

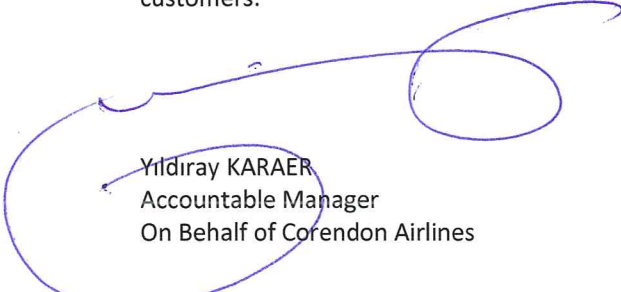
CORENDON AIRLINES CUSTOMER SATISFACTION POLICY

Corendon Airlines is committed to being a customer-oriented and feedback-oriented airline that meets customer expectations with safe, economical and efficient flight operations that continuously comply with renewed aviation standards and meet customer expectations by establishing and continuously improving a system for ensuring customer satisfaction and handling complaints.

Our principles to achieve this purpose;

- To comply with national and international legislation,
- To be able to measure customer satisfaction objectively,
- To evaluate the opinions and requests from the customer and provide feedback,
- To investigate the requests, applications, suggestions and complaints of our customers in depth and to establish effective communication,
- To handle complaints submitted to our company in an open, objective, sensitive, fair and confidential manner,
- Remaining faithful to our customers' data privacy,
- The enquiries, requests, suggestions and complaints of our customers are the motivation for our development and to increase our service quality efficiency,
- To operate beginning to end process that covers legal requirements, ethical rules, customer expectations and employee feedback,
- To keep the necessary substructure constantly accessible so that our customers can easily communicate their requirements to us.

All necessary resources will be provided to achieve quality and safety targets including satisfaction of our customers.



Yildiray KARAER
Accountable Manager
On Behalf of Corendon Airlines

Rev. No/Date: 04 / 15.11.2023