

# CERTIFICATE of RECOGNITION

*Intesa Sanpaolo Bank Albania*

*certifies that*

*Ms. Nermin Gjyrezi  
&  
Ms. Riselda Dani*

*Have been granted the*

*Customer Satisfaction University Award*

*For submitting the Best Project  
in Innovation Category*

*May 2011*

*Stefano Farabbi  
Chief Executive Officer*

# CERTIFICATE of RECOGNITION

*Intesa Sanpaolo Bank Albania*

*certifies that*

*Ms. Aurora Guma*

*&*

*Ms. Sabina Buza*

*Have been granted the*

*Customer Satisfaction University  
Award*

*For submitting the Best Project*

*in Implementation Category*

*May 2011*

*Stefano Farabbi*  
*Chief Executive Officer*



**INTESA SANPAOLO BANK**

*Drejt të ardhmes me ju.*



Ju dëgjojmë  
**[100%]**