



London Branch

Treating Customers Fairly (TCF) Policy

May 2007

Türkiye İş Bankası A.S. believes treating customers fairly this means our:

- Not taking advantage of any financial vulnerability of the customer.
- Behaving in a way that encourages the customer to want a long-term relationship with our business.
- Behaving in a way that results in customers trusting our business.
- Working with customers to allow them to make informed decisions about the financial services products that meet their needs.
- Being clear and transparent in respect of all products and in all communication with the customer.
- Dealing with customers promptly and in a consistent and even-handed manner.
- Ensuring all suppliers of products understand our TCF policy.

Treating Customers Fairly is about establishing a culture of fairness and understanding the customer's needs across the business.