

Certificate

TÜV NORD CERT Standard A75-S009
“Certified Customer Satisfaction”



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

KKH Kaufmännische Krankenkasse
Hauptverwaltung
Karl-Wiechert-Allee 61
30625 Hannover
Germany

KKH Kaufmännische
Krankenkasse

Scope

Customer-oriented interaction by telephone, in person at a service center and by e-mail for health insurance matters as well as professional handling of complaints and claims

According to TÜV NORD certification, customer satisfaction has been tested. The test procedure included the testing of handling complaints within an on site audit as well as the evaluation and verification of a current customer survey. Through detailed examination by TÜV NORD CERT it is proven, that the requirements of TÜV NORD standard A75-S009 are fulfilled. The TÜV NORD CERT audit takes place annually.

Certificate Registration No. 44 762 137679
Audit Report No. 3541 5226

Valid from 2026-02-28
Valid until 2029-02-27
Initial certification 2014

Essen, 2026-02-27

A handwritten signature in black ink, reading 'Stephanie Zechner', is written over a horizontal line.

Certification Body at TÜV NORD CERT GmbH

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

TÜV NORD CERT GmbH
Am TÜV 1, 45307 Essen
www.tuev-nord-cert.com
www.tuev-gepruefte-Kundenzufriedenheit.de