

## **INFORMATION NOTE ON THE FOLLOW-UP PROCESS OF CUSTOMER COMPLAINTS AND SUGGESTIONS**

Customers may submit every kind of complaints and suggestions regarding our Bank's products and services through;

- Filling the Contact Us Form in our website, (<https://www.eximbank.gov.tr/en/contact-us>),
- Calling 0 850 200 55 00 Export Support Services,
- Sending to [ihracatdestek@eximbank.gov.tr](mailto:ihracatdestek@eximbank.gov.tr) e-mail address.

Requests are put into process 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 notify Export Support Services about the results/solutions of the examination. Right after, customers are informed by Export Support Services through [ihracatdestek@eximbank.gov.tr](mailto:ihracatdestek@eximbank.gov.tr) e-mail address.

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