Customer Satisfaction Statement

Cengiz Enerji Sanayi ve Ticaret A.Ş. (“Cengiz Enerji”) adopts a transparent, fair, and legally compliant service approach for its customers within the scope of its energy sales activities. Our customers are an important stakeholder in evaluating the quality of the products and services we provide, identifying our areas for improvement, and supporting our continuous improvement approach.

This Customer Satisfaction Statement (“Statement”) has been prepared to set out our approach aimed at understanding our customers’ needs and expectations, providing services within the framework of applicable legislation and energy market regulations, improving the customer experience, and continuously enhancing service quality.

Cengiz Enerji, in line with the principles of reliability, transparency, and continuity, bases its practices on informing its customers openly, accurately, and in a timely manner, taking customer feedback into consideration, and managing expectations consistently. The services provided are carried out within the framework of applicable legislation, technical capabilities, and operational conditions.

For the improvement of customer satisfaction, feedback regarding service quality and customer experience is evaluated through appropriate methods, and the findings obtained form the basis for process and service improvements.

Practices aimed at increasing employees’ awareness of customer orientation and service quality are supported. We act with the understanding that not only the units in direct contact with customers but also employees involved in support processes contribute to the customer experience.

Customers’ personal data are processed and protected in accordance with applicable legislation, primarily the Law No. 6698 on the Protection of Personal Data (“KVKK”). Access to personal data is limited based on job descriptions and authorization principles; necessary technical and administrative measures are implemented to ensure confidentiality and data security.