

## **Press Release About Retail Banking Analysis And Rating Model**

16/04/2021

As it is known, recently, developments similar to the followings have been observed in the banking sector;

- Increase in financial innovation, digitalization and new channels in parallel with the developments in information and communication technologies,
- The widespread use of retail banking services in fragile customer profiles such as young people and the elderly,
- Dramatic increase in population accessing banking services over the past decade,
- The growth of the impact of the retail banking practices on society with its economic and social aspects

Parallel to these developments, when looked at the principles, guidelines and reports published by the G-20, Financial Stability Board (FSB), and the Organization for Economic Cooperation and Development (OECD), of which our country is a member, it is seen that, member countries are expected to establish an audit and surveillance system for the protection of financial consumers. The World Bank emphasizes the importance of consumer protection and increased financial literacy for the long-term stability of financial markets.

In this context; Economic Reform Package of 2021 and T.R. “Retail Banking Analysis and Rating Model (BAM)” was developed in line with the Economic Reforms Action Plan published by the Ministry of Treasury and Finance. With BAM, it is aimed to evaluate the bank’s operation, business model, strategies and policies within the scope of the rights and interests of financial consumers with a proactive perspective, in addition to the current regulatory compliance audit, and to disseminate best practices by creating rules and standards in this direction.

Respectfully announced to the public.