

General Letter: 1376

İstanbul, 13/03/2017

Member Relations and Corporate Communication Department

Subject: 2017 Takasbank Service Satisfaction Survey

Related Parties: Brokerage Houses
Banks
Private Pension Funds
Electricity Market Participants
Financial Institutions
Precious Metals and Diamond Markets Participants
Porfolio Management Companies
Mutual Trusts

Dear General Manager,

"2017 Takasbank Service Satisfaction Survey" was prepared in order to measure the efficiency and effectiveness of our services provided to our members as well as to enhance our services by taking into the requirements and necessities of our members into account.

The assessments made within the scope of the survey will both contribute to the enhancement of the services and processes of our Bank and to the development of all market operations.

An important part of improvement recommendations notified to us by yourselves participating to the 2016 Takasbank Service Satisfaction Survey are realized. The practices regarding the implementation of other recommendations deemed as suitable are still continuing. Within this context, your kind participation to the 2017 survey is very important. However, it is expected that the aforementioned survey will be completed under the coordination of your authorized users who are acquainted with the operations of Takasbank by taking the opinions of your employees having direct business relationship with our Bank in order to have the survey reach its targeted results. As a consequence, the survey access encompasses the authorized users in our system (users with 900) and for electricity market participants, it encompasses all users assigned in our system.

"2017 Takasbank Service Satisfaction Survey" can be accessed in **<https://anket.takasbank.com.tr>** address via user codes and passwords used in entering into Takasbank systems as of today and the sursey is expected to be completed by **27/10/2017 at the latest**. "**Internet Explorer**" browser should be used and **TAKASDOM** should be written in front of user code. (e.g. **TAKASDOM\XXX900**) Because of security constraints, access via other internet browsers will not be possible.

Regarding your questions about the aforementioned survey, you can access Corporate Communication Team of our Bank via kie@takasbank.com.tr or via phono no: +90 212 315 21 01

Yours Sincerely,

TAKASBANK

Istanbul Settlement and Custody Bank Inc.

Gökhan ELİBOL

Executive Vice President

Mahmut KAYACIK

CEO and Board Member