

TMA, a comprehensive service provider across various industry sectors, is committed delivering high quality of services in financial auditing, cost control, accounting, personnel management, and business start-up consulting to diverse companies.

We are committed to maintain the highest standards of quality and excellence in all aspects of our operations ensuring the consistent delivery of error-free and punctual services.

Our commitment to exceptional service is highlighted by a robust culture among our employees, characterized by humility, a positive mindset, a readiness to grow, a willingness to support others, excellent listening skills, effective decision-making abilities, strong communication skills, and problem-solving capabilities.

To fulfill this policy, TMA is dedicated to:

- Adhering to all relevant regulatory requirements and maintaining the highest standards of quality in our services.
- Meeting and exceeding clients' expectations through personalized and effective solutions while also notifying them of any regulatory changes, out-of-trends results, price adjustments, significant expenses, and other pertinent updates.
- Continuously improving the services we provide through ongoing evaluation and refinement.

Our management ensures the availability of all needed resources necessary to support the implementation of this policy and the improvement within the company.

> February 13, 2024 Tony Tom, General Manager



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