

# CERTIFICATE

Management system as per  
**ISO/IEC 20000-1 : 2018**

The Certification Body TÜV NORD CERT GmbH hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization

**Payten DOOEL Skopje**  
Naroden Front br.17  
1000 Skopje  
Republic of North Macedonia



operates a management system in accordance with the requirements of ISO/ IEC 20000-1:2018 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

**IT service management system supporting electronic transaction services and support & maintenance of ATM, POS and IT equipment to all clients at all locations**

Certificate Registration No. 44 736 190448  
Audit Report No. 3531 9953

Valid from 2022-04-22  
Valid until 2025-04-21  
Initial certification 2019



Certification Body  
at TÜV NORD CERT GmbH

Essen, 2022-04-20