



Customer Satisfaction Policy

With the effective operation of the customer complaint handling process, DATACOSMOS aims to:

- Ensure that any complaint can be easily brought to our management's attention through a transparent and responsible complaint handling process, guaranteeing that the complaint will be meticulously addressed.
- Enhance and sustain our management's ability to resolve complaints in a consistent, systematic, and responsible manner that satisfies both the complainant and management.
- Improve our management's ability to identify trends, eliminate the causes of complaints, and enhance the quality of the services provided.
- Complete tasks under our responsibility fully and timely, in compliance with laws, decrees, and regulations.
- Develop a customer-focused approach to resolve complaints and encourage all DATACOSMOS employees to improve their skills in working with customers.
- Establish a solid foundation for continuously reviewing and analyzing the resolution of complaints and process improvements.

This is our commitment to achieving our objectives.