

PRESS RELEASE

Lately, from complaints reached to our Agency and from news in media organs, it is understood that some individuals presenting themselves as personnel of the Banking Regulation and Supervision Agency (BRSA) or employee of Banks Association of Turkey, consulting company authority, bank/insurance authority, police officer or lawyer etc. are reaching bank customers through various communication instruments and promising them that they will provide the returns of costs and commissions belonging to banking products and credit card fees, award a prize, refund of money, or telling them that there is a problem in their banking accounts and that they will fix it etc.

It is observed that individuals obtaining personal information about banking customers are aiming to derive an improper personal benefit by doing so. It is important to indicate that our Agency does not call citizens and does not under any circumstance demand their personal information used in banking transactions.

With this regard, to prevent any kind of fraud; citizens should not accredit individuals presenting themselves as BRSA personnel or personnel of other institutions/agencies mentioned above and requesting personal information or passwords sent to their cell phones; and should pay utmost attention and care to protect their personal information to avoid any kinds of fraud.