

Certificate

AENOR has issued an IQNET recognized certificate that the organization:

SERVINFORM, S.A.

SEE ADDRESSES SPECIFIED IN ANNEX

has implemented and maintains a/an
Information Security Management System

for the following scope:
SPECIFIED IN ANNEX TO THE CERTIFICATE
which fulfils the requirements of the following standard

ISO/IEC 27001:2022

First issued on: 2015-11-04 Last issued: 2024-11-04 Validity date: 2027-11-04

Registration Number: **ES-SI-0036/2015**



Alex Stoichitoiu
President of IQNET



Rafael GARCÍA MEIRO
CEO

AENOR

This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

IQNET Members*:

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CCC** Cyprus **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
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Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

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Certificate

Annex to IQNET Certificate Number

ES-SI-0036/2015

SERVIFORM, S.A.

PI PISA C/ MANUFACTURA, 5, 7, 11. 41927 - MAIRENA DEL ALJARAFE (SEVILLA)

List of additional locations:

SERVIFORM, S.A.

PI PISA C/ MANUFACTURA, 5, 7, 11.
41927 - MAIRENA DEL ALJARAFE
(SEVILLA)

PI PISA, CL ARTESANIA, 22-26.
41927 - MAIRENA DEL ALJARAFE
(SEVILLA)

PASEO DE LA ZONA FRANCA 191, 1ª PLANTA.
08038 - BARCELONA

EDIFICIO JULIÁN CAMARILLO 16.
28037 - MADRID

PI DEL MEDITERRANEO, CL FILA, 8.
46550 - ALBUIXECH
(VALENCIA/VALÉNCIA)

AV. DE LOS PREMIOS NOBEL, 37.
28850 - TORREJÓN DE ARDOZ
(MADRID)

EDIFICIO NOVOSUR, AV DE LOS ROSALES
42.
28021 - MADRID

PI LEGUIZAMON, CL GORBEIA, 1.
48450 - ETXEBARRI
(BIZKAIA / VIZCAYA)

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ARTEOS DIGITAL, S.L.
PI LEGUIZAMON, CL GORBEIA 1.
48450 - ETXEBARRI
(VIZCAYA)

CARRER DE LES MASIES 13-15.
08635 - SANT ESTEVE SESROVIRE
(BARCELONA)

BETAN, S.A.
EDIFICIO JULIÁN CAMARILLO, 16.
28037 - MADRID

HISPAPOST, S.A.
AVDA DE LOS PREMIOS NOBEL 26.
28850 - TORREJÓN DE ARDOZ
(MADRID)

SVFM PT UNIPessoal LDA (SERVINFORM PORTUGAL)
AV D. JOAO II, 36. PARQUE DAS NACOES.
1998-017 - LISBOA
Portugal

DIAGONAL COMPANY SERVICES & SOLUTIONS, S.L.
C/ VARELA SILVARI 9 BAJO Y 11 BAJO.
15001 - A CORUÑA

C/ URIA, 70, 1º PLANTA B.
33003 - OVIEDO
(ASTURIAS)

PROLONGACION CAMINO DE LA GOLETA, 2. P.I. LA
CELULOSA.
04007 - ALMERÍA

AUSO Y MONZO, 16, 7ª.
03006 - ALICANTE

C/ CLUNIA, 15, 1ª.
09005 - BURGOS

C/ LABASTIDA, 10-12, 1ª PLANTA, NAVE 4.
28034 - MADRID

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Certificate

C/ DON CRISTIAN 18, 1ºB..
29007 - MÁLAGA

C/ JUAN DE AUSTRIA, 62.
11100 - SAN FERNANDO
(CÁDIZ)

PASEO MILICIAS DE GARACHICO, 1, 5 62.
38002 - SANTA CRUZ DE TENERIFE

AV. CÉSAR AUGUSTO, 5, A, 1.
50004 - ZARAGOZA

C/ GRAN VIA ASIMA 20, 3.
07009 - PALMA DE MALLORCA
(ISLAS BALEARES)

EDIFICIO JULIAN CAMARILLO.
28037 - MADRID

PI DEL MEDITERRANEO, CL FILA, 8.
46550 - ALBUIXECH
(VALENCIA/VALÉNCIA)

PI PISA C/ MANUFACTURA, 5.
41927 - MAIRENA DEL ALJARAFE
(SEVILLA)

PASEO DE LA ZONA FRANCA, 191, 1º PLANTA.
08038 - BARCELONA

SELLING INSURANCE COMPANY, S.L.
AV DE LOS PREMIOS NOBEL, 37.
28850 - TORREJÓN DE ARDOZ
(MADRID)

SVF FINANCE, S.L. AV DE LOS PREMIOS NOBEL, 37.
28850 - TORREJÓN DE ARDOZ
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Certificate

Activities within the scope of IQNet Certificate **SERVIFORM, S.A.**
Number **ES-SI-0036/2015** include the following:

The information systems that support the information security mechanisms of the business processes and information assets used in the development, management and provision, maintenance, improvement and continuity related to the provision of services of:

- **Business Process Outsourcing (BPO)** for subcontracting or outsourcing services of business processes of Document Management, Face-to-Face Customer Service, Back Office (sectoral), Global Supplier Management Processes, Mortgage Management, Legal Processes and Rate Charging (tourism).
- **Technological Transformation (TD)** for Customer Communications Management (CCM), Process Robotization (RPA) extended with AI/IDP (Artificial Intelligence/Intelligent Document Processing) components, Know Your Costumer (KYC) and biometrics, Electronic Signature, Digital Onboarding and Fraud, Video Identification, Development of Business Solutions, Project Management Office (PMO) and ICT Consulting.
- **Customer Service (ATC)** with Customer Service Center (CAC) and User Service (CAU) for Collections services, Business and company service, Customer information, Telephone banking, Assistance level I and II, Appointment, Breakdown management, Incident management, Consulting, Accounting reversal and verification, Omnichannel Sales Center (Cross-selling, Direct selling, Upselling, Telesales, Appointment scheduling and Surveys) and comprehensive Customer Relations services.
- **Asset management for Non-Performing Loans (NPLs), Conversion and Admission of Real Estate Owned (REOs) and Asset Management services.**
- **Industrial Billing Services (High capacity digital printing, Smart Enveloping, Handling, Postal conditioning and electronic confirmation and certification processes), Direct Marketing, Electoral**

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Marketing, Book on Demand (Digital printing of books and Management Platform) and Packaging (Design structural, Graphic design, Colorimetry, Conventional and UV offset printing, Laminating, Finishing and Manipulation).

- Postal and E-Commerce distribution (last mile for daily national postal shipments).

, according to the current statement of applicability (SOA) to the issued date of the certificate

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