

QUALITY POLICY

Ethika Insurance Broking is a new kind of insurance broker that combines technology and innovation to make life, general and employee health insurance simple, human, and proactive. We are committed to providing insurance products, services, and other value-added offerings that not only cover sickness but employee happiness too. We strive to maximize customer satisfaction at all levels of our operations.

Our vision is to keep the employees of small and mid-size companies happy and healthy. To achieve this, we will:

- Provide insurance products and services that consistently meet customer and regulatory requirements
- Be proactive in understanding the customer's needs and provide innovative solutions to enhance customer satisfaction
- Implement a quality management system to assure our customers that the insurance products and services that we offer are of consistent quality in all the aspects of our operations
- Identify gaps in our existing processes through internal audits and work towards benchmarking through corrective actions

In pursuit of this commitment, we shall review the established quality objectives, comply with applicable requirements and continually improve their effectiveness. Top management is responsible for ensuring that the company's quality policy is available, communicated, and understood.

SUSHEEL AGARWAL
FOUNDER & CEO
EIB-QMS-QP.001

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