



## SCOPE

**Opulentia Financial Services markets and provide Financial Services. We strive to adhere and maintain Quality Management System in line with ISO 9001:2015 in all aspects and stages of our business operations. Opulentia Financial Services ensures that services and staff will comply with ISO 9001:2015.**

- **Non applicability –**  
**Clause 7.1.5. – Monitoring and Measuring resources – no measurement traceability is a required or is considered by Opulentia Financial Services since no equipment are use.**  
**Clause 8.3. -Design and development of product and services. Opulentia financial services do not design or develop any financial products. Opulentia have intermediary agreements with insurance companies to provide clients with financial products, Opulentia only provide financial services in short-term insurance.**  
**Clause 8.5.3. Preservation- Opulentia Financial Services do not sell or buy any physical product. Opulentia Financial Services only provide financial services in short-term insurance.**

### TO ENHANCE CUSTOMER SATISFACTION WE SHALL


- Enhance the expertise of our people by periodic training
- Continuous review and upgrading of systems
- Adopt Total Quality Management principles and continuously improve our processes, products and services
- Provide our customers with products and services that meet or exceed their quality requirements
- Review and Revise our objectives and achievements
- Communicate our Quality Management system policy to all employees and interested parties
- Deliver services to customers in right quantity on time, every time
- Promote a safe and healthy environment

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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**Silverlake Trading 305 (PTY) LTD t/a Opulentia Financial Services**

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