

Certificate

Management system as per

ELOT EN ISO 9001 : 2015

The Certification Body TÜV HELLAS (TÜV NORD) S.A. hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization

EUROBANK S.A.
8, Othonos Str.
105 57 Athens
Hellas



with the locations according to the annex

operates a management system in accordance with the requirements of ELOT EN ISO 9001 : 2015 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

- Securities Services (Sales & Relationship Management, Product Development, Risk Monitoring)
- Post - Trading Services (Custody Operations, Clearing Services, Fund Administration Services)
- Payment Services, Support of Payment and Swift Systems
- Private Banking Services
- Personnel Selection and Development
- Personnel Performance Evaluation
- Training
- Procurement
- Archive Support
- Management and Custodianship of Regulatory Documents
- Service Delivery (Service Desk, Dispatching)
- Complaints Management
- Building Infrastructure Renovation & Energy Management Services
- Monitoring the Progress of Works in Real Estate Cases and ensuring the Proper Implementation of the SLAs
- Financial Crime Prevention Services

Certificate Registration No. 041 11 0081
Audit Report No. E-1540/2024

Valid from 2023-07-25
Valid until 2026-07-24
Initial certification 2000

Athens, 23.07.2024

TÜV HELLAS (TÜV NORD) S.A. Certification Body

TÜV HELLAS (TÜV NORD) S.A.
282, Mesogeion Ave.
155 62 Athens, Greece
tuvhellas.gr

