

CERTIFICATION for the PEER REVIEW PROCESS &
EVALUATION of the PEER REVIEW PROCESS &
CERTIFICATION for NON EXISTENCE of ARTIFICIAL CITATIONS
and ANTI-PLAGIARISM CONTROL

Name: Endri Endri
Institution: Universitas Mercu Buana
City Jakarta
Country Indonesia
Phone: +628129204067
Academic Email: endri@mercubuana.ac.id

I declare, I confirm, I certify and I sign that I received substantial, important, line by line peer review with several and substantial comments, important remarks and hints from, at least, 3 Reviewers and the Assistant Editor for my paper: **Improving Consumer Loyalty by Providing Service Excellent and Utilizing Business Relationships**, with Authors: **RYAN FIRDIANSYAH SURYAWAN, EVA MAULINA, KARNAWI KAMAR, ABDUL SAMAD LATUCONSINA, BUDI SAFARI, SUGIYO, SITI ANNISA WAHDINAWATI, LILIK SURYANINGSIH, INDI NERVILIA, ARJUNA WIWAHA , ENDRI ENDRI.**

I would like to thank all the reviewers for their thoughtful comments and efforts towards improving our manuscript. We revised the manuscript with special attention to the comments that we received from **five (5)** reviewers that were experts, specialists in the area of my paper. I declare, confirm, certify and sign that WSEAS has checked my paper for possible plagiarism by Turnitin and my paper was found without plagiarism or self-plagiarism by Turnitin. I also declare, confirm, certify and sign that also that no Associate-Editor, no Editor-in-Chief, no member of the WSEAS Secretariat forced me in this Journal to add references (citations) to any previous publications of the journal.

I also declare, confirm, certify and sign that I have made all the changes, modifications, additions, studies, corrections asked by the reviewers and I have fully complied with their instructions. I also understand that before the publication the 3 (or more than 3) reviewers will check my paper to see if all the changes, modifications, additions, studies, corrections etc have been done and I authorize the WSEAS to publish my paper or to reject my paper even in the 2nd round of peer review or to continue with an additional round of peer review.

I also declare, I confirm, I certify and I sign that I will not publish this paper or an important part of the paper in any other Journal (inside or outside

WSEAS) Conference Proceedings (inside or outside WSEAS), Book (inside or outside WSEAS), University Repository etc) without the written permission of the WSEAS.

I also declare, I confirm, I certify and I sign that this paper or an important part of the paper has not been published in other Journal (inside or outside WSEAS) Conference Proceedings (inside or outside WSEAS), Book (inside or outside WSEAS), University Repository etc). In case of violation of the above terms, WSEAS can reject any unpublished paper or even retract any published paper.

Please, write additional comments below (take ideas from: <http://wseas.org/main/author-testimonials.html>)

Signature (insert an image file with scanned signature or print out the whole page, sign and scan)

A handwritten signature in black ink, consisting of a vertical line intersected by a horizontal line, with a curved flourish on the left side.

Date: 23/06/2023