

Our Customer Satisfaction Policy

Customers of Albaraka Turk are part of a large family.

We do care about our customers' requests, expectations and complaints about our Bank and meticulously review any inquiry made by our customers in detail to be able to provide a better quality service.

Our aim is to maintain the continuation of necessary improvements and developments as well as the sustainability of the customer satisfaction.

Albaraka Turk Participation Bank;

- Identifies / conducts customer relationships not within the frame of mass or group descriptions but individual descriptions.
- Adopts "Each complaint is a gift" philosophy.
- Provides its customers with available and defined access channels.
- Meticulously reviews any inquiry sent by its customers and considers such inquiries as an opportunity to raise the standard and quality of its products and services.
- Ready to listen to its customers at any time, takes care of their problems and provides them with the necessary support to solve the problem.
- Examines customer inquiries in a just and objective manner.
- Quickly responds to any request submitted.
- Cares about informing its customers in a timely manner.
- Does not demand a fee when reviewing customer complaints.
- Keeps personal information of the customers confidential.
- Provides clear, comprehensible and accurate information.
- Offers efficient, realistic and applicable solutions.
- Aims to establish a long-term relationship with its customers.
- Strictly complies with all applicable laws and statutory requirements.

As the top management of Albaraka Turk Participation Bank;

We intend to identify during the process of reviewing customer requests, expectations and complaints any areas that are available for development, increase efficiency, draw accurate conclusions through analyses and improve our processes continuously in line with the customer expectations and undertake to provide reliable and high quality services in compliance with this policy.