

Certificate

Activities within the scope of IQNet Certificate **EUROP ASSISTANCE
SERVICIOS INTEGRALES DE GESTIÓN S.A.U.** Number **ES-SI-
0033/2020** include the following:

- The information systems that support the service provision activities at all times of: - Travel assistance: reimbursement claims. (A, B, C, D, E, F,G)
- Home assistance. (A, B, C)
 - information and advise helplines. (A, B, C)
 - traffic tickets claims handling. Formalities regarding driving penalties and those related with road safety, road traffic and automobile as web as legal advice and administrative services.. (A, B, C)
 - Expatriate services, medical transfers,. (A, B, C, D, E, F)
 - airlines luggage check-in incidents (A, B, C, D, E, F)
 - Home Computer assistance (Helpdesk). (A, B, C)
 - Mechanical warranty extension. (A, B, C)
 - Design and feature of telemarketing services: inbound and outbound calls.
 - The management of internal company processes that support the provision of the referenced services. (A, B, C)

According to the current statement of applicability (SOA) to the issued date of the certificate.

First issued on: 2020-03-19 Last issued: 2024-04-30 Validity date: 2026-03-19



Alex Stoichitoiu
President of IQNET



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CEO

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This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

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LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria**
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* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com