

Turkey Streamlines Application Process for Initiating Consumer Arbitrations

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The Consumer Arbitration Committee ("**Committee**") considers and make decisions on consumer conflicts worth up to 3,610 Turkish Lira. From 11 August 2017, applicants the Committee are no longer required to submit a signed copy of their application within fifteen days of making an online application via the Consumer Information System.

The Ministry of Customs and Trade ("**Ministry**") published the Amendment Regulation to the Regulation on Consumer Arbitral Committee ("**Amendment Regulation**") in Official Gazette number 30151 on 11 August 2017.

Other notable amendments introduced by the Amendment Regulation include:

- Applications can now be made to the Committee in person or via counsel in the following methods:
 - Hand delivery
 - Post
 - Online via the Consumer Information System.
- If an applicant chooses not to use the standard application form (published on the Ministry's website), their application should include the following information:
- The applicant's:
 - Name and surname.
 - Turkish identity number.
 - Address.
 - Other contact information.
 - Description of the claim.
 - Value of the claim in Turkish Lira. For claims made in foreign currency, the value should be converted to Turkish Lira, based on the Central Bank's current exchange rate as of the application date.
- The Chairman, member or reporter of the Committee cannot be appointed as expert in Committee.

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

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