

HELLENIC LIFE

MEMBER OF HELLENIC BANK GROUP

Quality Statement

Hellenic Life Insurance Company Ltd, the life insurance Company of Hellenic Bank Group, is strongly committed to establishing and maintaining a culture of quality in accordance with ISO 9001 standards.

This commitment directs the focus of the Company towards quality on all aspects and levels of our operations. Responsibility for quality lies upon every one of us, irrespective of duties and position. This is an ongoing process and requires the dedication of considerable time and effort, both on an individual, but most importantly on a team level. The implementation of this Statement applies towards all Company operations.

Our aim is to offer quality service to all our customers, in alignment with the strategic plan and risk appetite of the Company, which fully and constantly meets or exceeds their expectations and needs, while at the same time meeting all legislative, regulatory and any other obligations.

All employees must be aware of our Quality Statement and ensure that all objectives are met. Through the knowledge of our strategic objectives, quality targets and our drive towards ongoing improvement, we strive for excellence in our products and services offered, both to our customers and to our employees.

An important attribute of this Statement is that quality management is directed on all aspects of the Company's operations. Management will define and implement this Statement through quality planning, procedures and evaluations and will commit in providing the driving force for quality. The above Statement is communicated to all the employees of the Company for raising awareness and maintaining engagement towards our quality standards, and is also available to all Stakeholders.

Management is fully committed to the above Statement and will utterly and consistently support this effort through an active involvement in its implementation and with the provision of all necessary means and human resources. This will be achieved through close monitoring and regular review for ensuring efficiency and functionality.

Dr. Alecos Loizides



Quality Manager
Hellenic Bank Group