

BANKS ASSOCIATION OF TÜRKİYE RETAIL CUSTOMER ARBITRATION PANEL APPLICATION FORM (*)

Before filling in the following application form, please carefully read the Banks Association of Türkiye, Retail Customer Arbitration Panel Information Brochure.

If you are signing this application form as and in the capacity of an agent / representative of the applicant, please submit a copy of the related power of attorney or a certificate verifying that you are authorized to represent the applicant. The power of attorney or certificate should have been issued via a notary public and should cover an authorization for application to the Banks Association of Türkiye, Retail Customer Arbitration Panel ("Arbitration Panel"). If said documents are not submitted, your application will not be processed. If you have any questions relating thereto, please contact the Banks Association of Türkiye.

Public Disclosure Text related to Personal Data Protection Law

Your personal data to be disclosed by you with your own volition and discretion as a part of your Arbitration Panel application to be filed to our Association will be inserted in records of our Association automatically as a part of data recording system solely for the purpose of assessment of and responding to your application, in reliance upon such legal causes as "the data being absolutely necessary for performance by data supervisor of its legal obligations" and "the data processing being absolutely necessary for legitimate interests of data supervisor, provided that the fundamental rights and freedoms of the related person are by no means impaired thereby" as cited in article 5 of the Personal Data Protection Law 6698, and "the receipt of explicit consent of the related person" as cited in article 6 of the same Law.

Your personal data such as name and surname, T.R. Identity No., communication data and other information that may be needed in assessment of your application will be shared with the related Bank, related members of Arbitration Panel, Banking Regulation and Supervision Authority, and if your application is related to credit cards and debit cards, an official from Interbank Card Centre Co., Inc. to be invited to the Arbitration Panel as per the laws and regulations pertaining to Arbitration Panel, and information technologies companies providing technical support to our Association, and if your application is sent by mail, an archiving firm providing custody services, and the competent court or the legally authorized public entities and administrations, and e-Government gateway, and your name and surname and T.R. Identity No. will be shared with the call centre company.

Your requests covered by article 11 of the Law pertaining to "rights of related person" may be filed and submitted to "Kültür Mahallesi, Nispetiye Caddesi, Akmerkez No:56 İç Kapı No:24 Beşiktaş İstanbul" address of our Association as per the "Communiqué on Procedures and Principles of Application to Data Supervisor".

Address: Kültür Mahallesi, Nispetiye Caddesi, Akmerkez No:56 İç Kapı No:24
Beşiktaş – İstanbul

Call centre telephone number: 0 850 222 2 822

Electronic mail: hakemheyeti@tbb.org.tr

Internet site: <http://www.tbb.org.tr>

Facsimile: (212) 282 09 46

(*): Drafted and issued in reliance upon the Communiqué on Appointment, Operational Principles and Procedures of Arbitration Panel for Customer Complaints put into effect on 14 May 2013.

IF APPLICANT IS A NATURAL PERSON, PERSONAL DATA ABOUT APPLICANT
(PLEASE ENTER IN CAPITAL LETTERS)

NAME AND SURNAME:

T.R. IDENTITY NUMBER:

Public Disclosure Text under the Personal Data Protection Law 6698:

If the server of e-mail address disclosed by you due to choice of "E-mail" as the communication method in your application filed to our Association for Retail Customer Arbitration Panel is located abroad, your personal data given in E-mails will have been automatically transferred abroad. Pursuant to subparagraph (a) of paragraph 6 of article 9 of Personal Data Protection Law 6698, "if you give the following explicit consent for transfer of your personal data abroad", our communications with you will be continued by e-mail.

Text of Explicit Consent under the Personal Data Protection Law 6698:

Given that I have chosen e-mail as the communication method in my application filed to your Association for Customer Arbitration Panel, I hereby declare and confirm that I give my explicit consent to transfer of my personal data included in e-mail messages abroad within the frame of the pertinent provisions of Personal Data Protection Law 6698.

YOUR COMMUNICATION CHOICE: ☐ E-mail ☐ Mail

ADDRESS:

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

POST CODE: **TELEPHONE:**

ELECTRONIC MAIL:

(If you disclose your electronic mail address, you may inquire through the application tracking system.)

IF APPLICATION IS FILED BY PROXY OR BY A REPRESENTATIVE, COMMUNICATION DATA OF AGENT/REPRESENTATIVE
(PLEASE ENTER IN CAPITAL LETTERS)

Public Disclosure Text under the Personal Data Protection Law 6698:

If the server of e-mail address disclosed by you due to choice of "E-mail" as the communication method in your application filed to our Association by Proxy / as Custodian / by Guardianship for Retail Customer Arbitration Panel is located abroad, your personal data given in E-mails will have been automatically transferred abroad. Pursuant to subparagraph (a) of paragraph 6 of article 9 of Personal Data Protection Law 6698, "if you give the following explicit consent for transfer of your personal data abroad", our communications with you will be continued by e-mail.

Text of Explicit Consent under the Personal Data Protection Law 6698:

Given that I have chosen e-mail as the communication method in my application filed to your Association by Proxy / as Custodian / by Guardianship for Retail Customer Arbitration Panel, I hereby declare and confirm that I give my explicit consent to transfer of my personal data included in e-mail messages abroad within the frame of the pertinent provisions of Personal Data Protection Law 6698.

YOUR COMMUNICATION CHOICE: ☐ E-mail ☐ Mail

NAME AND SURNAME:

ADDRESS:

STREET: **NO.:**

CITY: **POST CODE:**

TELEPHONE:

ELECTRONIC MAIL:

BANK AGAINST WHICH THE APPLICATION IS FILED:

DID YOU APPLY TO THE RELATED BRANCH / BANK HEAD OFFICES?

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

DID YOU RECEIVE A WRITTEN REPLY FROM THE RELATED BRANCH / BANK HEAD OFFICES?

(Applications not filed to Arbitration Panel within sixty days following the date of reply or the end of response time of the related branch / bank head offices are not acceptable.)

YES ☐ **NO** ☐ **If your answer is YES, WHAT IS THE DATE OF BANK'S REPLY?:** / /

(Please attach a copy of bank's reply)

WHAT IS THE DATE OF INCIDENT COVERED BY APPLICATION?: / /

(Applications not filed to Arbitration Panel within 2 years following the date of transaction or incident covered by application are not acceptable.)

IS THE INCIDENT COVERED BY APPLICATION SUBMITTED TO THE COURT?

(Applications covering an incident submitted to the court are not acceptable.)

YES ☐ **NO** ☐

IS YOUR APPLICATION RELATED TO RETAIL BANKING?

(Applications arising out of non-retail banking transactions are not acceptable.)

YES ☐ **NO** ☐

IS YOUR APPLICATION RELATED TO A GENERAL ISSUE REGARDING BANKS AND THEIR SERVICES?

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

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 acceptable.)

YES ☐ **NO** ☐

IS YOUR APPLICATION RELATED TO A MATTER ABOUT ACTS CLASSIFIED AND DESCRIBED AS A CRIME IN LAWS?

(Applications related to acts classified and described as a crime in laws are not acceptable.)

YES ☐ **NO** ☐

IS YOUR APPLICATION RELATED WITH A POSSIBLE TRANSACTION WHICH IS AT THE OFFER OR EVALUATION PHASE UNDER THE BANK'S PRICING POLICY AND NOT YET EXECUTED? (Applications related to transactions which are yet at offer and assessment stage, are linked to banks' pricing policies and are not yet completed are not acceptable.)

YES ☐ **NO** ☐

IS YOUR APPLICATION RELATED TO A MATTER WHICH HAS PREVIOUSLY BEEN HEARD, REVIEWED AND DECIDED BY ARBITRATION PANEL?

(Applications related to a matter which has previously been heard, reviewed and decided by Arbitration Panel are not acceptable.)

YES ☐ **NO** ☐

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

(Without prejudice to your right of appeal, applications related to a matter which has already been resolved by bank are not acceptable.) **YES** ☐ **NO** ☐

DESCRIPTION OF APPLICATION (Please briefly summarize the subject. The transaction covered by the application should be described openly and perceptible with reference to date and if any, amount.):

FREE OF CHARGE

REQUEST/CLAIM (If you request refund of a money, please describe your claim with reference to amount thereof.):

(If the transaction and claim/request are not described openly and perceptibly, additional documents or information may be requested from applicant, whereupon the completion time of application will have been extended.)

If you need more space, please continue on a white paper, and send it together with this form.

(Please fill in the next page of this form as well.)

Please state below all kinds of documents believed to be related to your application, and attach them (their photocopies) to this form. Please also state the number of pages of each of the attached documents separately for each attachment.

Given that as per the pertinent provisions of Personal Data Protection Law, our Association is entitled to process your personal data only for the purpose of assessment of and responding to your application, we would like to remind you crucially that any personal data (photographs, third party-owned personal data, etc.) not related to the application, and especially sensitive personal data (religion and blood group, health information, criminal convictions, race, etc. given in copy of identity card) should not be shared with our Association.

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Please sign only after carefully reading.

(PLEASE ENTER IN CAPITAL LETTERS)

STATEMENT

- I hereby confirm the accuracy of all information given hereinabove.
- I hereby declare that I give my explicit consent to submission of my petition and its attachments to the related bank, and to transmission by the related bank to your Association for presentation to Retail Customer Arbitration Panel upon demand of all kinds of information and documents related to my application that may at any time be requested by Arbitration Panel and/or its secretariat.
- I hereby certify and declare that my application filed hereunder to Arbitration Panel has not previously been submitted to court, arbitration or Consumer Arbitration Panel.
- If, after notification to me of the award of Arbitration Panel, I file an application to court, arbitration or Consumer Arbitration Panel, I hereby agree to inform the Banks Association of Türkiye thereabout.

NAME & SURNAME:

SIGNATURE:

DATE:

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