Certificates Online
1 message

MK customerservices <MK.customerservices@bsigroup.com>   29 June 2017 at 15:58
To: "ryan.swaine@viamed.co.uk" <ryan.swaine@viamed.co.uk>

Dear Ryan,

Thank you very much for your time just now on the phone,

To confirm, BSI are unable to validate a CE certificate on our website. This is due to strict data protection laws which do not allow us to do so. A CE certificate is treated differently to an ISO certificate, hence why you are able to view your ISO 13485 online.

I can confirm that both CE 540537 and CE 01389 are valid and true licenses with BSI. We will always authenticate a certificate sent to us on the email address mk.customerservices@bsigroup.com however, I can appreciate this may not be the most convenient solution for your organisation.

I have passed the query onto one of our communication managers to see if we can update our website to explain CE certificates cannot be authorised online and queries must be directed directly to BSI.

I hope this helps in the meantime but should you require any further assistance, please do not hesitate to contact our Customer Services team on 0845 080 9000 and select option 3.

Kind Regards,

Laura Whatley

Customer Services Representative

Customer Planning and Engagement

T: +44 345 080 9000, option 3

MK.customerservices@bsigroup.com

bsi.
...making excellence a habit.™

BSI Group, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes, MK5 8PP

The British Standards Institution is a member of BSI Group and is incorporated in England under Royal Charter. Its principal address is 389 Chiswick High Road, London, W4 4AL, United Kingdom.

Please consider the environment before printing this email

_____

Visit the BSI website at www.bsigroup.com