

tb TURKISHBANK UK

USER GUIDE

Log-in:

1) How do I log-in to & log-out internet banking

To log on to Internet Banking simply enter your username and password, then click “Login” button.

After entry verified information you have to entry OTP which is sent to your registered mobile on the new opened screen

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Personal User 

Customer Number

Password

Virtual Keyboard ▾

Login

[Forgot Your Password?](#) [Security Information](#) [Browser Information](#)

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You can log out of Internet Banking at any time, using the “Logout” button at the right top of the page.

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Dear OMER AYAN
Last Login: 17/01/2018 09:44:00
Last Failed Login: 11/01/2018 17:13:59 (192.50.50.164)

Menu Style Logout

Assets Accounts Loans & Cheques Transfers Payments Customer Settings Other Transactions

2) What is One Time Password (OTP)? How does it make Turkish Bank's Internet Banking secure?

We send One Time Password to your registered mobile phone to give an extra layer of security. OTP will be expired after three minutes.

One Time Password will be sent to your registered mobile telephone number for below transactions for security check:

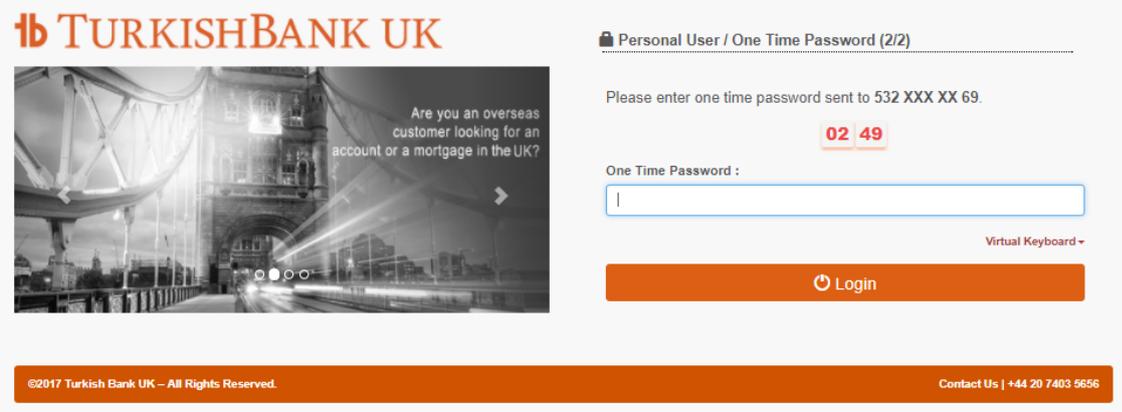
- 1) To login
- 2) To make payments to third person
- 3) To change your password

OTP means you don't need to remember additional passwords or carry separate kit such as card readers.

If you ever receive an OTP message that you are not expecting, notify us immediately as it may be a sign of attempted fraud on your account.

Please remember that never share a One Time Password (OTP) with anyone, not even Turkish Bank UK staff. . It should only be entered when using our internet banking screens.

We will also never email you asking to "click through" to our Internet Page site



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Are you an overseas customer looking for an account or a mortgage in the UK?

Personal User / One Time Password (2/2)

Please enter one time password sent to 532 XXX XX 69.

02 49

One Time Password :

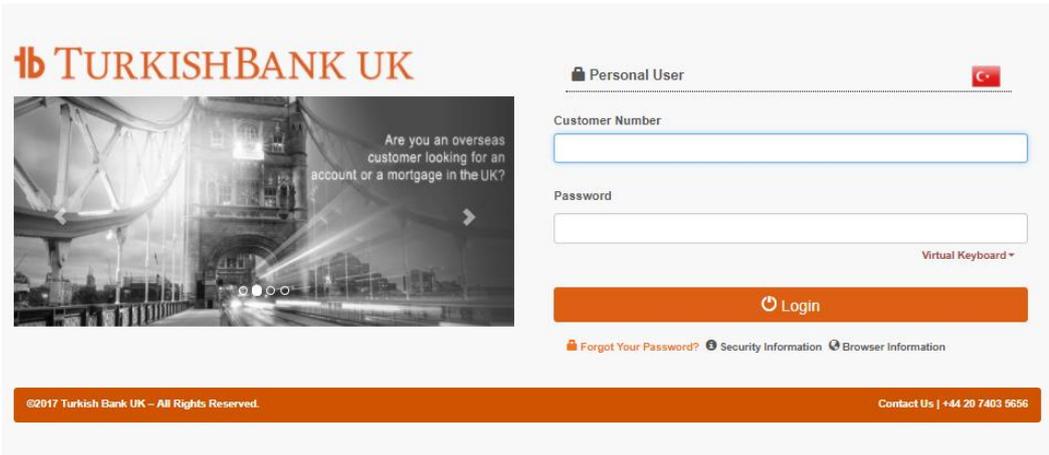
Virtual Keyboard ▾

Login

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**3) I cannot remember my Online Banking log on details.
What should I do?**

If you have forgotten or do not know your password please simply click “Forgot your Password” link on the log-in screen or phone our Internet Banking Helpdesk on **0845 602 6966** Monday to Friday 09.00 to 17.00



tb TURKISHBANK UK

Are you an overseas customer looking for an account or a mortgage in the UK?

Personal User 

Customer Number

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Virtual Keyboard ▾

Login

[Forgot Your Password?](#) [Security Information](#) [Browser Information](#)

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Features:

4) If I have a joint bank account, can we both use Online Banking?

Yes. If you have given us “either to sign” authority

No. If you have given us “both to sign” or “all to sign” authority

If yes;

You'll each have your own log on.

When you log on you'll be able to see:

- Your joint accounts
- Any other accounts you hold individually or with other people

The person you hold the joint account with will not be able to see your individual accounts when they log on, and vice versa.

If you have a joint account, each account holder must update their own details within their own Online Banking.

5) What are the transaction limits for Internet Banking?

PERSONAL

The overall daily payment limit for money transfers in Internet Banking is:

£20,000 (or equivalent) for overseas payments

£20,000 (or equivalent) to UK Banks

£20,000 (or equivalent) with in Turkish Bank UK either between your accounts or a third party

BUSINESS

The overall daily payment limit for money transfers in Internet Banking is:

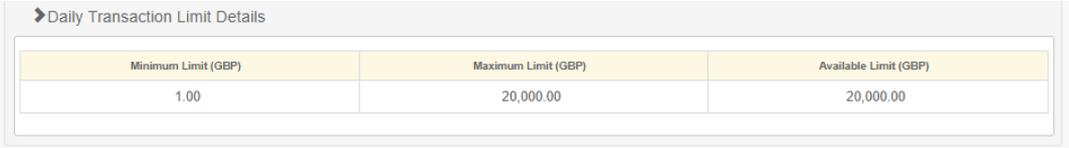
£20,000 (or equivalent) for overseas payments

£20,000 (or equivalent) to UK Banks

£20,000 (or equivalent) with in Turkish Bank UK either between your accounts or a third party

You are able to check your daily total limit and remain limit with the information shown under the every transaction screen.

If you would like to make a payment above the limit, you need to do it through your Branch



The screenshot shows a table titled "Daily Transaction Limit Details". The table has three columns: "Minimum Limit (GBP)", "Maximum Limit (GBP)", and "Available Limit (GBP)". The values in the table are 1.00, 20,000.00, and 20,000.00 respectively.

Minimum Limit (GBP)	Maximum Limit (GBP)	Available Limit (GBP)
1.00	20,000.00	20,000.00

6) How I can get my account statements via Internet Banking?

Step 1: You can choose the account of which you would like to get statements

Step 2: You can choose statement date options; up to 90 days range can be chosen within between date fields

Step 3: After clicking “Display” button you can view your statements and get email to your registered email address with us or download it as a PDF format after clicking related button

▶ Please select statement options.

Date Option(s)	* :	<input type="radio"/> Last 10 Transactions	<input type="radio"/> Specific Date	<input checked="" type="radio"/> Between Dates	Quick Transaction ▼
Start Date	* :	<input type="text" value="- Click On"/>			Quick Transaction
End Date	* :	<input type="text" value="- Click On"/>			Weekly
					Monthly
					3 Monthly

Display

* Mandatory Area

7) How I can change menu style?

It is easy to change menu style by clicking “Menu Style” button

tb TURKISHBANK UK Dear **OMER AYAN**
Last Login: 17/01/2018 09:44:00
Last Failed Login: 11/01/2018 17:13:59 (192.50.50.164)

[Menu Style](#) [Logout](#)

- Assets
- Accounts
- Loans & Cheques
- Transfers
- Payments
- Customer Settings
- Other Transactions

tb TURKISHBANK UK Dear **OMER AYAN**
Last Login date time: 17/01/2018 09:44:00
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[Menu Style](#) [Logout](#)

- Assets ▼
- Accounts ▼
- Loans & Cheques ▼
- Transfers ▼
- Payments ▼
- Customer Settings ▼
- Other Trns. ▼

Functions:

8) How do I make Transfers and payments by using Internet Banking?

- 1) Between your own accounts
- 2) To another account in Turkish Bank UK
- 3) To an account in the UK
- 4) To an overseas account

Step 1: You can choose money order (remittances within Turkish Bank UK) or money transfer (All transfers to out from Turkish Bank UK) from menu buttons. After choosing transaction type you have to choose an account between your accounts that will be debited for this transaction.

Step 2: Type the information that required in the screen. If you have made this transaction before and saved it as a “**Quick Transaction**” you can chose this transaction by Quick Transaction drop down field. In that case, it is not needed to type all information again but please check again before submit payment

All mandatory fields in this screen are shown with an asterisk (*)

When you click the “continue” button confirmation screen will be displayed.

UK Transfer (Sterling)

➤ Debit Account Details

Account Number	IBAN	Account Owner	Branch	Currency	Working Balance	Available Balance
1234578	GB11 2222 3333 4444 5555 66	MR.XXXXXX.YYYYYY	London	GBP	10,000.00	10,000.00

➤ Quick Transaction

Quick Transaction : - Please Select

➤ Transfer Type

Transfer Type : Transfer to IBAN

➤ Beneficiary Information

Beneficiary IBAN : GB

Beneficiary Name :

Beneficiary Address :

➤ Other Information

Amount : .00 GBP

Narrative :

* Mandatory Area

➤ Transfer Limit Information

Minimum Limit (GBP)	Maximum Limit (GBP)	Available Limit (GBP)
1.00	20,000	20,000.00

Step 3: On the next screen, review the payment details to make sure they're correct. Type OTP which is already sent to your mobile and select 'Confirm' if they're correct, select the back button if you need to make a change.

Authorise - UK Transfer (Sterling)

➤ Sender Information

Debit Account : 12345678
 Branch : 1100 - London Branch
 Account Owner : MR. XXXXX.YYYY

➤ Beneficiary Information

Beneficiary Bank : 112233 - XYZ BANK
 Beneficiary Name : MISS XXXX.YYYYY
 Beneficiary Account Number : GB11 ABCD 3333 4444 5555 66
 Beneficiary Address : LONDON

➤ Transfer Information

Transfer Date : 18/12/2017
 Transfer Amount : 12.00 GBP
 Amount Debited : 12.00 GBP
 Charge Amount :
 Narrative : Narrative

➤ One Time Password

SMS Password :

Please enter the SMS password sent to 532 XXXX XX 69.

Please check your payment details and important information above. After your confirmation payment will be processed.

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Step 4: On the next information screen, you can get details of the transaction you have made. You are also able to receive the receipt of the transaction with clicking “E-mail” or “Download” buttons. You can also add this transaction as a “Quick transaction” by clicking “I would like to add quick transaction” check box and typing a nickname into opened name field

Information

▶ Debit Account Information

Debit Account Number : 12346678 - GBP
Branch : London
Account Owner : MISS INTERNET

▶ Beneficiary Account Information

Beneficiary Bank : 11 22 33 / XXXX BANK
Beneficiary Name : MR.XXXX YYYY
Beneficiary Account Number : 12345678
Beneficiary Address : LONDON

▶ Transfer Information

Reference Number : FT1234567890
Process Date : 18/12/2017
Transfer Amount : 15.00 GBP
Charge Amount : 2.50 GBP
Narrative : TEST PAYMENT

Quick Transaction Information

I would like to add quick transaction.

[Email](#) [Download](#)

[Ok](#)

You can follow the status of your transaction under either under pending transaction or UK Sterling transaction status.

9) Can I make currency transfer?

Yes you make transfers in USD, EUR, TRY as well as GBP.

If you have one of the named accounts; you can make it straight from this account

If you do not have a currency account; you can make it from your GBP and system will give you the exchange rate for the transaction.

Technical Problems:

10) I am having technical problems. What should I do?

If you're having technical problems, please call our Internet Banking Helpdesk on 0845 602 6966 Monday to Friday 09.00 to 17.00.

Security:

11) How can I change my current password?

Step 1: Firstly, you have to click “Change Password” sub-menu button under the “Customer Settings” button.

Assets Accounts Loans & Cheques Money Order Money Transfer Customer Settings Other Transactions

Transaction Limits Change Password Customer Informations

Internet Banking Password Change

► Password Details

Existing Password

New Password

Confirm New Password

Virtual Keyboard

- New password should be minimum of 8 and maximum of 20 characters long.
- New password should contain at least two upper case letters, two lower case letters and two numbers.
- New password should not contain punctuations.
- New password should not contain your Customer Number.
- New password should not contain any Turkish characters.
- New password should not contain your Name, Surname, Place of Birth or Date of Birth.
- Also the new password can not match your last three passwords.
- New password can not include repeating characters.
- New password can not include consecutive characters.
- New password can not contain consecutive letters and numbers on your keyboard.

Continue

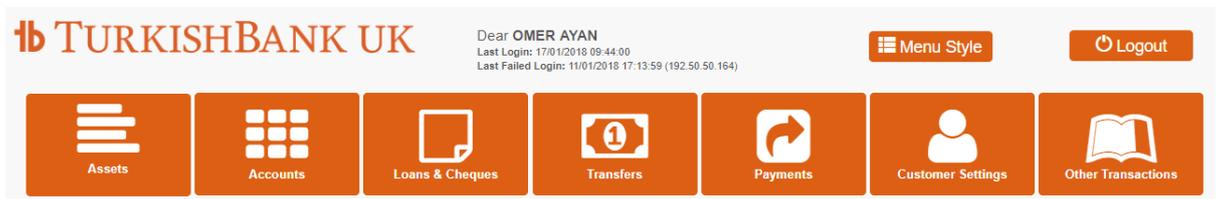
Step 2: On the next screen you have to enter your existing password and the password that you would like to change to (and repeat the new password).

Please read the information regarding password changing rules on the right side of opened screen

Step 3: After clicking “continue” button, it is needed to verify your request by inputting OTP which is sent to your mobile

12) How can I learn my latest login details?

Every time you logged into internet banking you will be informed your latest successful login date and time and your latest failed login attempt with the information in the middle section of the screen



Other questions:

13) How can I see current interest rates and account fees & charges?

You can see the list in our web page (www.turkishbank.co.uk) or call our Internet Banking Helpdesk on 0845 602 6966 Monday to Friday 09.00 to 17.00.

14) How can I update my address and phone number?

Please contact to your branch immediately for the changes.

15) What can I do if I cannot find what I need?

Please call our Internet Banking Helpdesk on 0845 602 6966 Monday to Friday 09.00 to 17.00. Our dedicated team will be happy help you