

Quality Statement

Hellenic Bank Public Company Limited is strongly committed to maintain and further establish a culture of quality at all its ISO 9001 certified Units, currently being its International Business Centres in Nicosia, Limassol and Larnaca, as well as, Hellenic Life Insurance Company Limited, the Life Insurance Company of the Group.

Such commitment will place a quality focus on all aspects of the operations of these Units. Responsibility for quality, rests with every one of us, irrespective of position and duties. The process is continuous and requires significant amount of time and effort, both on an individual, but most importantly, on a team level.

Our aim is to offer all our customers a quality service, which fully and constantly meets or exceeds their expectations and requirements, while at the same time meeting all legislative and regulatory requirements.

All employees must be made aware of our Quality Statement and ensure that its objectives are met. Being aware of our Statement objectives, quality targets and continual improvement programme, we strive for excellence in our products and services, towards both our customers and our employees.

A vital feature of this Statement is that quality will be built in all aspects and levels of the operation of the Units. Management will determine and implement this Statement through quality planning, operations and evaluations and will provide the driving force for quality.

Management is fully committed to the above Statement and will totally and systematically support this effort with active involvement in its implementation. This will be effected through close monitoring and periodic review of its effectiveness and operational results.



Dr. Alecos Loizides
Quality Manager