

Customer Satisfaction Policy

At Akfen REIT, the understanding of "Customer Satisfaction" is that the experience of investors and tenants is constantly getting better and the value we offer is constantly increasing. Akfen REIT does not operate the assets in its portfolio, but instead generates rental income by entering into long-term rental contracts with world-class, industry-leading companies. In this context, the company's clients are also its tenants. On the other hand, as a publicly traded company, it attempts to satisfy thousands of investors.

Within the framework of the Customer Satisfaction Policy, Akfen REIT commits;

- To provide full and comprehensive investor notifications on time,
- To fully respond to customer information requests, both verbally and in writing, at General Assemblies and at all times,
- In case of an investor complaint, to take the necessary action within 24 hours and provide information,
- To constantly improve the channels for receiving their feedback,
- To evaluate the feedback of investors fairly, impartially and objectively within the framework of legal legislation,
- To address the requests, complaints and suggestions of investors in accordance with the principles of openness, accessibility, integrity, sensitivity, adhering to the principle of "Confidentiality of investor information,
- To establish a long-term and continuous cooperation with investors that creates mutual value.
- To provide products and services in accordance with the standards and legal regulations within the scope of our activities, in accordance with the ethical rules, our core values and the conditions we promised to our investors.