



CUSTOMER SATISFACTION POLICY

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As Enerjisa (Enerjisa Enerji A.Ş., Enerjisa İstanbul Anadolu Yakası Elektrik Perakende Satış A.Ş., Enerjisa Başkent Elektrik Perakende Satış A.Ş., Enerjisa Toroslar Elektrik Perakende Satış A.Ş., Enerjisa Müşteri Çözümleri A.Ş., Anadolu Yakası Elektrik Dağıtım A.Ş., Başkent Elektrik Dağıtım A.Ş., Toroslar Elektrik Dağıtım A.Ş.), we adopt a customer-oriented service concept. We consider legal regulations in the services we offer to our customers. We aim to reply quickly to the demands of our customers and we try to provide quick solutions to the problems that they face. We strive to continuously improve ourselves and to increase customer satisfaction.

We aim to;

- Ensure that our customers can transmit their requests 7/24 free of charge and that they get informed about their requests on a timely manner,
- Be aware of our customers' needs and to produce solutions to their problems in the fastest way we can,
- Make our customers feel that their ideas are respected and they are treated in a fair and objective way while doing our job ethically and in line with human values in all circumstances,
- Secure our customers' personal data,
- Protect our customers' rights in accordance with the legislation,
- Continuously improve our systems so that our customers can get better service,
- Give continuous training to our employees so that our customers can have the best customer experience,
- Make our customers feel that they are receiving service from a company that is accountable, transparent, objective, respectful to human and environment,

We do all these because we know that the satisfied customer is the customer who is happy with the service he/she received.