

**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 Türkiye  
or via e-Government Gateway.**

**The Banks Association of Türkiye Customer Complaints Arbitration Panel**

**[www.tbb.org.tr](http://www.tbb.org.tr) | +90 850 222 2 822**

**e-Government Gateway: [www.turkiye.gov.tr](http://www.turkiye.gov.tr)**

