



SunExpress

CUSTOMER SATISFACTION POLICY

SunExpress Airlines is determined to establish and unceasingly develop a Customer Satisfaction and Complaints Management System to meet evolving aviation industry standards and also realize the expectations of its customers by safe, cost effective and efficient flight operations as well as customer centered, open and accessible customer service.

Our aims in this concept are;

1. Demonstrate company's commitment to customer care
2. Increase customer satisfaction level and loyalty by providing customers with an open, effective, easy-to-use complaints process, and ensure response to all complaints
3. Maintain the reliable image of our company internationally
4. Comply with legal regulations
5. Expand staff knowledge and improve their capabilities in "Customer Relationship Management" including personel training.

What we do to reach the aims mentioned above are;

Openness: To be open in our customer related activities

Accessibility: To ensure easy access free of charge for all customers

Accountability: Equally address each complaint in an objective and unbiased approach

Confidentiality: Respect the confidentiality of customer's personal information

July 2020

Ahmet Fevzi Çalışkan
Deputy Managing Director

Max Kownatzki
Managing Director