



## Handling of Complaints Summary

Swedish Match utilizes multiple procedures in the handling of consumer complaints.

(b) (4)

Organizational Structure

(b) (4)

Overall Process

(b) (4)



(b) (4)

Corrective Actions

(b) (4)

Quality Objectives

(b) (4)

Procedure: Customer Care

1. SUMMARY

(b) (4)

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes
1	7/3/19	(b) (4)

(b) (6)

3. Customer Services

(b) (4)

(b) (4)

(b) (4)



(b) (4)

(b) (4)

### Purpose

The purpose is to clearly answer questions as well as to ensure that our customers/consumers receive the best possible service. Ensuring that consumers complaining about our products are treated correctly and that complaints, comments and claims are registered in a structured way for further internal reporting.

### Scope

(b) (4)

### Description

(b) (4)

(b) (4)



(b) (4)

(b) (4)

(b) (4)

Quality records

Documents	Person responsible	Storage area	Saved
(b) (4)			

Process follow-up

(b) (4)

Process Manager

(b) (4)

Hard copies *(this heading is only used on documents that are printed out)*

Hard copies of this document are available at the following locations:

Location	Number	Updates Manager