

Our purpose is to provide insurance broking services in the Greek market and to provide high quality services that meet the needs and expectations of our customers for assured and consistent quality, in compliance with the applicable requirements of the Legislation and other interested parties. We achieve this through our organization in a Quality System in accordance to ISO 9001:2015.

Our continual objectives for Quality are the following:

- Increase of the customer satisfaction.
- Continual improvement of our processes, practices and quality performance.
- Cooperation with the largest insurance companies to provide our customers with the best possible options to cover their needs.
- Reduction of complaints and non-conforming services.
- Prompt response to customer and other interested parties' complaints and their gradual elimination.
- Continuous after sales service and support.
- Continual training and development of our personnel.
- Continuous improvement of the overall efficiency of our business.
- Compliance to the legislative and regulatory requirements.
- Expansion of our clientele.

These objectives are reviewed at defined regular intervals by the Company's management.

The Company's management is committed that all personnel will always adhere to the Quality System's procedures and principles at their day to day activity and will utilize the most appropriate equipment for the purpose.

In order to fully implement the Quality Management System and continuously improve its effectiveness, we implement a control system, which consists of measuring of our processes, recording and evaluating of the measurement results and of implementing specific corrective and improvement plans.

The Quality Policy is the commitment of the management and the responsibility of all personnel.

The General Manager

