

ALBARAKA TURK, FACILITATING ACCOUNT OPENING, HAS CARRIED AGREEMENT PROCEDURES TO DIGITAL MEDIA

With the Banking Services Agreement (BSA) it has developed to reduce banking transaction time of the customers and agreement procedures Albaraka Turk, participation bank of digital age, has become a bank in its sector taking agreements with the least number of signatures, it has also facilitated the life of the customers by carrying the agreements in digital media by the square barcode application.

Albaraka Turk, the first participation bank of Turkey, is maintaining to take significant steps on the way to be the first participation bank of the digital age. In accordance with this vision, Albaraka Turk, facilitating the lives of the customers with new products and services, has become the bank receiving agreement with the least number of signatures in its sector with the Banking Services Agreement (BSA) it has developed to shorten banking transaction time and agreement procedures. Moreover, with the square barcode application, Albaraka Turk has facilitated both the employees' and the customers' lives by carrying agreements to digital media.

Customer satisfaction is of top priority

Albaraka Turk has updated again the 'account opening process/agreements' entirely to facilitate account opening procedures of the customers it considers as its business partners, to accelerate the process and reduce bureaucratic procedures. With the Banking Services Agreement (BSA), while avoiding waste of time of the customers by filling the agreements and providing the branch personnel to fill information over the system and requesting minimum information and signatures from the customer, it has ensured the process to be completed. Within this context, number of signatures received from the customers is reduced from 17 to 5, number of information filled handwritten by the customer is reduced from 65 to 2 and number of documents is reduced from 10 to 2 and attached to BSA to be taken at once. By this new practice, Albaraka Turk has become in the position of the best of its sector in account opening and agreement processes.