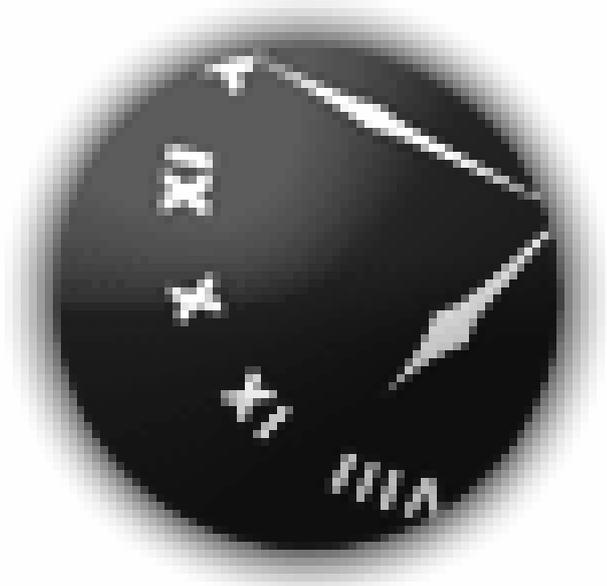


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CORPORATE IDENTITY

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INDEX

INDEX..... - 1 -

SHORT COMPANY COURSE - 2 -

PHILOSOPHY..... - 3 -

STRUCTURE OF CONTRUST SA..... - 4 -

SPECIALISATION OF PRODUCTS..... - 5 -

QUALITY POLICY - 6 -

PARTNERSHIPS - 7 -

AFTERWORD - 8 -

SHORT COMPANY COURSE

- **CONTRUST S.A.** provides briefing services on financial demands contributing at the development of the modern business and acting as its valuable partner at the task of transactions purification.
- **CONTRUST S.A.** was founded on October of 2008 as a legal entity with that specific title, virtually though it is a business in which it has transferred the object of financial demands briefing by the company named **TRUST CENTER S.A.** in order to fully comply with the legal configurations of Law number 3758/2009 that regulates the structure of briefing debtors companies regarding overdue demands.
- Business objective and vision of **CONTRUST S.A.** is not only to continue its successful course which **TRUST CENTER** from 1991 had in debt notification and negation area but by using its concentrated experience and new technological substructures to add as well a new page full of innovative services and business excellencies in Greek market.
- Comparative advantage is the fact that **TRUST CENTER** was the first to introduce the object of financial demands briefing at the Greek business world.
- Today **CONTRUST S.A.** maintains disaster recovery and business continuity centres which ensure true uninterrupted continuation of its operations.
- The company employs skilled and experienced associates of whom the 30% are university graduates.

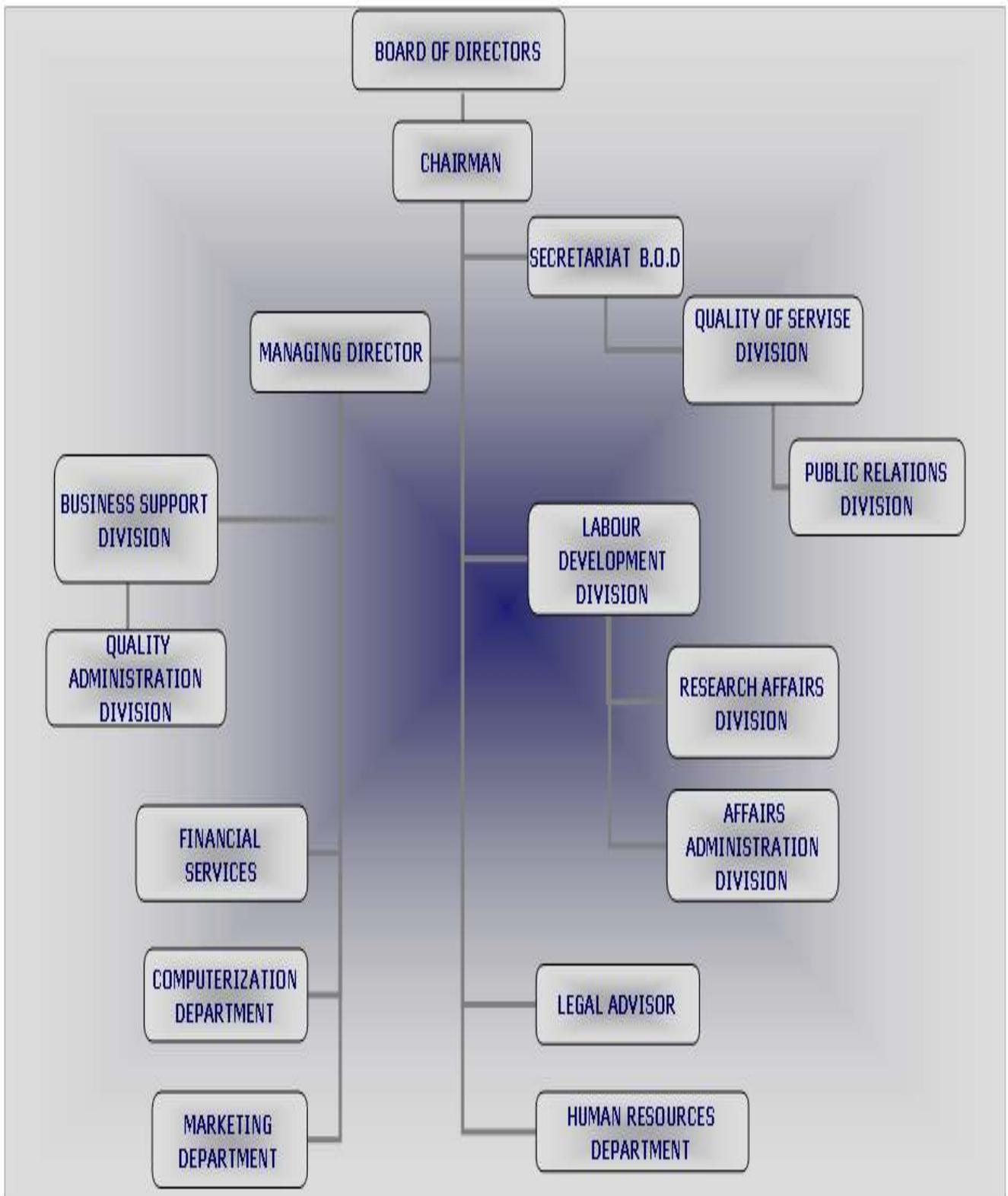
PHILOSOPHY

Given that service providers need to constantly adapt to the rapidly developing environment in which they operate, we at CONTRUST keep some things firm and fixed like business structures that promote the progress and development of our company.

Quality services and excellent customer service are key objectives, and at the same time form the foundations on which our business ideals rest, so as to create a valuable company for its customers, employees and associates.

Armed with the key tools for marking out our strategy and prioritising our operations, we have created an environment where our objectives and aims reflect excellent customer service, the development of innovative services, creativity and excellent organisational structures.

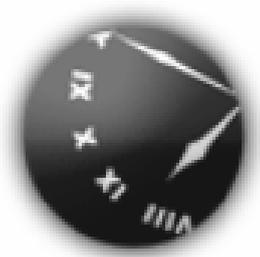
STRUCTURE OF CONTRUST S.A.



PRODUCTS SPECIALIZATION

CONTRUST S.A. offers to its clients one or more of the list of services that has developed for whom can guarantee its **quality and results at the circle of credit.**

- SIMPLE DEMANDS REMINDER SERVICE
- OVERDUE DEBT BRIEFING SERVICE
- TRAINING AND KNOW HOW TRANSFER SERVICE
- HUMAN RESOURCE DISPATCH SERVICE TO THE CLIENTS FACILITIES OR AT CONTRUST S OFFICES



CONTRUST

QUALITY POLICE

ISO QUALITY CERTIFICATION

CONTRUST has adopted and implements a **Quality Management System in line with the EN ISO 9001:2008 standard.**

The EN ISO 9001:2008 certification audit was carried out by auditors from DQS, a quality system certification body based in Germany which is a member of the International Quality Network (IQNet) which proves that **CONTRUST S.A. has developed and implements an effective quality management system. Certification was verified by both organisations (DQS and IQNet).**

When it adopted the ISO 9001:2008 quality management system, CONTRUST adopted methods which **seek to ensure maximum possible transparency, rapid response to changes in the environment (market and technology) and increased effectiveness.** The system contains procedures to ensure the most advanced means in production, ongoing training and education of staff in new techniques, recognising the quality of services on all development phases, even after delivery to clients.



PARTICIPATION IN QUALITY ORGANIZATIONS

In order to achieve maximum effectiveness, offer ever-better services and constantly improve its know-how, CONTRUST has developed close partnerships with leading organisations in its fields of operation.

- ❖ **CONTRUST is also a founding member of the Hellenic Association of Commercial Collection (ESEDA).** Significant Greek companies on financial demands briefing are members of ESEDA and as for their providing services they operate in high quality standards crucial condition for their participation.



- ❖ CONTRUST is a member of **CSA** organization (**Credit Services Association**) that was founded on May 1988 by the union of 2 companies that were at the field of credit and financial demands management since 1902. By that specific party we benefit in business information know how area, seminars being held by CSA and also in techniques regarding demands management.

AFTERWORD

At the end of our company's presentation we would like to present some of our thoughts that also form the philosophy of CONTRUST SA

As a ministration company should always comply to the fast evolving environment in which it takes action in CONTRUST SA retains steady values as basic structures for the progress and development of the company.

The quality of our services and the convenience of our customers is our primary goal and at the same time the basis that we form our business ideas in order to create a company worthy of our customers, employers and associates.

Having already the basic arbors in order to plan our strategy, we form an environment full of goals and achievements that reflects at the integral customer service, the evolve of avant garde tasks, the creativity and final at the goodness organic structure.