

QUALITY POLICY

As Deputy General Directorate of Retail and Digital Banking;

- To provide services to all our stakeholders in accordance with national and international legislation and management system standards,
- To continuously research and develop new opportunities to meet customer satisfaction and expectations at a higher level,
- To provide uninterrupted service through digital channels by prioritizing customer experience,
- To keep quality management standards practices at the highest level adopting the approach of continuous improvement,
- To provide quality service focused on customer satisfaction to our internal and external customers,
- To provide a training and development environment where employees can continuously improve their personal, professional knowledge and skills, taking into account employee satisfaction,
- To contribute to the profitability and efficiency of the Bank by continuously improving business processes;
- To carry out business processes in accordance with the determined rules and by making continuous productivity measurements and evaluations;

These are our main quality policy elements.