

Petrol Ofisi

Customer Satisfaction Policy



In order to effectively manage suggestions and complaints about the products and services we offer to our customers,

- ▶ Ensuring unconditional customer satisfaction by meeting the needs and expectations of our customers in an open, transparent and timely manner in accordance with health, safety, security and environmental sensitivity,
- ▶ Providing our customers with communication channels that allow them to express their demands and expectations promptly, accurately, and transparently, while safeguarding their personal information, and doing so without any cost to them,
- ▶ Making all our access channels clearly and transparently available to our customers in line with our company's principle of transparency
- ▶ Maintaining open communication with our customers regarding their requests, expectations, and the resolution process, offering preliminary information about the process, and providing feedback within the target timelines established,
- ▶ Upholding business ethics, confidentiality principle and legal regulations in our relationships with our customers,
- ▶ Evaluating and implementing the feedback received by our company as an opportunity for continuous improvement in all our business processes,
- ▶ Measuring customer satisfaction and sustaining improvement activities based on these measurements,
- ▶ Building long-term relationships with our customers,
- ▶ Involving all our employees in this process to ensure sustainable and effective Unconditional Customer Satisfaction, supported by the necessary personnel and resources,
- ▶ **And establishing and maintaining management strategies that uphold these principles is an indispensable goal for our company.**

Ömür Gebeş
Retail Director

Murat Zengin
Marketing Director



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