance audits.

TÜV AUSTRIA HELLAS
429, Mesogeion Ave.
GR-153 43 Athens, Greece
www.tuvaustriahellas.gr
GEMI No: 1650201000

