

Monetary Limits Stipulated in the Law on the Protection of Consumers and the Regulation on Consumer Arbitration Committees have been Increased

16 Feb 2024

The monetary thresholds applicable to consumer transactions in 2024 were designated with the Communiqué on Increasing the Monetary Limits in Article 68 of the Law No. 6502 on Consumers Protection and Article 6 of the Regulation on Consumer Arbitration Committees published in the Official Gazette dated December 20, 2023 ("**Communiqué**"), published in the Official Gazette dated 20 December 2023 and numbered 32405.

According to the Communiqué, the mandatory monetary limits applicable to applications submitted to consumer arbitration boards have been updated by an increase of 58.46%, as determined in the General Communiqué on Tax Procedure Law, effective from January 1, 2024.

Additionally, pursuant to this Communiqué, for disputes with a value of less than 104,000 Turkish liras in applications made in 2024, Provincial or District Consumer Arbitration Boards will be competent. In other words, for 2023, the monetary limit for consumer applications was determined as 66,000 Turkish Liras. As for 2024, this value has been increased and the monetary limit has been determined as 104.000 Turkish Liras.

With this Communiqué, provisions regarding the competent authorities for the applications of consumers have been published.

- Pursuant to Article 4 of the Communiqué, the jurisdiction and division of labor of the Consumer Arbitration Committees shall be determined by the Ministry of Commerce ("**Ministry**"). Provincial Consumer Arbitration Committees are authorized within provincial borders and District Consumer Arbitration Committees are authorized within district borders. In districts where no Consumer Arbitration Committee is established, the Consumer Arbitration Committee determined by the Ministry for that district is authorized.
- Applications may be made to the Consumer Arbitration Committee in the place where the consumer's place of residence is located or where the consumer transaction is made. Accordingly, if the Consumer Arbitration Committee has not been established in the district where the application can be made, applications can be made to the district governorship of that district. The applications should be recorded in the Consumer Information System without delay by the district governorships and forwarded to the authorized Consumer Arbitration Committee determined by the Ministry.

This Communiqué will enter into force on January 1, 2024.

Please see this [link](#) for the full text of the Communiqué. (only in Turkish)

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