

Certificate

AENOR has issued an IQNET recognized certificate that the organization:

EUROP ASSISTANCE SERVICIOS INTEGRALES DE GESTIÓN S.A.U.

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a/an
Information Security Management System

for the following scope:
SPECIFIED IN ANNEX TO THE CERTIFICATE

which fulfils the requirements of the following standard

ISO/IEC 27001:2013

First issued on: 2020-03-19 Last issued: 2023-03-19 Validity date: 2025-10-31

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

Registration Number: ES-SI-0033/2020



Alex Stoichitoiu
President of IQNET



Rafael GARCÍA MEIRO
CEO

AENOR
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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.

IQNET Members*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy CQC China CQM China CQS Czech Republic
Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA FCAV Brazil FONDONORMA Venezuela ICONTEC
Colombia ICS Bosnia and Herzegovina Inspecta Sertifointi Oy Finland INTECO Costa Rica IRAM Argentina JQA Japan KFO Korea
LSQA Uruguay MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland NYCE-SIGE México PCBC Poland Quality Austria
Austria SII Israel SIQ Slovenia SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TSE Türkiye YUQS Serbia

* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

Certificate

Annex to IQNET Certificate Number ES-SI-0033/2020

EUROP ASSISTANCE SERVICIOS INTEGRALES DE GESTIÓN S.A.U.

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. (A, B, C, D, E, F)
- 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)

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LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria**
Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

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Certificate

- 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.

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Certificate

Annex to IQNET Certificate Number

ES-SI-0033/2020

**EUROP ASSISTANCE SERVICIOS INTEGRALES DE GESTIÓN
S.A.U.**

PS DE LA CASTELLANA, 130. 28046 - MADRID

List of additional locations:

EUROP ASSISTANCE SERVICIOS INTEGRALES DE GESTIÓN S.A.U.

A) PS DE LA CASTELLANA, 130.
28046 - MADRID

B) GRAN VIA DE LES CORTS CATALANES, 129-131
PLANTA 5ª.
08014 - BARCELONA

C) PO FLUVIAL 15, PLANTA 14. EDIFICIO
SIGLO XXI.
06011 - BADAJOZ

EUROP ASSISTANCE, S.A. SUCURSAL EN ESPAÑA

D) PASEO DE LA CASTELLANA 130.
28046 - MADRID

E) GRAN VIA DE LES CORTS CATALANES, 129-131
PLANTA 5ª.
08014 - BARCELONA

F) PO FLUVIAL 15, Planta 14 EDF. SIGLO XXI.
06011 - BADAJOZ

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