





Kitemark[™] Certificate

This is to certify that:

End to End Total Loss Vehicle Management Limited incorporating NSG Ltd & NSA Ventures Ltd Unity House **Dudley Road** Darlington DL1 4GG United Kingdom

Holds Certificate Number:

KM 752581

In respect of:

BS 8477:2014 and BS ISO 10002:2018 **Customer Service and Complaints Management**

This issues the right and licence to use the Kitemark in accordance with the Kitemark Terms and Conditions governing the use of the Kitemark, as may be updated from time to time by BSI Assurance UK Ltd (the "Conditions"). All defined terms in this Certificate shall have the same meaning as in the Conditions.

The use of the Kitemark is authorized in respect of the Product(s) detailed on this Certificate provided at or from the above address.

For and on behalf of BSI:

First Issued: 2022-03-30

Latest Issue: 2022-09-14

Shahm Barhom, Group Product Certification Director

Effective Date: 2022-09-14 Expiry Date: 2024-05-09

Page: 1 of 1



This certificate has been issued by and remains the property of BSI Assurance UK Ltd, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP, United Kingdom and should be returned immediately upon request. To check its validity telephone +44 (0) 345 080 9000. An electronic certificate can be authenticated <u>online</u>.

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