

**THE BANKS ASSOCIATION OF TURKEY  
CUSTOMER COMPLAINTS ARBITRATION PANEL  
APPLICATION FORM (\*)**

Please carefully read the explanations before filling in the following application form.

**TO: The Banks Association of Turkey, Customer Complaints Arbitration Panel,**

Before filling in the following complaint form, please carefully read the “Banks Association of Turkey, Customer Complaints Arbitration Panel, Memorandum of Information”. If you are signing this complaint form in the name of complainant, you must absolutely submit your power of attorney. The power of attorney must have been granted via a notary public and must contain authorization to file applications to the Banks Association of Turkey as well. If such documents are not submitted, your application will not be handled. If you have questions, please contact the Banks Association of Turkey.

**Address:** Nispetiye Caddesi Akmerkez B 3 Blok Kat 13 34340 Etiler İSTANBUL

**Telephone:** (212) 282 09 73

**Fax:** (212) 282 09 46

**Website:** <http://www.tbb.org.tr>

**IF THE APPLICANT IS A NATURAL PERSON, PERSONAL INFORMATION ABOUT THE APPLICANT (PLEASE INSERT IN CAPITAL LETTERS)**

**NAME AND SURNAME:** .....

**FATHER’S NAME:** .....

**BIRTH PLACE AND DATE:**.....

**T.R. IDENTITY NUMBER:**.....

**ADDRESS:**

**STREET:** ..... **NO.:**..... **CITY:** .....

**ZIP CODE:** ..... **TELEPHONE:**.....

**FAX:**..... **ELECTRONIC MAIL:**.....

**IF THE APPLICATION IS FILED BY PROXY, CONTACT INFORMATION OF ATTORNEY (PLEASE INSERT IN CAPITAL LETTERS)**

**NAME AND SURNAME:** .....

**ADDRESS:**

**STREET:** ..... **NO.:**..... **CITY:** .....

**ZIP CODE:** ..... **TELEPHONE:**.....

**FAX:**..... **ELECTRONIC MAIL:**.....

(\*): Is prepared in reliance upon the Communiqué on Composition and Operation Principles and Procedures of Customer Complaints Arbitration Panel which has become effective on May 14<sup>th</sup>, 2013.

**COMPLAINED BANK (Bank):** .....

**DID YOU APPLY TO THE RELEVANT BRANCH / BANK HEAD OFFICES?**

**YES** ☐ **NO** ☐ **If your answer is YES, WHEN?:** .../.../.....

**DID YOU RECEIVE AN ANSWER FROM THE RELEVANT BRANCH / BANK HEAD**

**OFFICES?** (Complaints which are not escalated to the Arbitration Panel within sixty days following the date of answer or the end of answering time of the Bank head offices or relevant branch are not accepted.)

**YES** ☐ **NO** ☐ **If your answer is YES, WHEN?:** .../.../.....

**DATE OF OCCURRENCE OF THE EVENT UNDERLYING THE APPLICATION?:** .. / .... / ....

(Complaints which are not escalated to the Arbitration Panel within 2 years following the date of occurrence of the transaction or event underlying the application are not accepted.)

**HAS THE COMPLAINT EVENT BEEN REFERRED TO COURTS?**

(Complaints referred to courts are not accepted.) **YES** ☐ **NO** ☐

**IS YOUR APPLICATION RELATED TO A RETAIL OR INDIVIDUAL TRANSACTION?**

(Applications arising out of banking transactions which are not retail or individual by nature are not accepted.) **YES** ☐ **NO** ☐

**IS YOUR COMPLAINT RELATED TO A GENERAL MATTER ABOUT BANKS AND THEIR SERVICES?**

(Applications related to a general matter about banks and their services are not accepted.)

**YES** ☐ **NO** ☐

**IS YOUR APPLICATION RELATED TO DECISIONS TAKEN BY A BANK ADJUDGED BANKRUPT OR DECIDED TO BE LIQUIDATED?**

(Applications related to decisions taken by a bank adjudged bankrupt or decided to be liquidated are not accepted.) **YES** ☐ **NO** ☐

**IS YOUR APPLICATION RELATED TO AN ACT CLASSIFIED AS A CRIME SUBJECT TO EX OFFICIO CRIMINAL PROSECUTION?**

(Applications related to crimes subject to ex officio criminal prosecution are not accepted.)

**YES** ☐ **NO** ☐

**IS YOUR APPLICATION RELATED TO TRANSACTIONS WHICH ARE AT BIDDING AND EVALUATION STAGE, AND ARE RELATED TO PRICING POLICIES OF BANKS, AND ARE NOT YET EXECUTED?**

(Applications related to transactions which are at bidding and evaluation stage, and are related to pricing policies of banks, and are not yet executed are not accepted.)

**YES** ☐ **NO** ☐

**IS YOUR APPLICATION RELATED TO A MATTER WHICH HAS ALREADY BEEN REVIEWED AND RESOLVED BY THE ARBITRATION PANEL?**

(Applications related to a matter which has already been reviewed and resolved by the Arbitration Panel are not accepted.) **YES** ☐ **NO** ☐

**IS YOUR APPLICATION RELATED TO A MATTER WHICH HAS ALREADY BEEN RESOLVED BY THE BANK?**

(Complaints related to a matter which has already been resolved by the bank, without prejudice to your rights of objection, are not accepted.)

**YES** ☐ **NO** ☐

**Please briefly summarize your complaint. It is a must to clearly and concretely describe the underlying transaction and the resulting claims in the complaint form.**

**Claims:**

(It is a must to clearly and concretely describe the underlying transaction and the resulting claims in the complaint form.)

If more space is needed, continue on a separate plain white paper, and send it together with this form.

(Please also fill in the following page of this form.)

Please list below all and any documents believed to be related to your application, and attach them (their photocopies) to this form. State the number of pages of attached documents separately for each of the attachments.

|          | <u>No. of Pages</u> |
|----------|---------------------|
| 1. ....  | .....               |
| 2. ....  | .....               |
| 3. ....  | .....               |
| 4. ....  | .....               |
| 5. ....  | .....               |
| 6. ....  | .....               |
| 7. ....  | .....               |
| 8. ....  | .....               |
| 9. ....  | .....               |
| 10. .... | .....               |

Please sign after carefully reading.

**(PLEASE INSERT IN CAPITAL LETTERS)**

**STATEMENT**

- I hereby declare and warrant that all information given above are true and accurate.
- I hereby declare and warrant that the complaint presented by me to the Arbitration Panel is not subject to any application filed to courts or arbitration.
- I hereby give my consent to delivery by the complained bank to the Arbitration Panel of all kinds of information or documents that may be requested in order to review and examine my complaint.
- Following receipt of the award of the Arbitration Panel, if I apply to courts or to Consumer Problems Arbitration Panels, I hereby agree and accept to report the same to the Banks Association of Turkey.

**PLACE:** .....

**DATE:** ...../...../.....

**NAME & SURNAME / POSITION**

**SIGNATURE**

.....

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