

## **CUSTOMER COMMUNICATION CENTER POLICY**

As the Customer Communication Center, the primary elements of our policy are as follows:

- To provide a service and working environment in accordance with national and international legal regulations that we are subject to, in line with our ethical values;
- To continuously research and develop new opportunities in order to provide quality service focused on customer satisfaction and to meet satisfaction and expectations at a higher level;
- To provide our customers with fast, secure, accessible, and solution-oriented service 24/7;
- To contribute to the profitability and efficiency of the Bank by closely following and implementing technological developments with a competitive and innovative approach;
- To ensure employee satisfaction, to prepare the training and development environment where they can continuously improve their personal and professional knowledge and skills;
- To carry out activities by working in harmony with business processes and targets, making productivity measurements and evaluations, and continuously developing and improving.