



**SMITHERS**  
QUALITY ASSESSMENTS

## CERTIFICATE OF APPROVAL

This is to Certify that the Quality Management System of:

**Merkle Response Services**  
100 Jamison Court  
Hagerstown, MD 21740

has been assessed and approved by Smithers Quality Assessments, Inc., to the following quality management system standards and requirements:

### **ISO 9001:2015 without Design**

The Quality Management System is Applicable to:

Provides cashiering, scanning/imaging, key entry, call center, event processing, exceptions, acknowledgement and fulfillment services to commercial, government, healthcare and non-profit organizations.

Approval  
Certificate Number: 02.269.3

Original Approval: September 26, 2002

Current Certificate: July 18, 2020

Certificate Expires: July 17, 2023



*The use of the accreditation mark indicates accreditation in respect of those activities covered by the above certificate number.*

  
on behalf of SQA - J. Michael Hochschwender, CEO

The approval is subject to the company maintaining its system to the required standards which will be monitored by Smithers Quality Assessments, Inc., 121 S. Main St. Suite 300, Akron, Ohio 44308, USA

