

Turkish Ziraat Bank

Banking Awareness and Public Protection Section

It is one of the departments in the Turkish Ziraat Bank that works to familiarize customers with the available banking activities and services in addition to avoiding and solving customer problems in the event of them occurring while conducting banking operations. The Banking Awareness and Public Protection section works on disseminating the banking culture to customers in particular and to the public in general and at all ages and for all segments of society in order to ensure the provision of the best services to customers.

Principles of consumer protection

The principles of consumer protection represent the important rules followed by our bank and adhere to standards and applications in dealing with our valued customers. The principles of consumer protection are as follows:

- Disclosure and transparency
- Financial awareness and education
- Treating fairly and equally with all bank customers
- Professional behavior
- Protect clients from financial fraud
- Handling customer complaints
- Protecting customer privacy and confidentiality of information

Benefits of opening an account

1. The possibility of opening the account for people in Iraqi dinars or US dollars.
2. Get an instant statement of account.
3. A good way to protect money from theft or loss.
4. Dealing with clients' accounts with flexibility and confidentiality.

Requirements for opening an account for people

1. Personal identity
2. Housing card
3. A copy of the passport
4. Two personal photos
5. Sources of customer's money
6. Residence for non-Iraqis

Corporate account opening requirements

1. A copy of the company registration certificate
2. A copy of the minutes of the meeting / founder's decision
3. A copy of the articles of association and articles of association
4. Approval from the concerned authority (for non-profit organizations)
5. A copy of the lease or ownership contract of the company address
6. A copy of the personal documents of all company authorized persons
7. A copy of the final accounts for the past three years
8. A copy of the tax ID
9. A copy of the documents of the founders of the company
10. Copy of the managing director's documents + two copies
11. Import and export identity
12. Company contracts

Steps to file complaints

- 1- Personally, by visiting any of the branches of the Turkish Ziraat Bank inside Iraq, during official working hours from 9:00 am to 3:00 pm. Fill out the form for customer complaints.
- 2- Send it to the customer complaints unit email / baghdad@ziraatbank.com.iq
- 3- By calling the bank's phone + baghdad 9647904181390 / Erbil 07503551490