

Our guide for
zero tolerance
for violence

AKBANK



We, Akbank, undertake to offer equal opportunities, to create and continue an inclusive corporate culture for our employees and stakeholders.

In parallel to these commitments and diversity, equity and inclusion approach, we are aware that it is important for a person to feel safe at home and at work and we stand against all types of violence and abuse, the most critical element damaging trust.

In order to create a safe and supportive work environment for all our employees, we have created a guide document that specifies the principles and approaches to prevent all forms of violence and the processes to be implemented in case of zero-tolerance behaviors.

Preface



What is the goal of this guide? What will this guide give you?

- It will create awareness against all types of violence
- In the event that our colleagues are exposed to violence, the guide will help them realize the situation and take necessary actions
- It will show that our colleagues suffering from violence are not alone and remind them of channels from which they can get support
- It will underline an inclusive workplace culture filled with empathy and sense of psychological safety which does not tolerate any form of violence

A blurred photograph of an office environment. In the foreground, a person is seen from the back, looking towards a group of people in the background. The background shows several individuals working at desks, with one person holding a large sheet of paper. The image is intentionally out of focus to create a sense of a busy, active workplace.

Scope

This Guide contains zero tolerance for violence by Akbank and supports offered by Akbank for those employees exposed to domestic violence and violence and harassment at workplace and procedures to be followed in such cases.

The Guide covers all employees of Akbank.

If the person using violence is an Akbank employee, the person exposed to violence can benefit from supports listed in this guide even if such person is not an Akbank employee.

Akbank, leaders of Akbank and all Akbank employees are obliged to adhere to these principles and elements contained in this guide. Human and Culture Business division is responsible for implementation, monitoring, evaluation and updating of the guide. Accordingly, implementing all projects related to the subject matter including awareness and training efforts on violence, building necessary collaborations to that end and assuring sustainability of works in this regard within the organization are among authorities and responsibilities of Human and Culture team.

Elements Damaging Sense of Safety

The right to live and work in safety is one of the most important human rights.
Being exposed to violence at home or work life damages right of living and working in safety.

Domestic violence

Domestic violence is any act of violence (physical, sexual, psychological, economic, digital/cyber, etc.) that occurs within the family, within the family unit, or between current or former spouses, regardless of whether the perpetrator and the victim currently share the same household or have previously shared it.

Physical violence

It is use of the physical power as a tool of violence for the purpose of controlling, ruling over, humiliating, belittling or punishing a person. It can be implemented by establishing physical superiority or creating the fear that it will be established, by making physical contact or creating the fear that it will be established, or by using objects or creating the fear that it will be used.

Shouting, punching, kicking, injuring with a gun or knife, throwing objects, depriving a person of their basic needs by establishing physical superiority, or creating fear that these may occur are examples of physical violence.

Violence and harassment at work life

"It refers to a range of unacceptable behaviors and practices, or threats there of, whether single or repeated, that are intended, result in or are likely to result in physical, psychological, sexual or economic harm, and includes societal gender based violence and harassment." (ILO C190)

Person using violence / perpetrator

An individual implementing violence and harassment on a person with whom she or he has and had a close relationship and/or at a colleague at workplace

Person suffering from violence / victim

An individual exposed to violence and harassment from a person with whom she/he has a close relationship and/or at workplace.

Societal gender based violence

It is the discrimination and violence of a person or a group due to their gender, sexual orientation, gender expression or any kind of sexual diversity. Victims of societal gender based violence may include women, men, other gender identities and children. One of the areas that could be considered within scope of societal gender based violence is violence against women. Violence against women means any act that causes physical, sexual, psychological or economic harm or pain to women because they are women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether it occurs in public or private spaces.. Violence against women is a violation of human rights and a form of discrimination against women. The word women also includes girls younger than 18 years of age.

Psychological Violence

It is use of the emotional power and needs for the purpose of controlling, ruling over, humiliating, belittling or punishing a person. Mobbing at workplace is one of the most common types of psychological violence at workplace. Mobbing is all of harassment, intimidation, coercion and other similar conducts towards a person implemented by another employee/other employees. It should be remembered that not every conflict or harsh approach at workplace cannot be considered mobbing. In order for a conduct to be a considered mobbing, it must be:

- Intentional,
- Be aimed at frustrating, passivation and alienating of a person from the work
- Inflict damage on the victim's professional life, physical or psychological health.

Systematic nature of violence conducts is an important component of mobbing, too. However, it should not be forgotten that even a single behavior can violate personal rights and cause visible harm to the person, given the severity of the conduct (insult, public humiliation, etc.) and the negative impact it creates.

Psychological violence manifests itself through systematic, constant and intentional demonstration of the following conducts at the workplace:

- Yelling at a person and insulting
- Making fun of, teasing and belittling one's works and ideas in presence of her/his workmates
- Treating a person differently or discriminating against such person
- Trying to brand a person in the eye of her/his colleagues
- Ignoring a person, excluding or casting a person aside
- Constantly threatening or coercing
- Intentionally leading someone to failure, assigning tasks that are impossible to complete within the time given

Concealing information crucial for one's works or manipulating information to mislead a person, then accusing one of conducts such as negligence or professional misconduct.

It is important to establish psychological safety to stop psychological violence. Psychological safety can be defined as minimizing the risk of work-related factors harming the employee's mental health or eliminating the risk of harming the employee.

Negative impacts of certain discourses and conducts upon safety environment at work may go unnoticed.

- You're young, there is no way that you may be familiar with these things
- You leave at 18:00, are you a part-timer or what?
- Leaving work before your executive leaves, what is that all about?
- Are you really sick? It is you and your sick leaves.
- You're underperforming because of pregnancy, I understand but...
- You are not the only one with a sick child, right?
- Talking back to your manager will not be good for you.
- If you keep on talking like this, people will not think good things about you
- You can't say anything that goes through your mind here
- Attending the trainings will not save you
- There are tons of people out there who can do this
- If you keep objecting to everything I say, then I will raise an objection at the promotion time

Sexual violence

It is the act of forcing a person to have sexual intercourse in a place, way or time that they do not want, or making sexually explicit comments, harassing or assaulting them.

Likewise, it is also sexual violence if a person is physically or verbally harassed, exposed to sexually explicit words, implications or jokes.

Physical harassment, taking sexually explicit images without consent, distributing or threatening to distribute sexually explicit images, and forcing women to give birth to or not giving birth to children are examples of sexual violence. Marital status of a person and whether a person is married or not will not change the definition of violence.

Economic violence

It is the use of financial power and superiority as a tool of violence for the purpose of controlling, ruling over, humiliating, belittling or punishing a person.

Preventing a person from working or having a job, confiscating or controlling their income and savings, or attempting to control them, putting them in debt, or preventing them from saving money or making investments are examples of economic violence.

Digital violence

It is the use of technological tools for the purpose of controlling, ruling over, humiliating, belittling or punishing a person.

Constantly sending messages or calling people knowing that they are not wanted; examining social media accounts and using the information there to monitor or threaten people; sharing posts on social media that humiliate, insult or contain hate are examples of digital violence.

The perpetrator may overtly or covertly pressure the person exposed to violence to take revenge on him or her or to prevent him or her from filing a complaint or to withdraw the complaint. She/he may threaten the victim and make things harder for the victim at work life and/or private life.

This is called retaliation.

Examples of retaliation include spreading false information about a person, threatening to harm their family and loved ones, obstructing their professional development, and filing a counterclaim to prevent them from filing a complaint.

If the perpetrator is in a managerial position, actions such as making it difficult for the victim to exercise his/her personal rights, systematically making him/her work overtime, cutting his/her salary, preventing him/her from getting a promotion, and threatening him/her with dismissal are also considered retaliation.

What is violence cycle?

In most, if not all, violent close relationships, there is a cycle that makes it difficult for the victim to leave the violent experience.

Phases of Violence Cycle

Tension Period

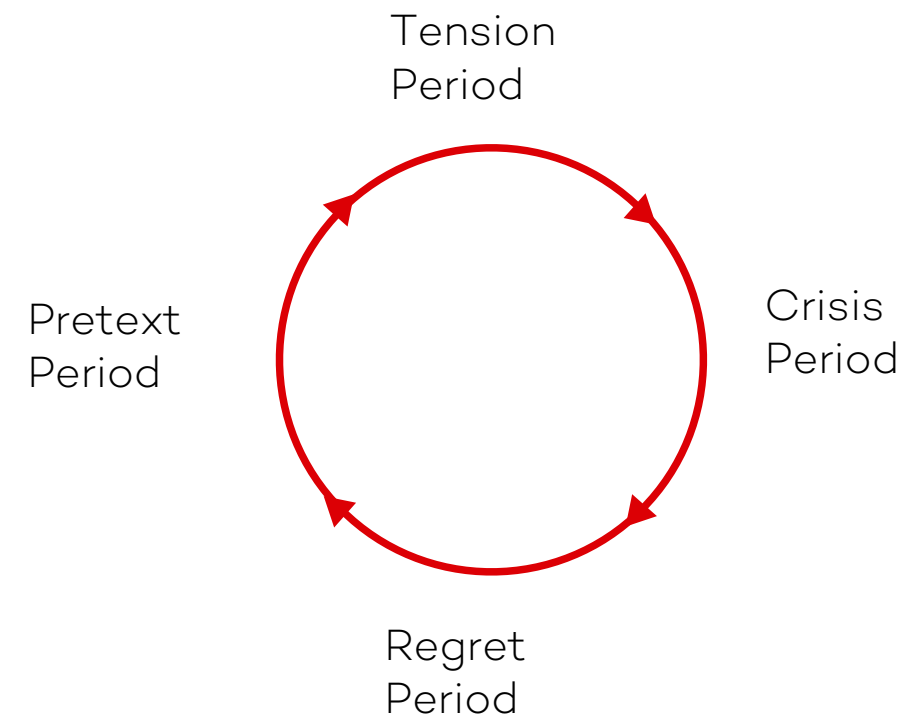
The person who perpetrates violence creates tension by using various problems as an excuse. He/she tries to control the behavior of the person he/she uses violence against. He/she tells him/her what he/she should and should not do.

The person who is exposed to violence feels anxious, tries to ease the tense atmosphere, and be careful about his/her words and behavior.

Crisis Period

Violence perpetrator attacks the other person verbally, psychologically, physically, sexually or economically.

The victim feels herself/himself humiliated, sad and is subjected to injustice.

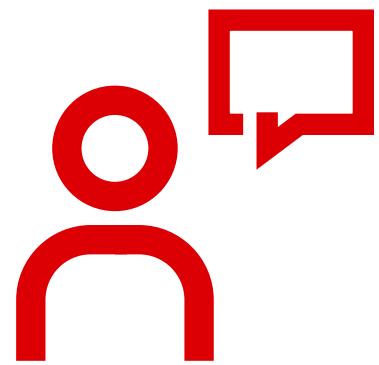


Regret Period

The perpetrator of violence tries to please the victim by regretting or saying that he/she is sorry and shows a positive attitude. The perpetrator creates tension by using various problems as an excuse. He/she tries to control the behavior of the person he/she is violent with. The victim responds positively to the perpetrator's efforts. He/she tells him/her what he/she should and should not do. The victim feels anxious and tries to lighten the tense atmosphere and be careful about his/her words and behavior.

Pretext Period

The victim tries to understand the excuses (justifications) of the perpetrator, tries to help him/her change, doubts his/her own perceptions and feels responsible for the situation.



Why is it hard to get out of the violence cycle?

Fear: Fearing that the perpetrator of violence will hurt the one, her/his children, family even more.

Isolation: Connections with all persons and organizations who can extend a helping hand having been systematically cut off. Not being familiar with one's legal rights and actual alternatives.

Shame: Being ashamed of violence suffered and/or choices made by the one.

Guilt: Feeling that she/he is the one to blame for violence, feeling that she/he is not good enough.

Hope: Being convinced that everything will get better over the time, violence will stop or is temporary.

Making Violence Insignificant: Arguing that persons act violently, that is normal and is not so important.

Stockholm Syndrome (Traumatic Bond): Developing positive emotions towards the perpetrator of violence such as empathy, gratitude, sympathy.

Economic Reasons: Not working in a paid job, or not earning enough money to live on even if working in a paid job.

Societal Reasons: The existence of familial, cultural and religious restrictions and pressures, fear of the financial and spiritual difficulties that divorce brings, and the belief that divorced women will be subjected to various forms of violence and harassment because the male-dominated society takes "a dim view" of divorced women.

Reasons related to the child: Fear that he/she will kidnap the children and take custody, fear that he/she will harm or harass the children, the belief that children should grow up with their mothers/fathers, the fear of being left without a mother/father.

Lack of an environment of trust at workplace may lead to adverse impacts upon employees and organization.

Domestic violence and Violence and harassment at work life; she/he will inflict damage upon individuals, workplace and society. This phenomenon, which affects people physically and mentally, threatens the dignity, self-perception, health and well-being of the individual, as well as negatively affecting workplace wellbeing and work efficiency.

Impacts on the individual

- Hurts the sense of integrity and sense of self in the professional field.
- Increases individual's doubts about oneself.
- The individual may lose self-confidence and may end up being an outcast.
- Goes through emotions such as unrest, shame, frustration, burnout.
- May lead to health related problems such as sleeping disorder, depression, panic attack, stress disorders.

Impacts upon the organization

- A drop is observed in employees' productivity.
- Employee engagement decreases.
- Rates of resignation increase and losses of knowledge are experienced.
- The organization's reputation and brand value are impaired.



Our letter of undertaking for "zero tolerance" as Akbank employees

I understand that it is important for a person to be and feel safe, and I stand against any violence and abuse that undermines this trust.

I adopt our "zero tolerance" policy, principles and approaches to create a safe and supportive work environment for all our employees.

I understand that physical and psychological security ambience at work is top priority. I am aware that if any employee who is exposed to domestic violence shares this situation with HR and asks for support, the support process will be conveyed in full compliance with the principles of confidentiality.

I do not hesitate to take action against people who I believe are damaging the environment of trust, regardless of their position, success in business, experience or the period we are in.

In any event that may damage trust at work in line with our Zero Tolerance letter of undertaking;

Our teammates may directly report such event to Zero Tolerance Support Line and ask for support.

Our team members may escalate the event to their line managers. Upon such a report, relevant managers directly contact Zero Tolerance Support Line and ask for support in order to invoke processes associated the subject matter.

Reports directly conveyed by our team mates to Support Line or reports sent through their managers are evaluated within 24 hours in accordance with principles of confidentiality.

Our "Zero Tolerance" Principles

We, as Akbank, in case of domestic violence and violence and harassment at workplace, act in compliance with following principles at all phases of incident management so that handling of incidents and management of process will not lead to secondary victimizations and employees are provided with support they need completely and in a timely manner:

Safety

Priority is attached to a person's safety in respect of supports and sanctions defined in the guide.

Taking Care

In the practices envisaged in the guide, attitudes and behaviors that will cause secondary victimization of the person exposed to violence and that will harm human dignity and sense of trust are avoided, and the entire process is carried out with utmost care.

Taking Consent

Within the scope of the guide, the nature and consequences of all measures to be taken in the process of combating violence are conveyed to the victim in a clear and understandable manner, the informed consent of the victim is taken as basis for the steps to be taken; no action is taken without the consent of the person.

Confidentiality

Supports and sanctions defined in the guide are put into practice in a manner that will protect confidentiality of individuals' private and work lives. In this context, interviews with individuals and other related information may not be shared with third persons without a person's written informed consent. On the other hand;

- "There being justified reasons to believe that his/her life, health or freedom is at risk in order to protect the service user,
 - Exceptions may be made for the safety of others if there are justified reasons to believe they are at risk. However, it may give the person preliminary information regarding the process, underlining corporate responsibility.
-

Urgency

Necessary measures are taken and supports are offered without delay once a complaint or an application is received.

Non-Discrimination

The policies set forth in the guide are implemented without discrimination on the basis of gender, gender identity, sexual orientation, marital or family status, pregnancy, ethnic origin, national identity, birth, religion, sect, belief, language, accent, appearance, health status, disability, age, education level, class, cultural and social position, political or philosophical views, status or any other basis.

Being Inclusive

The characteristics of individuals that cause them to be subject to discrimination and exclusion (ethnicity, age, disability, sexual orientation, gender identity, etc.) are taken into account, diversity is respected, and practices customized to the individual and the situation are implemented.

Taking into Consideration Victim's Statement

In order to implement the support and sanctions within the scope of the guide, the statement of the person exposed to violence is taken into account and the relevant measures are implemented immediately by taking this statement into account and conducting the necessary examinations within the framework of confidentiality. Taking into account the statement of a person exposed to violence means that the statement is evaluated as a denouncement, taking into account the best interests of the person exposed to violence, since violence is often a phenomenon without witnesses or material evidence.

We Support Safety at Home and Workplace

Each and every call reaching out Zero Tolerance for Violence support line is considered within scope of "Zero Tolerance" principles. A person who has been exposed to any of violence types defined in definitions either at home or at workplace avails herself/himself or one or more than one of following supports.





Policies Supporting Safety at Home

The most important element that damages or ignores sense of feeling safe at home is domestic violence. Domestic violence affects many people, most of whom are women, around the world, and stands out as a global problem. Therefore, Akbank and leaders of Akbank considers it a responsibility to create necessary processes and support channels in order to protect those employees who have shared how they have been exposed to domestic violence and to offer any and all supports.

The Bank has a Zero Tolerance Support Line in place in order for employees to confidentially send reports regarding domestic violence they are exposed to. (Further information processes associated with evaluation of support line and reports received is given in following sections.)

Apart from supports that can be received from social institutions, the bank as an employer undertakes that necessary actions will be taken to facilitate work life of an employee who has suffered from violence and increase workplace safety.

In this scope, support channels based on confidentiality that can be used to report the situation to our bank without hesitation have been established and made available to employees in order to encourage employees who are victims of domestic violence to get out of violence cycle and take actions.

Below are support actions associated with provision by the employee suffering from domestic violence to Akbank with such information and support actions that can be taken upon employee's demand. Support processes are run with the consent of an employee who is victim of violence and strictly in compliance with confidentiality principles.

- In the event of a court order given for protection of the victim or in case of a restraining order given by courts, following supports are given to the employee in order to enforce the restraining order at the workplace, too. Workplace safety planning is re-evaluated in collaboration with the employee, taking account of the employee's needs.

- The area where the employee works, at feasible locations, may be rearranged in a way stopping such area from being seen from outside or from being publicly accessible.
- The employee's work phone, e-mail address may be modified.
- Details of account to which the employee's salary and perks are transferred may be modified so that the perpetrator of violence cannot confiscate them.
- Routes of shuttle bus used for commuting to the workplace may be rearranged, where possible.
- It may be ensured that the employee is escorted by security guards to shuttle buses provided by the workplace or means of public transportation.
- At feasible locations, a car park service customized to the employee may be offered and it may be ensured that the employee is escorted by security guards to her/his vehicle
- Request for relocation or remote working is considered within scope of division, branch or province, conducting a specific evaluation depending on the employee's status. Performance score, warning and punishment process, rule of serving at current branch/division for one year are ignored in respect of such assessments.
- In case of a request to change the employee's home or province, support is provided at the rate of "Household Moving Fee and Migration Compensation" within the scope of the bank's standard practice. In case of temporary accommodation need, accommodation support is provided in hotels with which the bank has agreements or based on the domestic daily hotel limit.



- In order to meet the security, psychological or health needs of the employee who is subjected to violence; the working model (office, hybrid or remote working) is re-evaluated according to the needs of the person.
- The employee may be allowed to take paid administrative leave without deducting such leave from her/his leave entitlement. Leave time is considered together with the employee. Paid/unpaid leave of absence alternatives for longer durations are considered, when necessary.
- Upon employee's demand, the employee may be exempted from trainings for a maximum period of 1 year including pre-arranged trainings.
- In case of a performance evaluation period, a special performance evaluation process can be implemented that does not ignore the employee's situation, or the performance evaluation action can be postponed until a different time to be set with the employee. Leaders of Akbank deal with an employee's performance development plan in person.
- It is possible to offer psychological support as may be needed by the employee through the bank's contracted apps and platforms. It is possible to offer support to an employee when she/he needs urgent physical examination or health stats report through coordination of Aksandık.

- The employee exposed to violence may be referred to the bank's Legal Consultancy so as to receive legal information she/he needs.
- A person who is subjected to violence may not be able to be alone due to the difficult process he or she is going through, or may need someone to accompany him or her during some special processes (court, relocation, health report, etc.). In this case, the company evaluates the request of the employee who wants to establish solidarity with the colleague who is subjected to violence and, if deemed appropriate, may provide him/her with paid special administrative leave.
- • Apart from supports listed above, the fact that unforeseen and other urgent needs may emerge specifically for every case of violence is taken into consideration and each incident is evaluated per se.
- On the other hand, employment relationship of those employees who has committed household violence according to court decrees is evaluated, and, likewise, it is considered whether an employment relationship with those candidates against whom such court decrees have been rendered will be established or not.

Policies Supporting Safety at Work

Failure to create a physical and psychological safe environment in the workplace has an impact not only on the individual level but also on the institutional and societal level.

Acts of violence and abuse that undermine the feeling of safety in the workplace can occur from top to bottom (from superiors to subordinates), from bottom to top (from subordinates to superiors), or horizontally (between equals).



Employees may remain silent against these behaviors and approaches for reasons such as damaging their business relationships, fear of losing their job, concerns that they will not be believed, avoiding appearing incompetent, or lack of selfconfidence.

In order to prevent such situations, Akbank puts into practice a "zero tolerance" approach to all forms of violence, abuse and behavior that harm the creation of a safe environment in the workplace.

In this context, support channels based on complete confidentiality have been created and shared with employees, through which our employees can convey situations that undermine physical and psychological safety in the workplace without hesitation.

In the event that violence is encountered at workplace and necessary reports are sent, principles associated with the process to be implemented apart from supports listed in the previous sections have been determined:

- Employees may directly report such event to Zero Tolerance Support Line and ask for support.
- Employees may send their reports to that effect to their managers. In such case, relevant managers directly contact HR without delay and ask for support in order to run relevant processes.
- Reports directly conveyed by employees to Support Line or reports sent through their managers are evaluated within 24 hours in accordance with principles of confidentiality.
- Throughout report evaluation process;
- Change of employment location, team change or reassignment can be considered depending on needs of the victim employee.

- The victim employee's form of working, i.e. from office, hybrid or remote working, can be re-considered.
- The victim employee may be considered to take paid annual leave or administrative leave within the periods to be determined based on needs.
- Upon discovery of the fact that the victim employee has suffered a loss of material right as a result of an incident of violence, recovery of such right loss can be considered.
- Mandatory paid annual leave or administrative leave may be considered for a person who has been reported to have committed violence throughout the process.
- It is possible to offer psychological support as may be needed by the employee through the bank's contracted apps and platforms.
- In case of a performance evaluation period, the party that will conduct such evaluation can be considered again, or the performance evaluation action can be postponed until a different time to be set with the employee.
- Results of evaluation can be discussed with the reporting employees and information related to assessment results is provided.
- An employee reserves the right of initiating legal proceedings related to the subject matter at all times. Under no circumstances may be incitation for not initiating legal proceedings or keeping it confidential allowed.
- Where necessary, the subject matter is escalated to Presidency of Inspection Board, an action is taken within framework of rules set forth in our "Disciplinary Regulation" against the person who is found out to have committed acts damaging or destroying trust at the workplace.



Internal Support Channels

How can you contact Zero Tolerance Support Line for our team mates who claim to have been exposed to violence at home or at workplace?

- You can contact the support line via e-mail address **sifirtolerans@akbank.com** and by dialing following phone numbers.

• **Extension number: 84 (16284)**

• **External number: 0 212 385 62 84**

- Reports received at support line are considered in no later than 24 hours.

our relevant division carries out all assessments in strict confidence. Nobody is informed about the matter, except for our colleagues taking part in the assessment team.

- Vice President, Human and Culture, Heads of Human and Culture Departments, responsible executive from Working Relations team carry out our assessments without favoring any hierarchical level.

External Support Channels

Some of support channels outside the company to which persons may apply or where persons may direct relevant persons are as follows:

Emergency Consultancy Lines

ALO 112 Emergency Call Center

ALO 183 Social Consultancy Line for Families, Women, Children and the Disabled

ALO 170 Working Life Communication Center

Domestic Violence Emergency Help Line

İBB (Istanbul Metropolitan Municipality)

Support for the Woman Line

Presidential Communication Center (CİMER)

Grand National Assembly of Turkey (TBMM)

Petition Commission

Ministry of Labor and Social Security

Women's Rights Center of Istanbul Bar Association

Human Rights and Equality Institution of Turkey (TIHEK)

Ombudsman Institution

Non-Governmental Organizations

Mor Çatı (Purple Roof) Women's Shelter Foundation

End to Domestic Violence Emergency Help Line

KADES (Woman Support App)



Application channels



External Support Channels

Communication Lines of Violence Prevention
Monitoring Center (SONİM) on a Provincial basis

Adana	+90 (322) 247 08 35 +90 (322) 239 99 59	Batman	+90 (488) 214 38 14	Elazığ	+90 (424) 233 67 51
Adıyaman	+90 (416) 223 12 62	Bilecik	+90 (228) 212 51 91	Erzincan	+90 (446) 226 60 68
Afyonkarahisar	+90 (272) 213 17 83	Bingöl	+90 (426) 213 83 81	Erzurum	+90 (442) 215 13 00
Ağrı	+90 (472) 215 21 20 Dahili: 1136	Bolu	+90 (374) 270 50 30	Eskişehir	+90 (222) 237 72 24
Aksaray	+90 (382) 222 04 34	Burdur	+90 (248) 233 19 99	Gaziantep	+90 (342) 220 78 01 +90 (342) 220 71 10
Amasya	+90 (358) 222 00 51	Bursa	+90 (224) 223 03 68	Giresun	+90 (454) 314 41 42 - 44
Ankara	+90 (312) 348 36 86	Çanakkale	+90 (286) 218 09 82	Gümüşhane	+90 (456) 213 19 10
Antalya	+90 (242) 227 20 62	Çankırı	+90 (376) 213 26 89	Hatay	+90 (326) 216 61 33
Ardahan	+90 (478) 211 33 44	Çorum	+90 (364) 777 00 87	Iğdır	+90 (476) 227 15 02
Artvin	+90 (466) 212 42 82	Denizli	+90 (258) 266 41 66	Isparta	+90 (246) 223 49 00
Aydın	+90 (256) 214 64 00	Diyarbakır	+90 (412) 257 21 50	İstanbul	+90 (212) 465 21 96
Balıkesir	+90 (266) 249 42 93 +90 (266) 246 29 73	Düzce	+90 (380) 524 69 96	İzmir	+90 (232) 363 33 41
Bartın	+90 (378) 227 81 44	Edirne	+90 (284) 214 34 40	Kahramanmaraş	+90 (344) 215 16 26

Karabük	+90 (370) 412 29 04	Mardin	+90 (482) 213 33 83	Siirt	+90 (484) 223 22 77
Karaman	+90 (338) 213 75 16 +90 (338) 212 00 22	Mersin	+90 (324) 328 66 35 +90 (324) 327 18 40	Sinop	+90 (368) 261 96 66
Kars	+90 (474) 214 14 75	Mersin	+90 (324) 714 60 03 (Dahili 129-130-132)	Sivas	+90 (346) 225 40 14
Kastamonu	+90 (366) 214 90 95	Muğla	+90 (252) 212 11 50	Şanlıurfa	+90 (414) 313 56 31
Kayseri	+90 (352) 222 29 50	Muş	+90 (436) 216 28 07	Şırnak	+90 (486) 216 29 83
Kırıkkale	+90 (318) 224 07 19	Nevşehir	+90 (384) 213 38 21 (SHM)	Tekirdağ	+90 (282) 261 12 88
Kırklareli	+90 (288) 214 38 34	Nevşehir	+90 (384) 215 20 59 (İl Müdürlüğü)	Tokat	+90 (356) 214 15 56
Kırşehir	+90 (386) 502 21 80	Niğde	+90 (388) 232 34 86	Trabzon	+90 (462) 231 40 12
Kocaeli	+90 (262) 321 02 06	Ordu	+90 (452) 800 00 85	Uşak	+90 (276) 223 98 27
Konya	+90 (332) 321 01 83 +90 (332) 322 01 83	Osmaniye	+90 (328) 802 07 74 +90 (328) 802 07 76	Van	+90 (432) 216 16 23
Kütahya	+90 (274) 333 24 57	Rize	+90 (464) 216 00 12	Yalova	+90 (226) 811 57 77
Malatya	+90 (422) 212 32 25 +90 (422) 212 32 26	Sakarya	+90 (264) 270 10 35	Yozgat	+90 (354) 212 13 47
Manisa	+90 (236) 232 46 84	Samsun	+90 (362) 431 11 87 +90 (362) 431 11 97	Zonguldak	+90 (372) 222 12 14 +90 (372) 222 12 01

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