



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

AENOR has issued an IQNet recognized certificate that the organization:

EUROP ASSISTANCE SERVICIOS INTEGRALES DE GESTIÓN S.A.

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a

Information Security Management System

for the following scope:

SPECIFIED IN ANNEX TO THE CERTIFICATE

which fulfills the requirements of the following standard

ISO/IEC 27001:2013

First issued on: 2020-03-19 Validity date: 2023-03-19

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document

Registration Number: ES-SI-0033/2020



Alex Stoichitoiu
President of IQNet

Rafael GARCÍA MEIRO
Chief Executive Officer

AENOR

IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA
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NYCE-SIGE México PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



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Annex to IQNet Certificate Number ES-SI-0033/2020 EUROP ASSISTANCE SERVICIOS INTEGRALES DE GESTIÓN S.A.

Activities within the scope of IQNet Certificate EUROP ASSISTANCE SERVICIOS INTEGRALES DE GESTIÓN S.A.
Number ES-SI-0033/2020 include the following:

The information systems that support the service provision activities at all times of:

- Travel assistance. (A, B, C, D, E, F)
- Home assistance. (A, B, C)
- information and advise helplines. (A, B, C)
- traffic tickets claims handling. Formalities regarding driving penalties and those related with road safety, road traffic and automobile as web as legal advice and administrative services.. (A, B, C)
- Expatriate services, medical transfers.. (A, B, C, D, E, F)
- airlines luggage check-in incidents (A, B, C, D, E, F)
- Home Computer assistance (Helpdesk). (A, B, C)
- Mechanical warranty extension. (A, B, C)
- Design and feature of telemarketing services: inbound and outbound calls.- The management of internal company processes that support the provision of the referenced services. (A, B, C)

According to the current statement of applicability (SOA) to the issued date of the certificate.

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A) CL ORENSE, 4.
28020 - MADRID

B) GRAN VIA DE LES CORTS CATALANES, 129-131 PLANTA 7.
08014 - BARCELONA

C) PO FLUVIAL 15, PLANTA 14. EDIFICIO SIGLO XXI.
06011 - BADAJOZ

EUROP ASSISTANCE, S.A. SUCURSAL EN ESPAÑA

D) CL ORENSE, 4.
28020 - MADRID

E) GRAN VIA DE LES CORTS CATALANES, 129-131 PLANTA 7.
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