

**İŞ GAYRİMENKUL YATIRIM ORTAKLIĞI A.Ş.**  
**CUSTOMER SATISFACTION POLICY**

It is our principle to offer quality services to our customers not only during the sale of our products and services but also throughout our entire engagement. We always prioritize a working principle focused on "customer satisfaction", taking into account the expectations of our customers. We evaluate the requests, suggestions and questions of our customers from a perspective to translate them into "satisfaction" and we constantly improve ourselves, working to increase customer satisfaction and make it permanent.

We manage the process of ensuring customer satisfaction in line with an objective, fair, transparent and confidentiality principle, and prioritize mutual goodwill and understanding in our relations. We aim to make our customers feel that they receive services from a company that is accountable, transparent, respects people and environment and adopts the principle of creating social benefit and protecting the environment.

**Customer Orientation**

We attach vital importance to the satisfaction of our customers and the continuity of our relationship with them, and we carefully and intently listen to their requests, complaints and suggestions and produce innovative solutions together to meet their needs.

**Streamlined Solution Processes**

We aim to resolve customer complaints and/or requests submitted to our company as quickly as possible without tiring the customers. We take the necessary actions to permanently resolve the issues that cause notifications to prevent similar customer requests and complaints from recurring.

**Accessibility**

Our customers can easily submit their questions, requests, complaints, opinions and suggestions to our Company through various channels, especially our website [www.isgyo.com.tr](http://www.isgyo.com.tr) and our social media accounts, free of charge and 24/7. We regularly monitor the posts received through different channels or by tagging our social media accounts, and we inform our customers quickly by taking the necessary actions where we can help.

**Impartialness**

We evaluate all questions, requests, complaints, opinions and suggestions in an unbiased and fair manner, and we reject all kinds of discrimination.

**Integrity and Transparency**

We make promises to our customers that we can keep, and we communicate honestly and openly. We fully understand the requests and needs, and we provide the necessary information in a timely, clear and accurate manner.

**Confidentiality**

We protect customer secrets and personal data within the framework of our information security policies.

**Compliance with Legislation**

We carry out all our activities in accordance with the legislation and protect the rights of our customers in compliance with the legal regulations.

**Employee Improvement**

We continuously improve our employees to ensure the best customer experience.