

CERTIFICATE

TÜV NORD CERT Standard A75-S008 “Certified Service Quality”

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

DR-WALTER GmbH
Eisenerzstr. 34
53819 Neunkirchen-Seelscheid
Germany

DR-WALTER 
travel insurance unlimited

with the location DR-WALTER Versicherungsmakler GmbH, Eisenerzstr. 34, 53819 Neunkirchen-Seelscheid, Germany

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

Provision of customer-oriented services as an insurance intermediary in the areas of management, human resources, contracts, payments, claims, communication and marketing, IT, product management, data protection, complaint and quality management and as an insurance broker in the areas of customer service and sales



Within the framework of certification, quality of service and customer focus, in terms of service culture, service reliability, the qualifications/skills of personnel and complaint handling, have been scrutinised. The inspection methods included on-site audits, the examination of documents and evaluation of a customer survey. The results of the customer survey must prove to be at least “good”.

Following an in-depth examination, compliance with the inspection specification of TÜV NORD Standard A75-S008 is confirmed.

TÜV NORD CERT monitoring is undertaken annually.

The customer survey is evaluated every two years.

Certificate Registration No. 44 761 111454
Audit Report No. 3527 4886

Valid from 2020-10-26
Valid until 2023-10-25
Initial certification 2011


Stephanie Zechner
Certification Body
at TÜV NORD CERT GmbH

Essen, 2020-10-25

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