

In your Retail Banking transactions...

**If an
arbitrator
exists...
A solution
exists as well...**

**For disputes and disagreements relating to your retail banking transactions,
you may apply to the Arbitration Panel. You may retrieve detailed information
there about from the memorandum of information in your bank branch
or via internet page of the Banks Association of Turkey
or via e-Government Gateway.**

The Banks Association of Turkey Customer Complaints Arbitration Panel

www.tbb.org.tr | +90 850 222 2 822

e-Government Gateway: www.turkiye.gov.tr

