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This certifies that the research paper entitled **“The Influence Of Relationship Marketing And Self Service Technology On The Satisfaction, Loyalty, And Retention Of Bank Jatim Customer”** authored by **“Widyanayati”** was reviewed by experts in this research area and accepted by the board of “Quest Journals Publication” which has published in **“Quest Journal of Research in Business and Management”**, ISSN (Online): 2347-3002, Volume-9, Issue-2, Series-2, Page No.: 09-13, February-2021.

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