

# CERTIFICATE

## TÜV NORD CERT Standard A75-S009 “Certified Customer Satisfaction”

In accordance with TÜV NORD CERT procedures, it is hereby certified that

**KKH Kaufmännische Krankenkasse**  
Headquarters  
Karl-Wiechert-Allee 61  
30625 Hannover  
Germany

**KKH** Kaufmännische  
Krankenkasse

applies a management system in line with the above standard for the following scope

**Customer-oriented interaction by telephone, in person at a service center and by e-mail for health insurance matters as well as professional handling of complaints and claims**



According to TÜV NORD certification, customer satisfaction has been tested. The test procedure included the testing of handling complaints within an on site audit as well as the evaluation and verification of a current customer survey. Through detailed examination by TÜV NORD CERT it is proven, that the requirements of TÜV NORD standard A75-S009 are fulfilled. The TÜV NORD CERT audit takes place annually.

Certificate Registration No. 44 762 137679  
Audit Report No. 3535 5600

Valid from 2024-02-28  
Valid until 2025-02-27  
Initial certification 2014

*Stefanie Zechner*  
Certification Body  
at TÜV NORD CERT GmbH

Essen, 2024-02-09

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedure A75-S009 and is subject to regular surveillance audits.