



CUSTOMER SATISFACTION MANAGEMENT POLICY

Turkey's leading automotive company, Ford Otosan, with more than 50 years of experience, is committed to create reliable and customer-oriented solutions for the customers.

Customer satisfaction is our number "1" business and our aim is to establish long term relationships with customers.

Customer demands, expectations and concerns will be evaluated in a transparent and rapid manner. All these applications can be easily transmitted to our Call Center (444 36 73) or website (<https://www.ford.com.tr/iletisim-formu>) for 7 days 24 hours.

The evaluation process of your applicaitons is free of charge.

Practical and effective solutions are presented to your applications in consideration with the framework of the company policies and legal responsibilities.

Your personal information will be kept confidential and not be used for any other purpose.

Customer demands, expectations and concerns are considered as an opportunity for continuous improvement in all business processes.

FORD OTOMOTİV SANAYİ A.Ş.