

Project-level External Communications Mechanism

Any affected people may submit environmental and social complaints (E&S) and suggestions regarding our Bank's products and services, financed by Asian Infrastructure Investment Bank Credit Program through;

- Fill the Contact Us Form on our website,
(<https://www.eximbank.gov.tr/en/contact-us>)
- Call us at 0 850 200 55 00 Export Support Services
- Email us at ihracatdestek@eximbank.gov.tr

We protect affected people from retaliation and allow anonymous submission, if requested.

E&S complaints and suggestions are processed and directed to the relevant departments after preliminary examination by Export Support Services,

- In the same day if submitted within working hours,
- The following working day if submitted after working hours.

The respondent departments will notify Export Support Services about the results/solutions of the examination. Subsequently, customers are informed by Export Support Services through ihracatdestek@eximbank.gov.tr e-mail address.

The response time to the E&S complaints and suggestions submitted through the above-mentioned channels is 25 days from the date of processing.