



# ICoST2022

THE 3rd INTERNATIONAL CONFERENCE ON  
SOCIAL TRANSFORMATION  
Towards Applied Social Science

Duhok Polytechnic University- Erbil Polytechnic University - Universiti Tun Hussein Onn Malaysia

16-17 November 2022

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## FORMAL ACCEPTANCE & INVITATION LETTER

**ID: 18**

Date: 25/10/2022

Dear respected author(S):

**Serwan Latef Haji**

Department of Business Administration, Soran Technical College, Erbil Polytechnic University, Erbil, Iraq

It is our pleasure to inform you that based on the reviewers' feedback and the decision of the scientific committee of **ICoST 2022**, your submitted paper entitled:

**"The Influence of Service Quality Delivery on Customer loyalty in the Banking Sector in Erbil, Iraq"**

has been accepted for oral presentation in this conference and going to be submitted to the [Polytechnic Journal of Humanities and Social Sciences \(Polytechnic J. Hum. Soc. Sci.\)](#) for publication.

Thanks for your interest to participate in this big worldwide venue.



ICoST 2022 Committee,  
Duhok,  
Kurdistan Region Iraq