

# 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:

Shahm Barhom, Group Product Certification Director

First Issued: 2022-03-30

Effective Date: 2022-09-14

Latest Issue: 2022-09-14

Expiry Date: 2024-05-09



Page: 1 of 1