

APPENDIX A.8: Support Services Providers

SERVICE PROVIDER – Service Detail

AGRA FİNTECH YAZILIM ÇÖZÜMLERİ

A.Ş. – Software, maintenance and development for transferring, reading and analysing data

ARAS KARGO YURT İÇİ VE YURT

DIŞI TAŞIMACILIK A.Ş. – Internal mail transportation from/to branches

ATOS MÜŞTERİ HİZMETLERİ A.Ş.

– Marketing of retail products and services and of products and services classified as retail receivables

ATOS MÜŞTERİ HİZMETLERİ A.Ş.

– Credit card sales, business place verification, credit card limit increase, address update and similar other calls via the Call Center

ATOS MÜŞTERİ HİZMETLERİ A.Ş.

– Call center service for transferring customer requests regarding banking activities and products to the bank, receiving incoming calls and directing calls to the related contacts

AUSTURIA CARD TURKEY KART

OPERASYONLARI A.Ş. – Card Printing and personalizing service

BANTAŞ NAKİT VE KIYMETLİ MAL TAŞIMA VE GÜVENLİK HİZMETLERİ

A.Ş. (Brink's Subcontractor) – Delivery

of cash, valuable papers, gold within the scope of Law No. 5188

BBS DANIŞMANLIK GAYRİMENKUL VE EĞİTİM A.Ş.

– Operational transactions carried out before the title deed such as a mortgage, lease annotation, purchase and sale, registration, cancellation

BDH BİLİŞİM VE DESTEK

HİZMETLERİ A.Ş. – Business place contract and document provision

BHL TURKEY TEKNOLOJİ A.Ş.

– Marketing operations regarding real estate and auto loans

BRİNK'S GÜVENLİK HİZMETLERİ A.Ş.

– Delivery of cash, valuable papers and similar valuable goods within the scope of Law No. 5188

CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Credit card sales through the Call Center

CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Declaration of liability and reminder calls services via the Call Center

CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Marketing of retail products and services and of products and services classified as retail receivables

CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Technical support and help desk call center service procurement

CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş.

– Call center service for general information, transferring customer requests regarding banking activities to the bank, receiving incoming calls and directing calls to the related contacts

CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş.

– Call center service for transferring customer requests regarding banking activities and products to the bank, receiving incoming calls and directing calls to the related contacts

CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş.

– Receiving incoming calls regarding banking activities such as general information, promotion of individual and retail products and services and transferring of requests in this direction, updating customer information, transferring customer requests regarding banking activities to the bank, and receiving call centre services.

COORBİZ DANIŞMANLIK A.Ş.

– Marketing of retail products and services, including in the form of customer visits

DESMER GÜVENLİK HİZMETLERİ**TİCARET A.Ş.** (Brink's Subcontractor)

– Delivery of cash, valuable papers, and gold within the scope of Law No. 5188

DHL WORLDWIDE EXPRESS**TAŞIMACILIK VE TİC. A.Ş.** – Delivery

of documents for export transactions to correspondent banks

ENDEKSA TEKNOLOJİ A.Ş. – Marketing

operations regarding real estate loan

FATURALAB ELEKTRONİK TİC.**VE BİLİŞİM HİZMETLERİ A.Ş.** –

Operational Services

FİNEKSUS BİLİŞİM ÇÖZÜMLERİ**TİCARET A.Ş.** – SWIFT software

maintenance, update and development services

FU GAYRİMENKUL DANIŞMANLIK A.Ş.

– The operational transactions carried out at the title deeds registry office such as mortgage, rent annotation, purchase, sale, registration and cancellation

GARANTİ FİLO YÖNETİM HİZMETLERİ**A.Ş.** – Operational services for the sale of

automobiles owned by the Bank

GARANTİ KONUT FİNANSMANI**DANIŞMANLIK HİZMETLERİ A.Ş.**

– Marketing operations regarding real estate loan

GARANTİ KONUT FİNANSMANI**DANIŞMANLIK HİZMETLERİ A.Ş.** –

Operational services for the sale of real estate owned by the Bank

GARANTİ ÖDEME SİSTEMLERİ**A.Ş.** – Marketing, promotion, product

development and marketing of retail products, including personal loans, with consultancy, for payment systems, especially debit and credit cards

GLOBAL BİLGİ PAZARLAMA DANIŞMA**VE ÇAĞRI SERVİSİ HİZMETLERİ****A.Ş.** – Marketing of retail products and

services and of products and services classified as retail receivables

GLOBAL BİLGİ PAZARLAMA DANIŞMA**VE ÇAĞRI SERVİSİ HİZMETLERİ A.Ş.**

– Call center service for debt notification and reminder calls

GLOBAL BİLGİ PAZARLAMA DANIŞMA**VE ÇAĞRI SERVİSİ HİZMETLERİ****A.Ş.** – Call center service for transferring

customer requests regarding banking activities and products to the bank, receiving incoming calls and directing calls to the related contacts

GÜZEL SANATLAR ÇEK BASIM**LİMİTED ŞİRKETİ** – Czech printing

service

HANGİSİ İNTERNET VE BİLGİ**HİZMETLERİ A.Ş.** – Marketing

operations regarding real estate and auto loans

HOBİM ARŞİVLEME VE BASIM**HİZMETLERİ A.Ş.** – Storage of physical

documents and archive boxes belonging to the bank

HOBİM ARŞİVLEME VE BASIM**HİZMETLERİ A.Ş.** – Printing and

enveloping service

IRON MOUNTAIN ARŞİVLEME**HİZMETLERİ A.Ş.** – Storage of physical

documents and archive boxes belonging to the bank

KARBİL YAZILIM VE BİLİŞİM**TEKNOLOJİLERİ TİCARET A.Ş.** –

Software development and upgrading service

KARTEK KART VE BİLİŞİM**TEKNOLOJİLERİ A.Ş.** – POS software

development and upgrading services

KAYRAGRUP PAZARLAMA**DANIŞMANLIK VE DESTEK****HİZMETLERİ TİC. A.Ş.** – Marketing

of retail products and services and of products and services classified as retail receivables

KEY YAZILIM ÇÖZÜMLERİ A.Ş. –

Software, Maintenance and Development Service for Appraisal and Mortgage Applications

KREDİ KAYIT BÜROSU A.Ş. – Disaster

recovery center back-up service

LOOMİS GÜVENLİK HİZMETLERİ A.Ş.

– Delivery of cash, valuable papers, and gold within the scope of Law No. 5188

MATRİKS BİLGİ DAĞITIM**HİZMETLERİ A.Ş.** – Software/software

maintenance/update services

METİS BİLGİSAYAR SİSTEMLERİ

SAN. VE TİC. A.Ş. – Marketing of retail products and services and of products and services classified as retail receivables

METİS BİLGİSAYAR SİSTEMLERİ

SAN. VE TİC. A.Ş. – Call center service for transferring customer requests regarding banking activities and products to the bank, receiving incoming calls and directing calls to the related contacts

MT BİLGİ TEKNOLOJİLERİ VE

DIŞ TİCARET A.Ş. – POS software development and upgrading services

PAX TEKNOLOJİ VE PAZARLAMA

A.Ş. – POS software development and upgrading services

PAYTEN TEKNOLOJİ A.Ş.

– Ensuring the Transaction between the Bank and Directory Server in 3D Secure Transactions

PUSULA GİRİŞİM YATIRIM VE

DANIŞMANLIK HİZMETLERİ A.Ş. – The operational transactions carried out at the title deeds registry office such as mortgage, rent annotation, purchase, sale, registration and cancellation

SECURITAS GÜVENLİK HİZMETLERİ

A.Ş. – Private Security Services within the scope of Law No. 5188

SESTEK SES VE İLETİŞİM

BİLGİSAYAR TEK. SAN. VE TİC. A.Ş. – Transfer of customer requests to the

bank, such as marketing for payment systems, especially debit cards and credit cards, and limit increase

TEMPO ÇAĞRI MERKEZİ VE

İŞ SÜREÇLERİ DIŞ KAYNAK HİZMETLERİ TİC. A.Ş. – Declaration of liability and reminder calls services via the Call Center

TEPE SAVUNMA VE GÜVENLİK

SİSTEMLERİ SAN. A.Ş. – Private Security Services within the scope of Law No. 5188

THOS HUKUK OTOMASYON

SİSTEMLERİ YAZILIM A.Ş. – Software, maintenance and development service for legal proceedings, collection and litigation service management system

VERİFONE ELEKTRONİK VE

DANIŞMANLIK LTD. ŞTİ. – POS software development and upgrading services

VERİSOFT BİLGİ İŞLEM TİC. VE SAN.

A.Ş. – POS software development and upgrading services

WEBHELP ÇAĞRI MERKEZİ VE

MÜŞTERİ HİZMETLERİ A.Ş. – Credit card sales through the call center

WEBHELP ÇAĞRI MERKEZİ VE

MÜŞTERİ HİZMETLERİ A.Ş. – Data entry and filing of customer requests submitted to the bank, feedback to the customer regarding the requests

WEBHELP ÇAĞRI MERKEZİ VE MÜŞTERİ HİZMETLERİ A.Ş.

– Declaration of liability and reminder calls services via the Call Center

WEBHELP ÇAĞRI MERKEZİ VE MÜŞTERİ HİZMETLERİ A.Ş.

– Data entry and filing of customer customer documents

WEBHELP ÇAĞRI MERKEZİ VE MÜŞTERİ HİZMETLERİ A.Ş.

– Marketing of retail products and services and of products and services classified as retail receivables s

WEBHELP ÇAĞRI MERKEZİ VE MÜŞTERİ HİZMETLERİ A.Ş.

– Call center services for transferring customer requests regarding banking products and activities to the bank, responding to incoming calls and directing calls to their attention.

WEBHELP ÇAĞRI MERKEZİ VE MÜŞTERİ HİZMETLERİ A.Ş.

– Receiving incoming calls regarding banking activities such as general information, promotion of individual and retail products and services and forwarding of requests in this direction, updating customer information, transferring customer requests regarding banking activities to the bank, and receiving call center services.

WORLDLINE ÖDEME SİSTEM

ÇÖZÜMLERİ A.Ş. – POS software development and upgrading services

* In addition to the companies and services given above, support services were procured from 765 dealers for Retail Loans Marketing and the Collection of Information and Documentation on Commercial Loans.