

INTERNET BANKING CUSTOMER USER GUIDE**Index**

1. DEFINITIONS	2
2. ACCESSING INTERNET BANKING WEB SITE	3
3. ACCESS RIGHTS	4
4. INITIAL LOGGING ON TO INTERNET BANKING	5
5. LOGGING ON PROCEDURE	8
6. HOME PAGE	10
7. ACCOUNTS	11
8. STATEMENTS	13
9. FIXED DEPOSITS AND LOANS	15
10. FUNDS TRANSFER	17
11. PENDING TRANSFER	21
12. CHANGE PASSWORD	22
13. CHANGE SECOND PASSWORD	23
14. FORGOTTEN PASSWORDS OR PASSWORD FAILURE	24
15. MINIMUM SYSTEM REQUIREMENTS	25
16. LOG OUT	26

1. DEFINITIONS

In this User Guide the followings apply:

“**Account**” means any account(s) that you hold with us;

“**Customer Number**” means up to 10 digits number that we provide you that allow you use our Services

“**Memorable Data**” means your personal memorable data, which we can use to check your identity

“**Password**” means the 6 to 12 character combination of letters and / or numbers used by you, the customer, to uniquely identify yourself access for security purposes

“**Service**” means the Internet Banking service made available to you by us from time to time via the Internet.

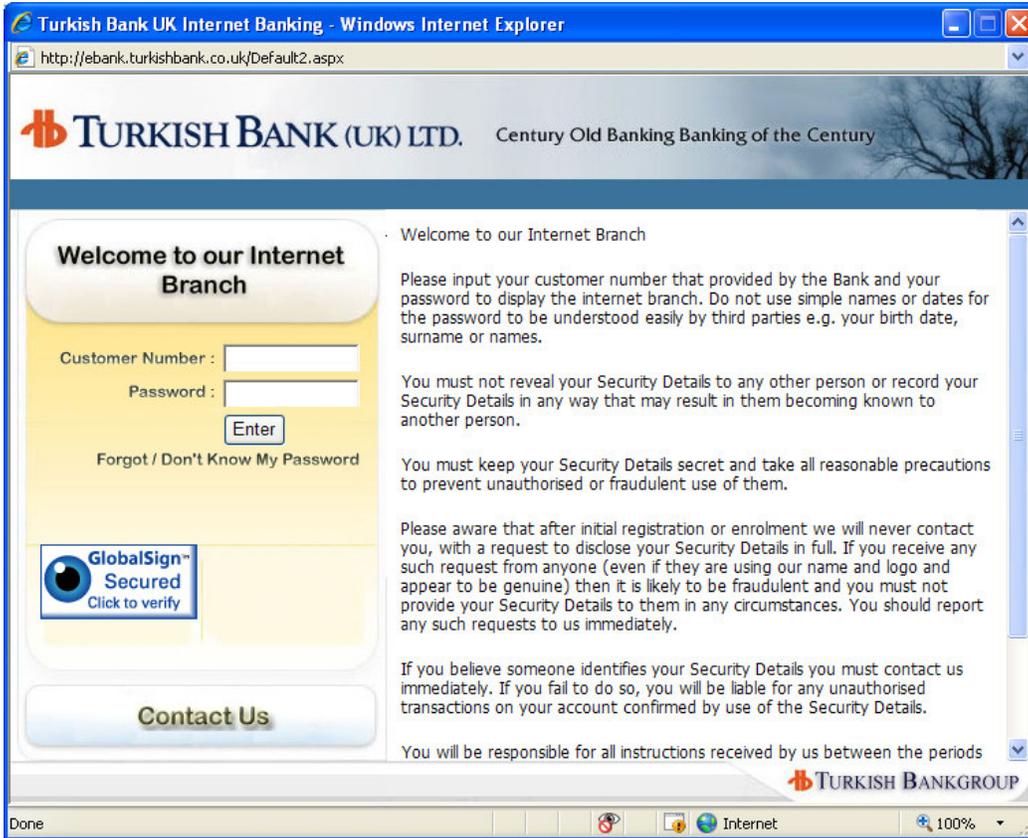
“**User Guide**” means the guidance and information in this ‘Internet Banking Customer User Guide’ set out on screen on our website, as amended from time to time.

“**you/your**” means the person(s) registered for our Service

“**we/our/us**” means Turkish Bank (UK) Limited.

“**website**” means our internet website <https://ebank.turkishbank.co.uk> or <http://www.turkishbank.co.uk>

2. ACCESSING INTERNET BANKING WEB SITE



The screenshot shows a Windows Internet Explorer browser window displaying the Turkish Bank UK Internet Banking website. The address bar shows the URL: <http://ebank.turkishbank.co.uk/Default2.aspx>. The page header includes the Turkish Bank (UK) LTD. logo and the tagline "Century Old Banking Banking of the Century". The main content area is titled "Welcome to our Internet Branch" and contains a login form with fields for "Customer Number" and "Password", an "Enter" button, and a link for "Forgot / Don't Know My Password". Below the form is a "GlobalSign Secured" badge with a "Click to verify" link and a "Contact Us" button. To the right of the form, there is a "Welcome to our Internet Branch" message and several paragraphs of security information. The footer of the page includes the Turkish Bank Group logo and the text "You will be responsible for all instructions received by us between the periods".

Our Internet Banking website can be accessed via <https://ebank.turkishbank.co.uk> or via Online Banking link in our main website: <http://www.turkishbank.co.uk> You can obtain an **Application Form** to use the **Internet Banking Service** either on this site or from any of our branches.

On completion of the **Internet Banking Application Form appropriate to your account status** please submit it either through one of our branches or to the Internet Branch that Turkish Bank (UK) Limited, 84-86 Borough High Street, London SE1 1LN. **If you are unsure which form is appropriate to you our Internet Branch staff will be pleased to advise you.**

After you have submitted the form you will be contacted in the manner you have identified in your application form. Having verified your identity, the bank will then issue you a password, which you will use to **Log On** for the **first time**.

Service time for the Internet Banking is **between 00:00 and 17:00 GMT**.

For any other queries or problems please telephone our Internet Branch on 0871 384 1017.

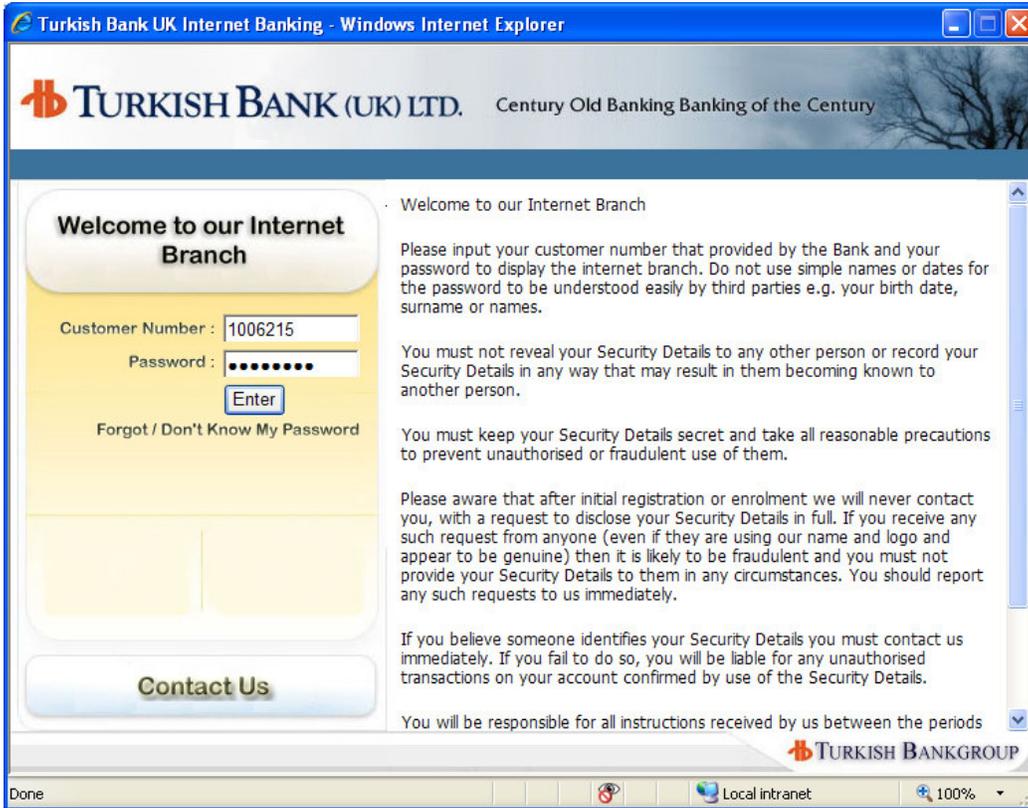


3. ACCESS RIGHTS

Your access rights can be with **full authority** or **view only**. If you have full authority then you will be able to use funds transfer functions. But a user with 'view only' access can only see the account details and transaction list.

Your access authority is specified when submitting the Internet Banking application form.

4. INITIAL LOGGING ON TO INTERNET BANKING



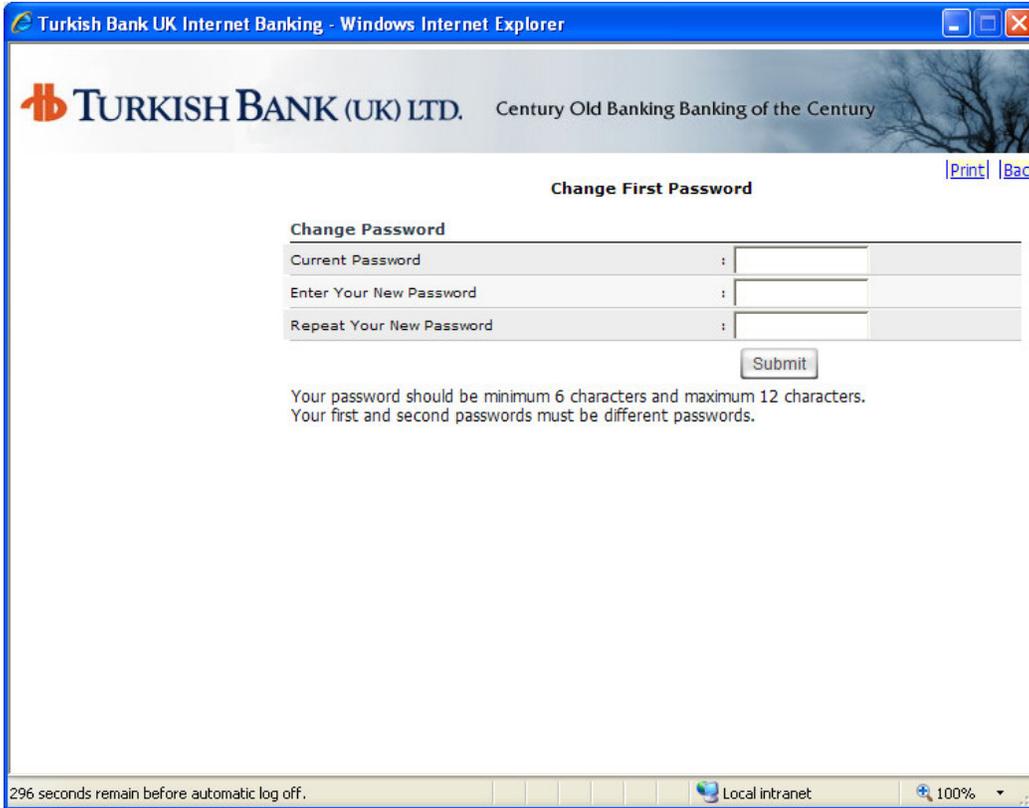
Before using the **Internet Banking Service** you need to **contact** our **Call Centre** to activate your **Internet Account** from **0871 384 1017**. You will be taken through some verbal security checks to ensure no one else can access your account. In case of not contacting our Call Centre you will be reminded with the following message:



In the first logon screen you need to input your **Customer Number** and **First Password**. Then you need to press **Enter** or click on **Enter** button.

The bank will give you your **First Password** and when you log on, the system will ask you to change this password. In order that, the only person who knows the password will be you.

TURKISH BANK (UK) LTD.



Turkish Bank UK Internet Banking - Windows Internet Explorer

 TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

[Print](#) | [Back](#)

Change First Password

Change Password

Current Password	:	<input type="password"/>
Enter Your New Password	:	<input type="password"/>
Repeat Your New Password	:	<input type="password"/>

Your password should be minimum 6 characters and maximum 12 characters.
Your first and second passwords must be different passwords.

296 seconds remain before automatic log off. Local intranet 100%

In the **Current Password** field please input your password given by the bank. The next fields will be used to input your **New Password**. Please select your password size between **6-12 characters** and make sure it is **NOT** easily guessable.

Once you **Submit** your password changes you will need to logon to the system again.

TURKISH BANK (UK) LTD.



Turkish Bank UK Internet Banking - Windows Internet Explorer

 TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

[Print](#) | [Back](#)

Change Second Password

Change Second Password

Enter Your New Password :

Repeat Your New Password :

Your password should be minimum 6 characters and maximum 12 characters.
Your first and second passwords must be different passwords.
You cannot use one of your last 4 passwords again.

284 seconds remain before automatic log off. Local intranet 100%

Once you have entered your **First Password** successfully and logged back on then the system will ask you to assign your **Second Password**.

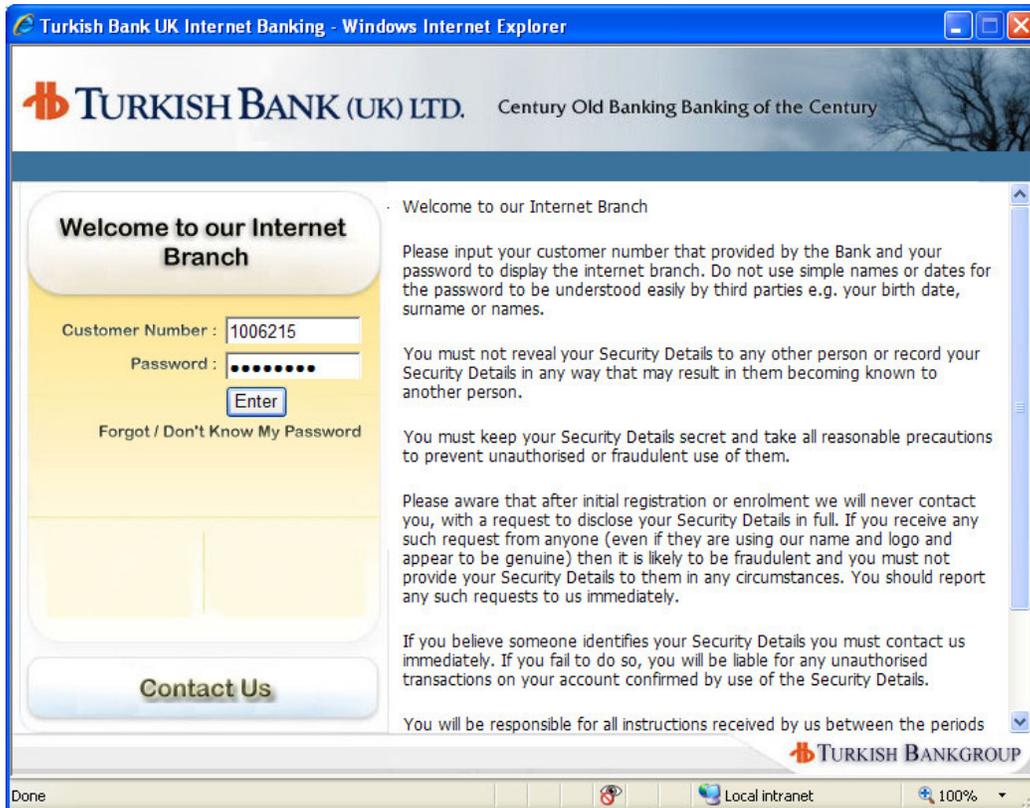
Your second password **must** be again between **6 and 12 characters** and it **cannot** be the same as your first password.

Once you have successfully assigned your **Second Password** you will be asked to exit and login again.

After **12 months** from your last second password change system will ask you to change your second password during log on.

Please note that you will never be asked to give your password to a member of staff under any circumstances.

5. LOGGING ON PROCEDURE



The screenshot shows a web browser window titled "Turkish Bank UK Internet Banking - Windows Internet Explorer". The page header includes the Turkish Bank (UK) Ltd. logo and the tagline "Century Old Banking Banking of the Century". The main content area is titled "Welcome to our Internet Branch" and contains a login form with the following elements:

- Customer Number:
- Password:
- Enter button
- Forgot / Don't Know My Password link
- Contact Us button

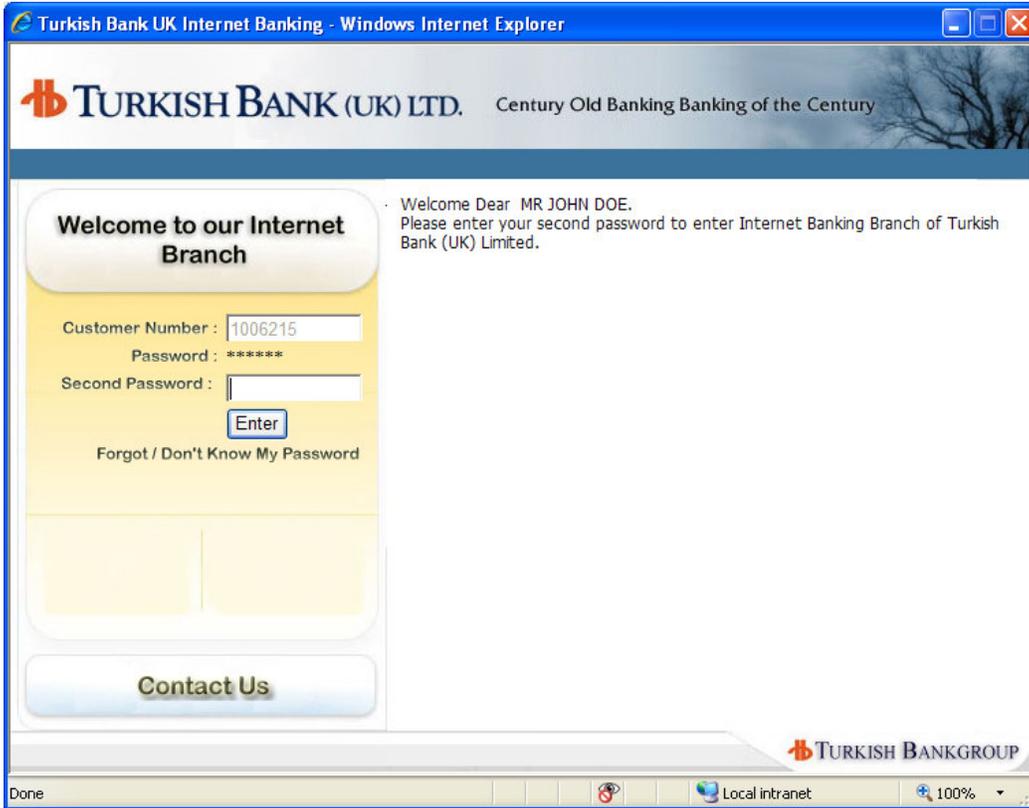
Text on the right side of the page includes:

- Welcome to our Internet Branch
- Please input your customer number that provided by the Bank and your password to display the internet branch. Do not use simple names or dates for the password to be understood easily by third parties e.g. your birth date, surname or names.
- You must not reveal your Security Details to any other person or record your Security Details in any way that may result in them becoming known to another person.
- You must keep your Security Details secret and take all reasonable precautions to prevent unauthorised or fraudulent use of them.
- Please aware that after initial registration or enrolment we will never contact you, with a request to disclose your Security Details in full. If you receive any such request from anyone (even if they are using our name and logo and appear to be genuine) then it is likely to be fraudulent and you must not provide your Security Details to them in any circumstances. You should report any such requests to us immediately.
- If you believe someone identifies your Security Details you must contact us immediately. If you fail to do so, you will be liable for any unauthorised transactions on your account confirmed by use of the Security Details.
- You will be responsible for all instructions received by us between the periods

The browser status bar at the bottom shows "Done", "Local intranet", and "100%" zoom level.

In the first logon screen you will be asked to enter your **Customer Number** and your **First Password**. Upon pressing the **Enter** or clicking on **Enter** button, if your customer number and first password are correct, then you will be directed to a second logon screen.

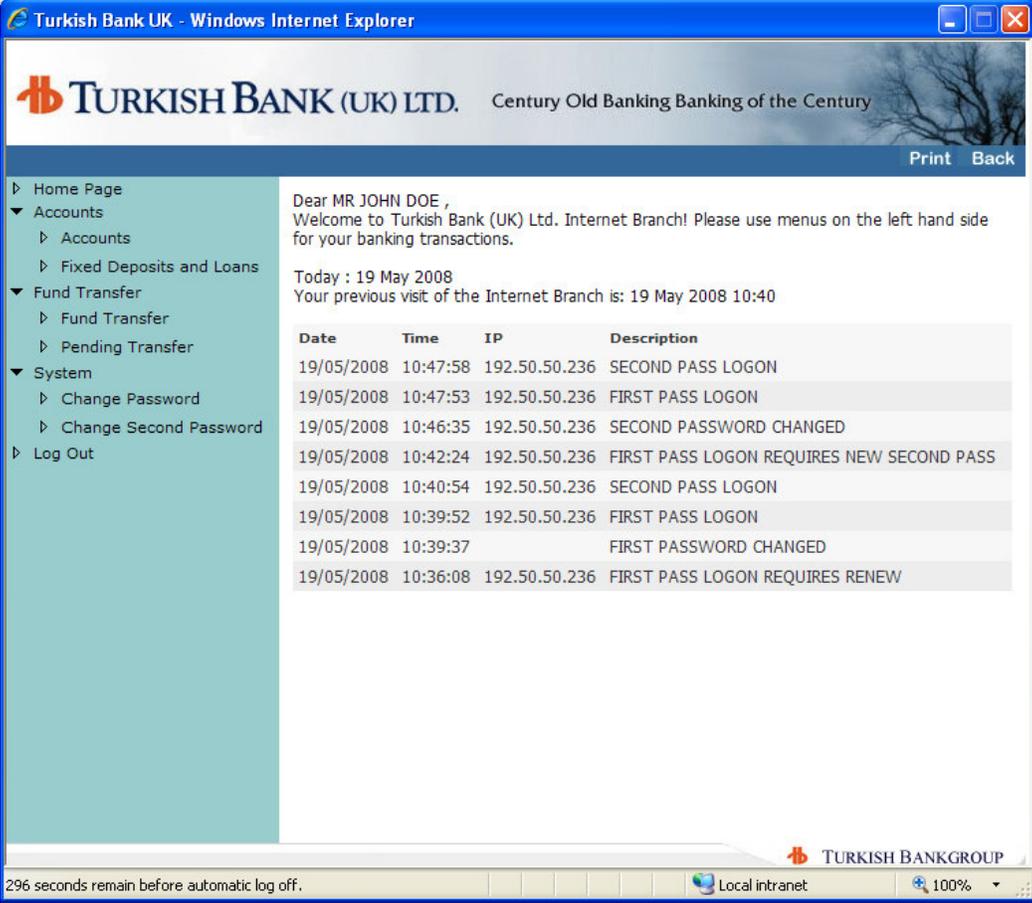
TURKISH BANK (UK) LTD.



The screenshot shows a web browser window titled "Turkish Bank UK Internet Banking - Windows Internet Explorer". The page header includes the bank's logo and the text "TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century". The main content area features a yellow login box with the heading "Welcome to our Internet Branch". Inside this box, there are three input fields: "Customer Number" (containing "1006215"), "Password" (containing "*****"), and "Second Password" (empty). Below the "Second Password" field is an "Enter" button. A link "Forgot / Don't Know My Password" is located below the "Enter" button. A "Contact Us" button is positioned at the bottom of the yellow box. To the right of the login box, a message reads: "Welcome Dear MR JOHN DOE. Please enter your second password to enter Internet Banking Branch of Turkish Bank (UK) Limited." The browser's status bar at the bottom shows "Done", "Local intranet", and "100%".

In the second logon screen you will be asked to enter your **Second Password**.

6. HOME PAGE



Turkish Bank UK - Windows Internet Explorer

 TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

Print Back

Dear MR JOHN DOE ,
Welcome to Turkish Bank (UK) Ltd. Internet Branch! Please use menus on the left hand side for your banking transactions.

Today : 19 May 2008
Your previous visit of the Internet Branch is: 19 May 2008 10:40

Date	Time	IP	Description
19/05/2008	10:47:58	192.50.50.236	SECOND PASS LOGON
19/05/2008	10:47:53	192.50.50.236	FIRST PASS LOGON
19/05/2008	10:46:35	192.50.50.236	SECOND PASSWORD CHANGED
19/05/2008	10:42:24	192.50.50.236	FIRST PASS LOGON REQUIRES NEW SECOND PASS
19/05/2008	10:40:54	192.50.50.236	SECOND PASS LOGON
19/05/2008	10:39:52	192.50.50.236	FIRST PASS LOGON
19/05/2008	10:39:37		FIRST PASSWORD CHANGED
19/05/2008	10:36:08	192.50.50.236	FIRST PASS LOGON REQUIRES RENEW

296 seconds remain before automatic log off.

TURKISH BANKGROUP
Local intranet 100%

After your successful logon process you will be welcomed with the **Internet Banking Home Page**. On this page you will have the site menu that is your last logon date and time and your last 8 activities in the Internet Banking site.

The **Accounts** menu shows you your list of accounts with balances and query transaction activities. The **Fixed Deposits and Loans** menu shows all your fixed deposit and loan accounts with the balances.

The **Fund Transfer** menu is used to transfer funds from your account to any other account within Turkish Bank (UK) Limited. The **Pending Transfer** menu will show you any transfers awaiting authorisation by the bank. If your access authority is **view only** you **CANNOT** use this function.

The **Change Password** and **Change Second Password** menu is to change your first and second passwords as described below.

The **Log Out** menu logs you out from the system.

7. ACCOUNTS

The screenshot shows the Turkish Bank UK website interface. The main content area displays a table of accounts. The table has the following columns: Account Number, Account Type, Branch, Currency Type, Balance, and Available Balance. The first account is selected, indicated by a green circle next to its account number (04007789).

Account Number	Account Type	Branch	Currency Type	Balance	Available Balance
<input checked="" type="radio"/> 04007789	Easy Access AC	London Branch	USD	5,355.72	5,355.72
<input type="radio"/> 04017430	Easy Access AC	London Branch	GBP	120.06	120.06
<input type="radio"/> 04020368	Easy Access AC	London Branch	EUR	14.53	14.53
<input type="radio"/> 04518304	Fxd Dep Cover	London Branch	EUR	0.00	0.00
<input type="radio"/> 04518568	Fxd Dep Cover	London Branch	GBP	0.00	0.00
<input type="radio"/> 04519114	Fxd Dep Cover	London Branch	GBP	0.00	0.00
<input type="radio"/> 08126887	ThirtyFiveDayN	London Branch	USD	175,032.55	175,032.55
<input type="radio"/> 04518304	Fxd Dep Cover	London Branch	EUR	0.00	0.00
<input type="radio"/> 04518568	Fxd Dep Cover	London Branch	GBP	0.00	0.00
<input type="radio"/> 04519114	Fxd Dep Cover	London Branch	GBP	0.00	0.00
<input type="radio"/> 04007789	Easy Access AC	London Branch	USD	5,355.72	5,355.72
<input type="radio"/> 04017430	Easy Access AC	London Branch	GBP	120.06	120.06
<input type="radio"/> 04020368	Easy Access AC	London Branch	EUR	14.53	14.53

At the bottom right of the table area, there are two buttons: 'Account Details' and 'Statements'. The page footer includes the text '290 seconds remain before automatic log off.', 'Local intranet', and '100%'.

When you click on **Accounts** in the menu you will see a list of all your accounts. You can select any one of your displayed accounts from the list by clicking the button to the left side of the account number.

Your **Available Balance** is your balance plus any agreed limit and less secured amounts &/or “uncleared effects” (see the bank’s General Terms and Conditions concerning “uncleared effects”). This is the cleared balance available for you to use.

Once you select one of your accounts you will view more details of your account by clicking the **Account Details** button below. You can see your transactions on the selected account by clicking on the **Statements** button.

TURKISH BANK (UK) LTD.



The screenshot shows a web browser window titled "Turkish Bank UK - Windows Internet Explorer". The page header includes the Turkish Bank logo and the text "TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century". There are "Print" and "Back" buttons in the top right corner. A left-hand navigation menu is visible, with "Account Details" selected. The main content area displays the following information:

Customer Detail	
Customer Name	: MR JOHN DOE
Customer Number	: 1006215

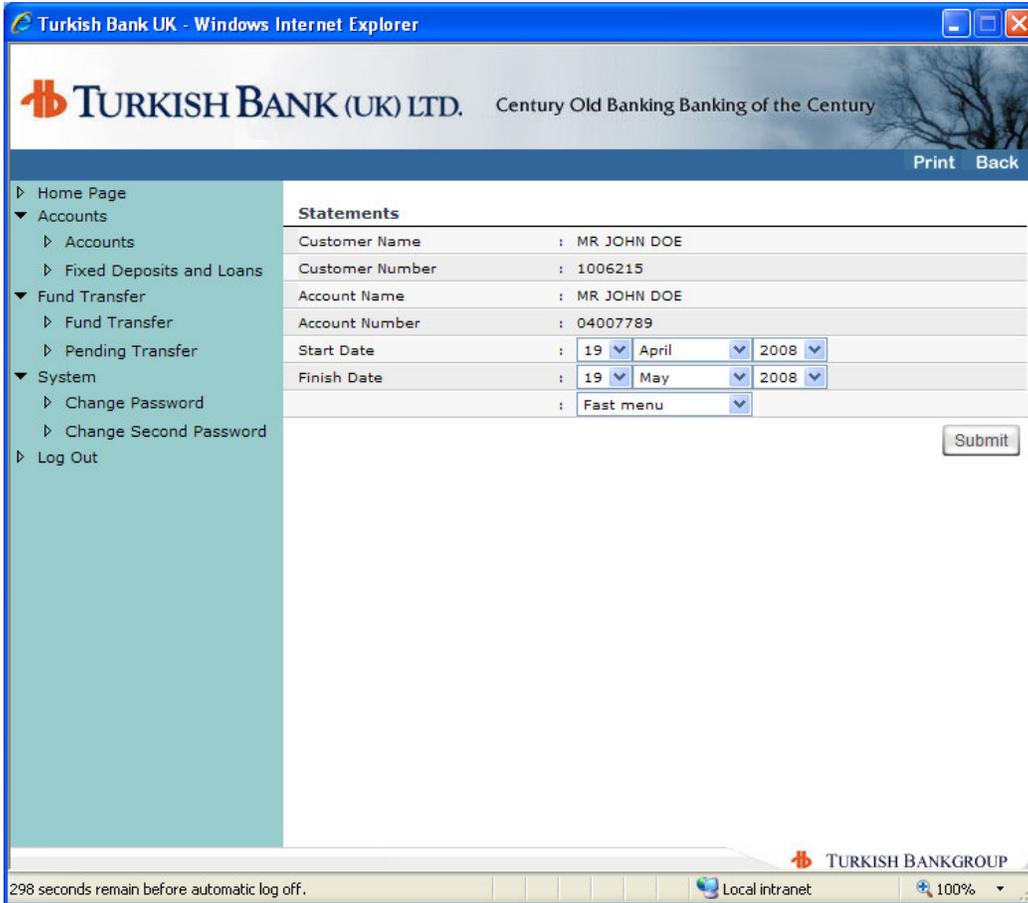
Account Detail	
Account Number	: 04007789
Account Owner Name	: MR JOHN DOE
Opening Date	: 07/07/1988
Account Type	: Easy Access AC
Currency Type	: USD
Branch	: London Branch
IBAN	: GB37TUBA40519804007789

Balance Detail	
Balance	: 5,355.72
Available Balance	: 5,355.72

Below the balance details is a "Back" button. The footer of the page shows "TURKISH BANKGROUP", "Local intranet", and "100%". A status bar at the bottom indicates "294 seconds remain before automatic log off."

Account Details screen will show you more details about your accounts with **Opening Date and IBAN**. The IBAN number is for the account selected.

8. STATEMENTS



Turkish Bank UK - Windows Internet Explorer

 TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

Print Back

Home Page

Accounts

Fixed Deposits and Loans

Fund Transfer

Fund Transfer

Pending Transfer

System

Change Password

Change Second Password

Log Out

Statements

Customer Name	:	MR JOHN DOE
Customer Number	:	1006215
Account Name	:	MR JOHN DOE
Account Number	:	04007789
Start Date	:	19 April 2008
Finish Date	:	19 May 2008
	:	Fast menu

Submit

298 seconds remain before automatic log off.

Local intranet 100%

TURKISH BANKGROUP

After you select an account you can click on the **Statements** button to view your transactions on that account. In the first screen you need to specify a **Start Date** and **Finish Date** for your transaction enquiry.

Alternatively you can select last week, last month or last 3 months from the **Fast Menu**. Just click on the arrow and select from the dropdown menu.

Click **Submit** button to proceed with your enquiry.

TURKISH BANK (UK) LTD.

The screenshot shows the Turkish Bank UK website interface. At the top, there is a navigation menu with options like Home Page, Accounts, Fund Transfer, System, and Log Out. The main content area is titled 'Account Detail' and displays the following information:

- Account Number : 04007789
- Account Owner Name : MR JOHN DOE
- Account Type : Easy Access AC
- Currency Type : USD
- Branch : London Branch
- IBAN : GB37TUBA40519804007789
- Date Interval : 01/01/2006 - 19/05/2008

Below the account details is a 'Statements' section showing a table of transactions. The table has columns for Entry Date, Value Date, Reference, Amount, and Balance. The transactions listed are:

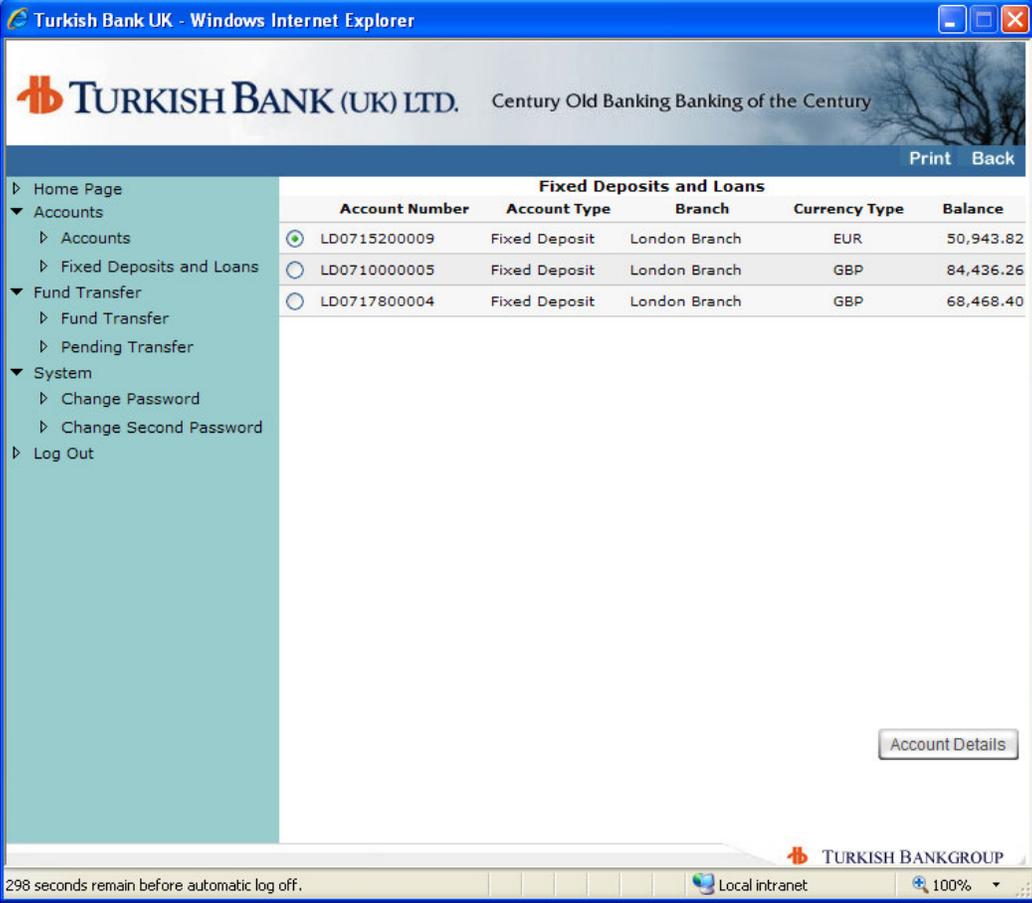
Entry Date	Value Date	Reference	Amount	Balance
17/01/2007	17/01/2007	FT0701700487 ACCT TRANSFER DTH21662040 C Y MUSANNIF	175,251.00	175,660.72
17/01/2007	17/01/2007	FT0701700545 ACCT TRANSFER TR FR 4007789 TO 08126887	-170,000.00	5,660.72
17/08/2007	17/08/2007	FT0722905351 IB ACCT TRF my trial entry	-100.00	5,560.72
17/08/2007	17/08/2007	FT0722905383 IB ACCT TRF test	-100.00	5,460.72
17/08/2007	17/08/2007	FT0722905384 IB ACCT TRF test	-5.00	5,455.72
17/08/2007	17/08/2007	FT0722905392 IB ACCT TRF narrate	-100.00	5,355.72

At the bottom of the page, there is a status bar showing '291 seconds remain before automatic log off.', 'Local intranet', and '100%' zoom level.

You will see the list of transactions between the dates specified. If the list is more than one page then you can click on **Next Page** or **PrevPage** to navigate between pages as seen above.

You can also print your statement by clicking the **Print** button at the top right corner of this screen.

9. FIXED DEPOSITS AND LOANS



Turkish Bank UK - Windows Internet Explorer

 TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

Print Back

Fixed Deposits and Loans

Account Number	Account Type	Branch	Currency Type	Balance
<input checked="" type="radio"/> LD0715200009	Fixed Deposit	London Branch	EUR	50,943.82
<input type="radio"/> LD0710000005	Fixed Deposit	London Branch	GBP	84,436.26
<input type="radio"/> LD0717800004	Fixed Deposit	London Branch	GBP	68,468.40

Account Details

298 seconds remain before automatic log off. Local intranet 100%

When you select **Fixed Deposits and Loans** on your menu you will be given a list of your Fixed Deposit and Loan accounts with the balances as seen above.

You can select any one of your fixed deposit or loan accounts by clicking the button on the left side of the reference number. Then if you click on the **Account Details** button below, you will be displayed more information about your fixed deposit or loan account.



Turkish Bank UK - Windows Internet Explorer

TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

Print Back

Account Details	
Account Owner	
Customer Name	: MR JOHN DOE
Customer Number	: 1006215
Account Detail	
Account Number	: LD0715200009
Account Owner Name	: MR JOHN DOE
Start Date	: 01/06/2007
Maturity Date	: 03/09/2007
Account Type	: Fixed Deposit
Currency Type	: EUR
Branch	: London Branch
IBAN	: GB26TUBA40519804518304
Opening Account	: 04518304
Payment Account	: 04518304
Interest Payment Account	: 04518304
Balance Detail	
Balance	: 50,943.82
Current Interest Rate	: 3.63
Next Interest Payment Amount	: 482.20
Tax on Interest	: 0.00

Back

TURKISH BANKGROUP

296 seconds remain before automatic log off. Local intranet 100%

In the **Account Details** you will be able to view more details about your fixed deposit or loan.

IBAN is for the account associated with your fixed deposit or loan selected.

You may also see your interest rate applied to your fixed deposit or loan, next interest payment amount for credit interest and, the associated tax if there is any.

10. FUNDS TRANSFER

The screenshot shows the 'Funds Transfer' page of the Turkish Bank UK website. The page title is 'Funds Transfer' and it includes a navigation menu on the left. The main content area displays a table of accounts and a form for entering beneficiary details.

Accounts Table:

Account Number	Account Type	Branch	Currency Type	Balance	Available Balance
<input checked="" type="radio"/> 04007789	Easy Access AC	London Branch	USD	5,355.72	5,355.72
<input type="radio"/> 04017430	Easy Access AC	London Branch	GBP	120.06	120.06
<input type="radio"/> 04020368	Easy Access AC	London Branch	EUR	14.53	14.53
<input type="radio"/> 04518304	Fxd Dep Cover	London Branch	EUR	0.00	0.00
<input type="radio"/> 04518568	Fxd Dep Cover	London Branch	GBP	0.00	0.00

Form Fields:

Please write the account number which you will make the transfer to

Beneficiary Account Number :

Amount :

Narrative :

On the **Fund Transfer** menu you will display a list of the accounts belonging to you from that you can make a funds transfer within your accounts of Turkish Bank (UK) Ltd. If you select an account by clicking the button on the left of the account number then this will be the account from which funds will be taken.

The **Beneficiary Account Number** is the account to which you wish to transfer funds. This account can be any account within our bank including that of any other customer. But you cannot use this menu to transfer funds outside of the bank.

If your access authority is **view only** you will **NOT** be able to use this function.

Funds Transfer

Please select one of your accounts below to make the transfer from

Accounts						
Account Number	Account Type	Branch	Currency Type	Balance	Available Balance	
<input checked="" type="radio"/> 04007789	Easy Access AC	London Branch	USD	5,355.72	5,355.72	
<input type="radio"/> 04017430	Easy Access AC	London Branch	GBP	120.06	120.06	
<input type="radio"/> 04020368	Easy Access AC	London Branch	EUR	14.53	14.53	
<input type="radio"/> 04518304	Fxd Dep Cover	London Branch	EUR	0.00	0.00	
<input type="radio"/> 04518568	Fxd Dep Cover	London Branch	GBP	0.00	0.00	

Please write the account number which you will make the transfer to

Beneficiary Account Number: 02013099

Beneficiary Name : Jane Doe

Credit Account : 02013099

Currency Type : GBP

Transaction Rate : 2.042

Amount: 200 USD 97.94 GBP

Narrative: my sample transaction

292 seconds remain before automatic log off. Local intranet 100%

If the account belongs to you then you will not need to enter the **Beneficiary Name**. However if this account belongs to somebody else then you will need to input the name of that beneficiary.

When you input the **Beneficiary Account Number** and press enter then you will see the **Currency** in which the account is held. You will also need to input the **Amount**. In a case of the account you need to take the funds from, and the account you need to transfer the funds to, have different currencies then you will notice the **Exchange Rate** for the transfer and also you will have the options to select which currency your amount relates to. For example if you are making a transfer from a USD account to a GBP account you can input the amount as GBP 100 or USD 200 by changing the currency next to the amount.

You have the option to add **Narrative** on the transfer. This narrative will be displayed on your **statement** and appeared on the **statement of the beneficiary**.

You must click on the **Submit** button to complete your transfer and you will then see the **Transfer Authorisation** screen.



Turkish Bank UK - Windows Internet Explorer

TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

Print Back

- Home Page
- Accounts
 - Accounts
 - Fixed Deposits and Loans
- Fund Transfer
 - Fund Transfer
 - Pending Transfer
- System
 - Change Password
 - Change Second Password
- Log Out

Transfer Authorisation

Date	19/05/2008
Amount	200 USD

Receiver Information

Name	Jane Doe
Credit Account	02013099
Currency Type	GBP
Branch	Harringay Branch

Sender Information

Name	MR JOHN DOE
Account	04007789
Currency Type	USD
Transaction Rate	2.042
Balance	5,355.72
Available Balance	5,355.72

Other

Narrative my sample transaction

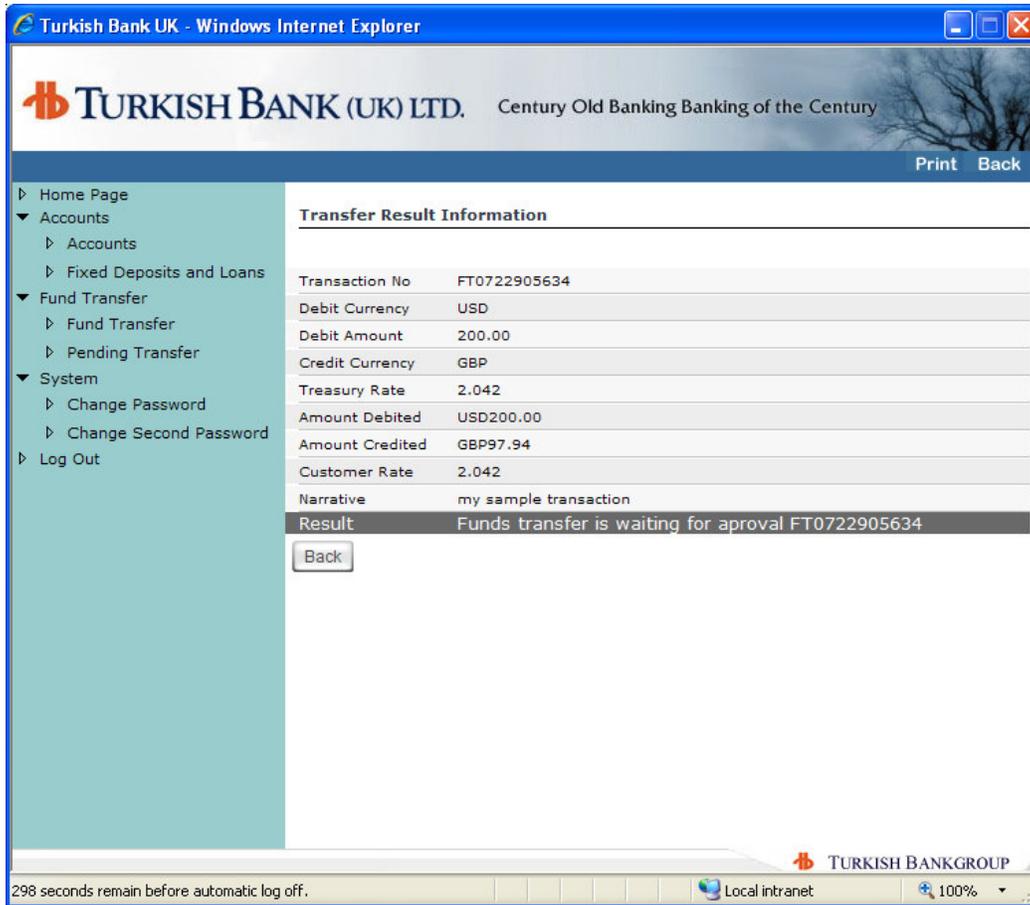
Please enter your second password for confirmation of your money transfer.

Second Password :

276 seconds remain before automatic log off.

Local intranet 100%

In the **Transfer Authorisation** screen you will see the details of the transaction and will be asked to input your second password to verify the transaction. Once you have entered your second password successfully then click on the Submit button and your transfer will be processed.



Turkish Bank UK - Windows Internet Explorer

TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

Print Back

- Home Page
- Accounts
 - Accounts
 - Fixed Deposits and Loans
- Fund Transfer
 - Fund Transfer
 - Pending Transfer
- System
 - Change Password
 - Change Second Password
- Log Out

Transfer Result Information

Transaction No	FT0722905634
Debit Currency	USD
Debit Amount	200.00
Credit Currency	GBP
Treasury Rate	2.042
Amount Debited	USD200.00
Amount Credited	GBP97.94
Customer Rate	2.042
Narrative	my sample transaction
Result	Funds transfer is waiting for aproval FT0722905634

298 seconds remain before automatic log off. Local intranet 100%

In the **Transfer Result Information** screen you will see your transfer details again but also in the **Result** line you will be given information about the result of your transfer. If there are no errors your transfer may proceed immediately or be placed in a queue for further approval by the bank.

You can display the transfer pending for approval via the **Pending Transfer** option under **Fund Transfer** menu. In these circumstances we will endeavour to approve the transfer as quickly as possible.

11. PENDING TRANSFER



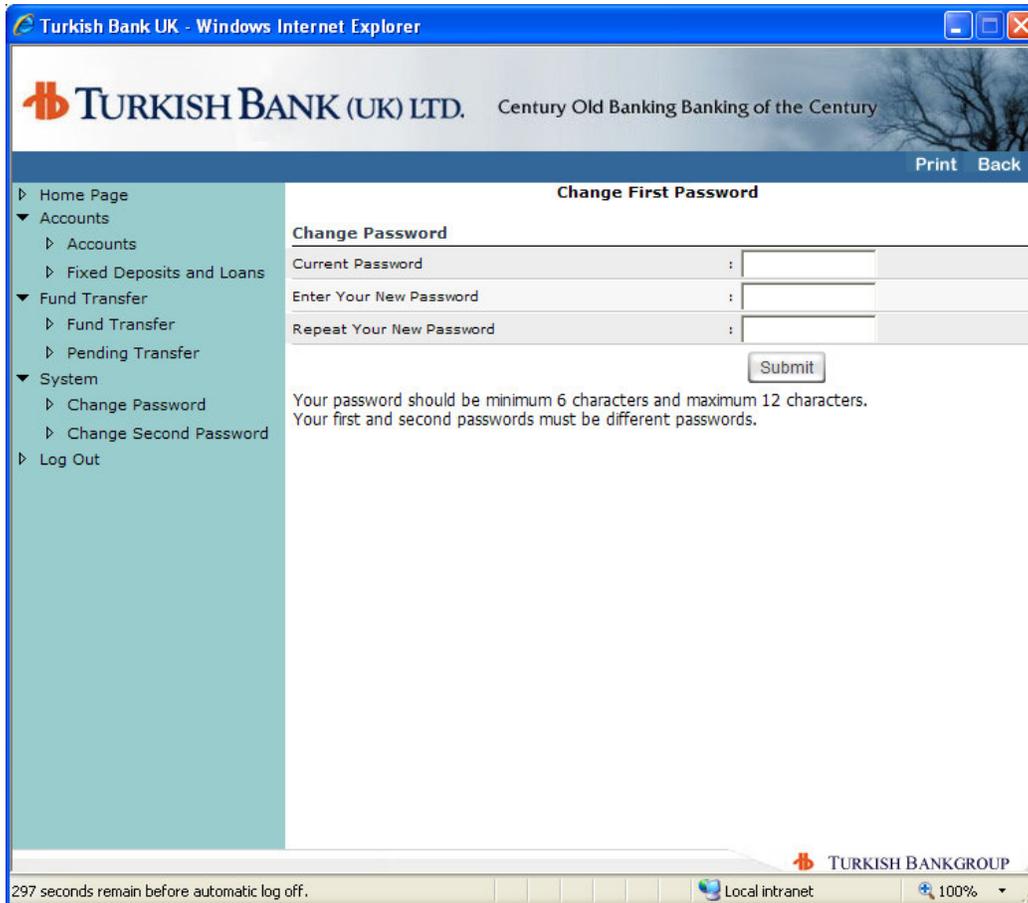
Pending Transfer

FT	Debit Account	Debit Amount	Credit Account	Credit Amount
Date & Time	Narrative			
FT0722905634	04007789	USD200.00	02013099	GBP97.94
19/05/2008 11:35:00	my sample transaction			

298 seconds remain before automatic log off. Local intranet 100%

If your online transaction requires approval from the bank you can view these transactions from your **Pending Transfer** menu option. Once each transaction is approved it will be removed from the list and Pending Transfer screen will remain with no record.

12. CHANGE PASSWORD



Turkish Bank UK - Windows Internet Explorer

 TURKISH BANK (UK) LTD. Century Old Banking Banking of the Century

Print Back

Change First Password

Change Password

Current Password	:	<input type="text"/>
Enter Your New Password	:	<input type="text"/>
Repeat Your New Password	:	<input type="text"/>

Submit

Your password should be minimum 6 characters and maximum 12 characters.
Your first and second passwords must be different passwords.

297 seconds remain before automatic log off.

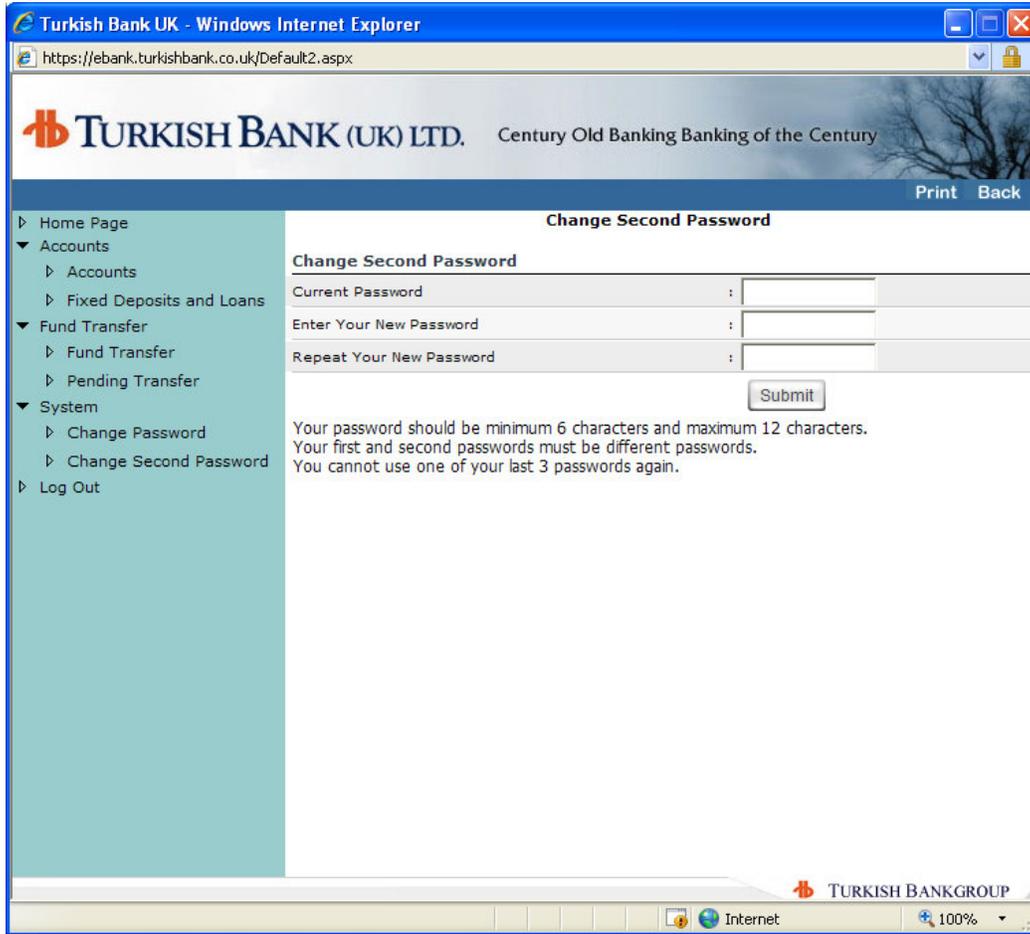
TURKISH BANKGROUP
Local intranet 100%

WE RECOMMEND YOU TO CHANGE YOUR PASSWORD REGULARLY

If you need to change your **first password** then you should use the **Change Password** menu option. You will need to input your existing password and then enter your new password in the next two fields.

Once you have successfully changed your password you will need to exit and logon again.

13. CHANGE SECOND PASSWORD



The screenshot shows a web browser window titled "Turkish Bank UK - Windows Internet Explorer" with the URL "https://ebank.turkishbank.co.uk/Default2.aspx". The page header includes the Turkish Bank (UK) Ltd. logo and the tagline "Century Old Banking Banking of the Century". A navigation menu on the left lists options such as Home Page, Accounts, Fund Transfer, System, and Log Out. The main content area is titled "Change Second Password" and contains three input fields: "Current Password", "Enter Your New Password", and "Repeat Your New Password". A "Submit" button is located below the fields. Below the form, there are instructions: "Your password should be minimum 6 characters and maximum 12 characters. Your first and second passwords must be different passwords. You cannot use one of your last 3 passwords again." The footer of the page displays the "TURKISH BANKGROUP" logo.

If you need to change your second password please use the **Change Second Password** menu option. You will need to input your existing password and then enter your new password in the next two fields.

Once you successfully changed the password you will need to exit and logon again.

After 12 months from your last second password change, the system will ask you to change your second password during the log on process.



14. FORGOTTEN PASSWORDS OR PASSWORD FAILURE

If you have forgotten your password or locked your password due to unsuccessful logon attempts please call our Internet Branch on 0871 3841017.



15. MINIMUM SYSTEM REQUIREMENTS

In order to access our website, you will need:

Computer with access to Internet

Microsoft Internet Explorer or Mozilla Firefox (newer versions are recommended)

128-bit encryption (Your browser should normally have this by default)

If you are using a company network your network settings may prevent access to our web site. Please contact to your network administrator for assistance in that case.

16. LOG OUT

For your security, after **5 minutes of inactivity** during your session the system logs out automatically. You should always **log out** of your internet banking session when you have finished using the service.