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“PRESS RELEASE RELATING TO COMMON ATM IMPLEMENTATION”

Recently, there existed news in certain media organs concerning that, depositors were not sufficiently informed by banks regarding costs/commissions amounts brought to agenda by the common ATM implementation initiated as of October 01, 2009.

The following directions in respect of informing healthfully the public were given to all banks granting bank card and included to common ATM implementation;

- 1- First of all banks shall announce the said payment and commission amounts on their own web-sites in which the depositors could access easily; in the information thereof they shall emphasize specially the fact that payments and commissions, brought to agenda, were collected by card owner bank, not the bank from which withdrawn cash from its ATM and the fact that the said payments and commissions to be collected by the card owner bank are all the same in all ATMs except their ATMs.
- 2- In respect of fulfilling the legal information obligation, they have to inform each depositor in details by an appropriate channel (e-mail, SMS or mail) benefiting from customer communication information they own.
- 3- In the event of the banks' own ATMs be used by other banks' customers, in a previous step before the transaction shall concluded , banks shall give the information of , relating to payment and commission to be collected by the bank of the customer, “ Dear... Bank Customer, Your Bank collects up to TRY ... from demanding balance amount; and collects commission up to % ... from drawing cash and payment up to TRY...” and shall give an opportunity of cancelling the transaction thereof.
- 4- Relating to the information included in (3), the banks shall make ready their ATM software in 30 days as of our letter's date of notification.