



December 30, 2024

Certificate Escalation Process

CRM user Escalation Process

This document certifies that **Ron VANSTRAELEN** has completed the training "Escalation Process (CRM)"

Course summary: We, SEBIA, legal manufacturer, having our office registered Parc Technologique Léonard de Vinci, 27 rue Léonard de Vinci, CP8010 LISSES 91090 EVRY CEDEX-FRANCE, hereby confirm that the trainee attended the online training "CRM user for RAQA Escalation Process" and successfully passed the corresponding test.

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Mr Claude Anguille
Sebia Global Service Director

