

Guidelines for Notifying the CBRT regarding Unauthorized Payment Service Providers

April 2022

Payment and electronic money institutions operating in Türkiye are obliged to obtain an operating license from the Central Bank of the Republic of Türkiye (CBRT) in accordance with Law No. 6493 on Payment and Securities Settlement Systems, Payment Services and Electronic Money Institutions.

Institutions other than banks and the Turkish Postal Services (PTT) authorized to provide payment services such as transfers of funds on a payment account, money remittance, corresponding services enabling bill payments, and electronic money issuance listed under Law No. 6493 are published on the CBRT website.

The provision of payment services by entities **other than banks**, the **PTT**, and **payment and electronic money institutions included in the list published by the CBRT or their authorized agents** is an offense within the scope of Law No. 6493, and an application is made by the CBRT to the Chief Public Prosecutor's Office in order to investigate and prosecute natural persons or officers of legal persons operating without permission/license from the CBRT.

Not only are activities of natural or legal persons providing unauthorized payment services criminal offenses under Law No. 6493, but customers who receive services from these persons may be subject to investigations related to illegal activities and experience significant inconveniences.

In this context, in case of encountering natural or legal persons who are acting as **payment and electronic money institutions or their authorized agents** with no licenses or authorization, it is recommended to notify the CBRT by using the Contact Us tab (**For Your Questions**) on the CBRT website or the "Ask the CBRT" tab via e-Government, so that the issue can be examined by the CBRT.

This document is prepared to give guidance regarding the issues that require attention during the provision of payment services and the issuance of electronic money, and actions to take if an unauthorized activity is detected.

➤ **Which legal persons are authorized to provide payment services?**

In accordance with Law No. 6493;

- Banks within the scope of Law No. 5411,
- Electronic money institutions,
- Payment institutions, and
- the Turkish Postal Services are authorized to provide a payment service. In addition, agents of a payment or electronic money institution may also provide payment services on behalf of that institution.

➤ **How to understand if a payment or electronic money institution is authorized?**

The websites of legal persons authorized as a payment or electronic money institution include an official authorization by the CBRT and/or the CBRT's logo. In addition, whether the institution is authorized or not can be checked from the list of payment and electronic money institutions published on the CBRT's website.

[List of Authorized Payment Institutions](#)

[List of Authorized Electronic Money Institutions](#)

➤ **Who can be an agent of an authorized payment or electronic money institution?**

Natural or legal persons who meet the conditions specified in subparagraph (d) of the first paragraph of Article 8 of Law No. 5411 can become an agent. However, people operating under names such as money changer or jeweler engaged in the purchase and sale of processed precious metals and precious stones listed in Article 2 of Decision No. 32 on the Protection of the Value of the Turkish Currency, and authorized institutions referred to in subparagraph (o) of the first paragraph of Article 3 of Communiqué No. 32 on the Protection of the Value of the Turkish Currency published in the Official Gazette No. 30317 of 30/1/2018 (Communiqué No. 2018-32/45) cannot be an agent. If an agency contract was signed with such natural or legal persons before 1/12/2021, the said contracts are supposed to be terminated by 31/12/2022.

➤ **How to recognize an authorized agent?**

Institutions ensure that the payment services within the scope of their activities are announced at the workplaces of their agents. In addition, the lists of agents are available on the websites of these institutions. Agents who provide services without being an agent of any institution or outside the scope of the payment services are considered as unauthorized agents.

Additionally, there should be a clearly distinguishable sticker on the exterior wall of the workplaces of agents. On the sticker, there is a QR code above which it says "Scan and Verify". Scanning the QR code will reveal information about the relevant agent of the institution and its location on the map.



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In addition, the workplaces of authorized agents have an "Authorized Agent Certificate" hung on the office wall, easily visible by consumers.



In addition, within the scope of the 29th paragraph of Article 18 of the Regulation on Payment Services and Electronic Money Issuance and Payment Service Providers (Regulation), the conditions required for agent offices will also be sought for online environments such as agents' websites and mobile applications, to the extent appropriate to their nature.

➤ **Where and how can a notification be made for a natural or legal person that is considered an unauthorized agent?**

It is essential to notify the CBRT by using the contact tab (For Your Questions) on the CBRT website or the "Ask the CBRT" tab via e-Government, so that the issue can be examined by the CBRT.

➤ **What sanctions are applied to those who provide unauthorized payment services?**

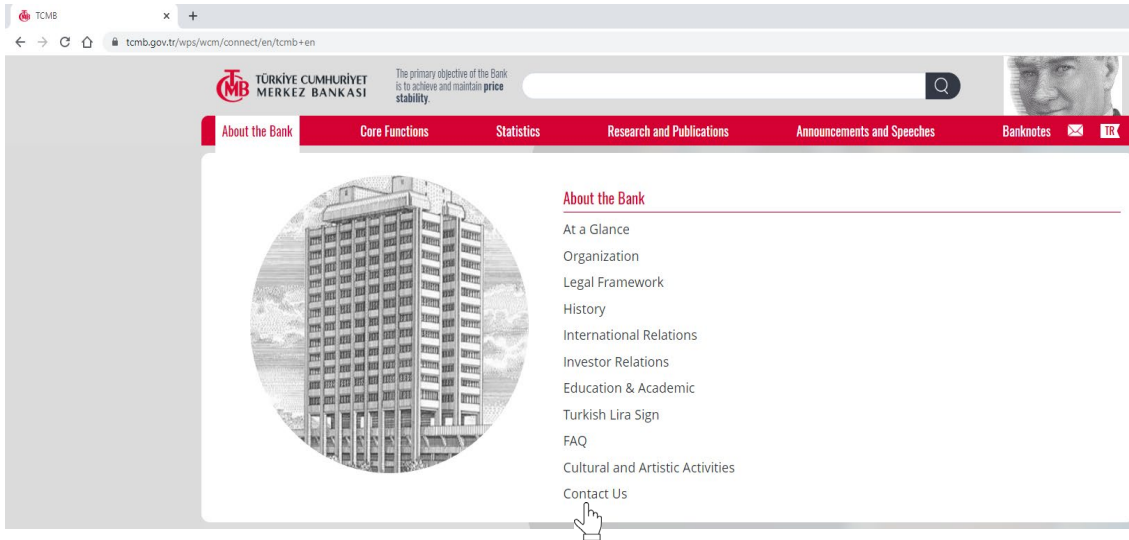
According to Law No. 6493, natural persons and officials of legal entities operating as a system operator, payment institution or electronic money institution without obtaining the necessary license are sentenced to imprisonment from one year to three years and a judicial fine calculated as the equivalent of up to five thousand days.

In cases where the offenses are committed in workplace facilities, such workplaces may be closed from two months to six months, and permanently if such acts are repeated.

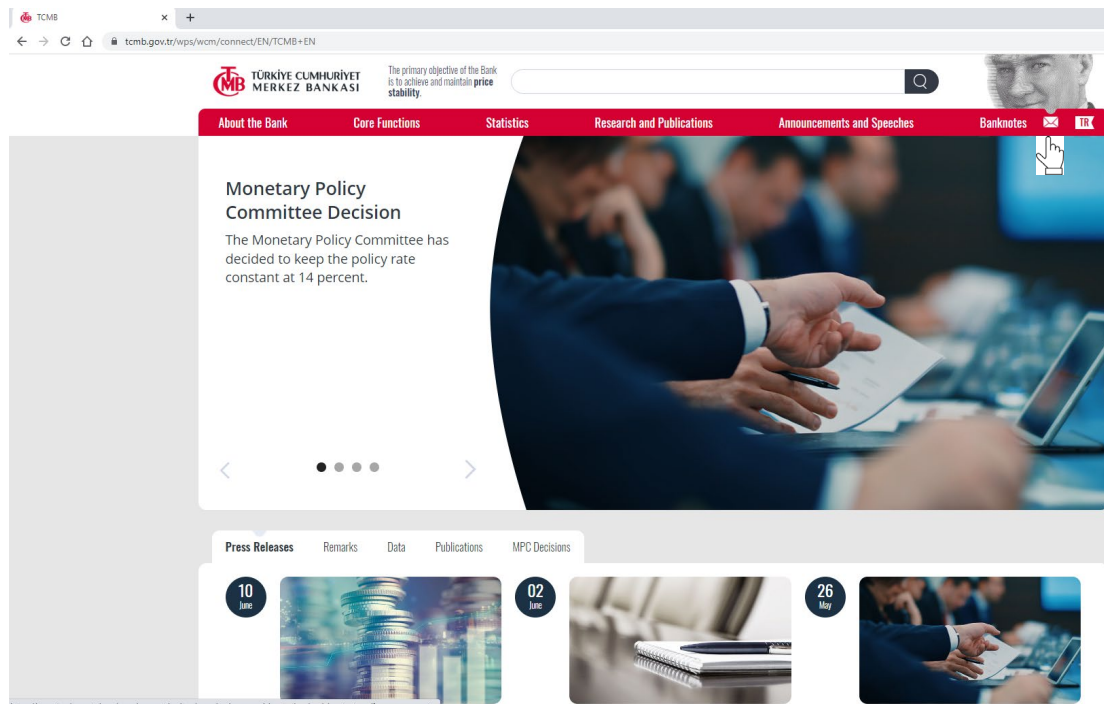
Notifying the CBRT of Natural or Legal Persons Engaging in Unauthorized Activities

I. Application through the "Contact Us" Tab on the CBRT Website

1. To report unauthorized activity through the CBRT website, go to the main page <https://www.tcmb.gov.tr/>, click on "About the Bank" tab and then "Contact Us".



2. The process can also be started by clicking on the "envelope" sign on the upper right corner of the main page. This will take you directly to the third stage.



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3. You should switch to the application page by selecting the "For your questions" link.

TCMB - Head Office

tomb.gov.tr/wps/wcm/connect/EN/TCMB+EN/Main+Menu/About+the+Bank/Contact+Us

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- Turkish Lira Sign
- FAQ
- Cultural and Artistic Activities
- Contact Us
 - Head Office
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 - For Your Questions

Head Office

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CENTRAL BANK OF THE REPUBLIC OF TÜRKİYE
Head Office
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06050 Ulus Altındağ Ankara Türkiye

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+90 312 507 5000

Fax
+90 312 507 5640

SWIFT
TCMB TR 2A

EFT
0001

Reuters
CBTA

Bloomberg
CBT<GO>

Türkiye Cumhuriyet Merkez B...
Dönerbey Mahallesi, İstiklal Cd
No 10, 06050 Altındağ/Ankara
3.7 ★★★★★ 58 reviews
View larger map

Türkiye Cumhuriyet Merkez Bankası İdare...
Ulus İtfaiye Meydanı Camisi
Ulus Parkı
View Larger

Central Bank of the Republic of Türkiye Head Office
Hacı Bayram Mah. İstiklal Cad. No:10 06050 Ulus Altındağ Ankara Phone: (+90 312) 507 50 00 | Fax: (+90 312) 507 56 40

4. Once you get to the notification page following the directions shown in steps 1 and 2, fill in the Name, Surname and E-mail fields. Select "Payment Services" from the drop-down menu under the "Application" heading, and specify all the details regarding the application/notification in the "Detail" field.

TCMB - For Your Questions

tomb.gov.tr/wps/wcm/connect/en/tomb+en/main+menu/about+the+bank/contact+us/for+your+questions

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For Your Questions

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Name

Surname

E-mail

Application
Payment Services

Detail

Security Code / b h e

Send Clear

Marked fields are required.

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5. After filling in the relevant sections on the page, click on "Send".

TCMB - For Your Questions

tcmb.gov.tr/wps/wcm/connect/EN/TCMB+EN/Main+Menu/About+the+Bank/Contact+Us/For+Your+Questions

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Contact Us
Head Office
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For Your Questions

For Your Questions

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Xxx

Yyy

xxx.yyy@gmail.com

Application
Payment Services

... It carries out unauthorized bill payment and money transfer transactions at the address. I present to your information.

nhdn n h d n

Send Clear

Fields are required.

6. Your application is complete when you see the "Sent Successfully" message.

the+Bank/Contact+Us/For+Your+Questions

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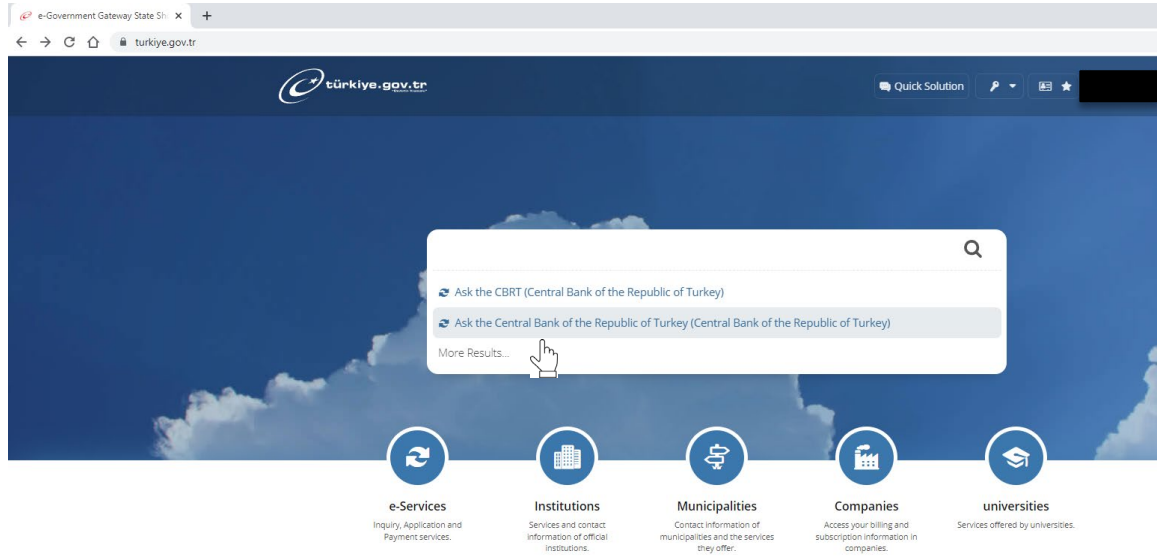
www.tcmb.gov.tr says
Sent successfully.

OK

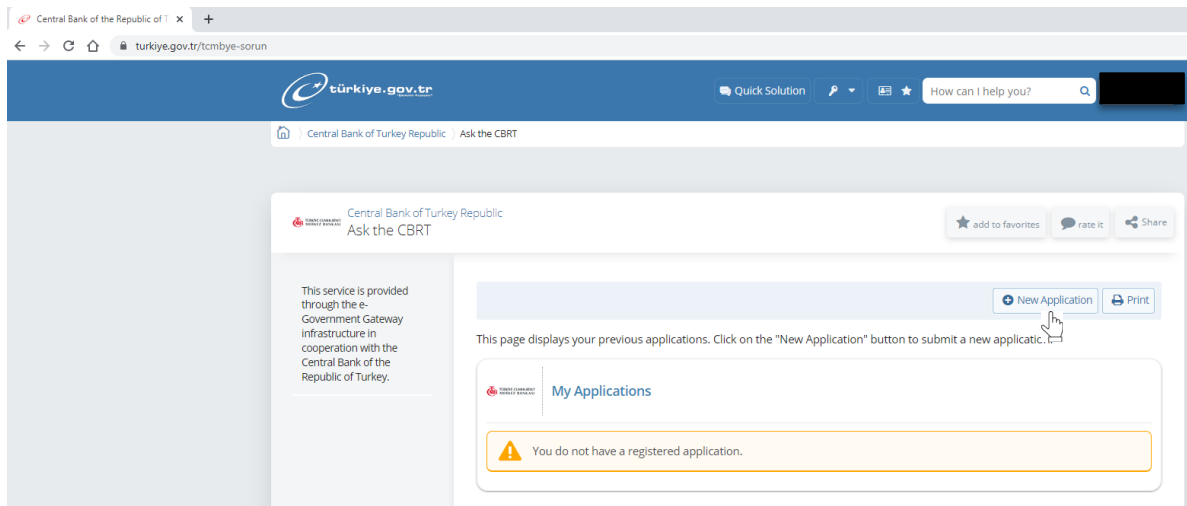
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II. Notification Using the "Ask the CBRT" tab on E-Government

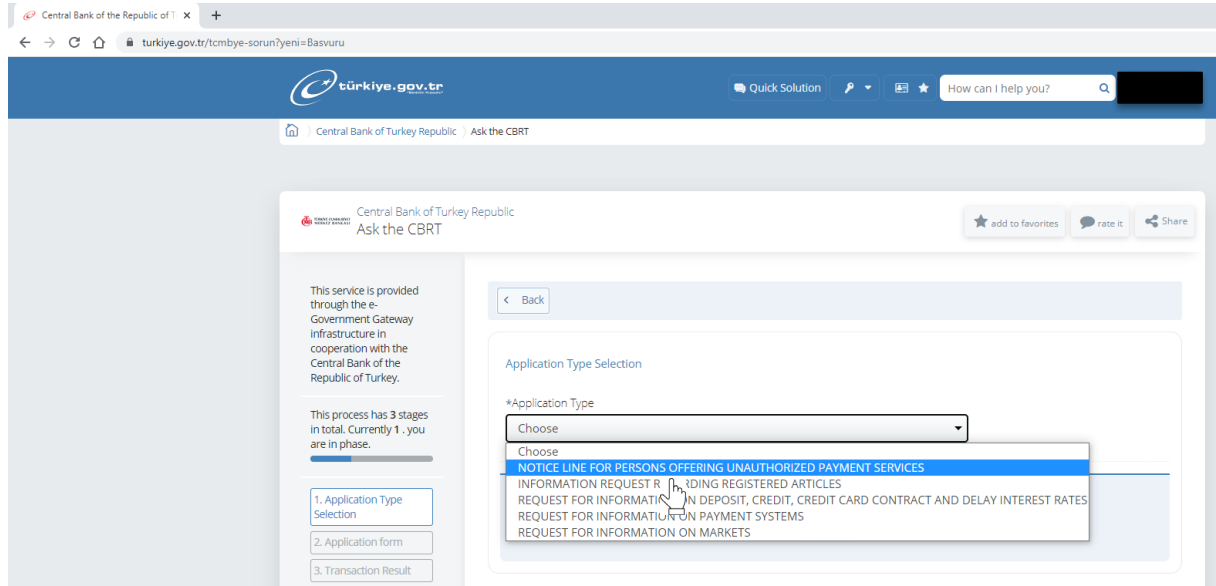
1. To report an unauthorized activity via e-government, log in to <https://www.turkiye.gov.tr/>, type "Ask the CBRT" in the search bar and click on the relevant page.



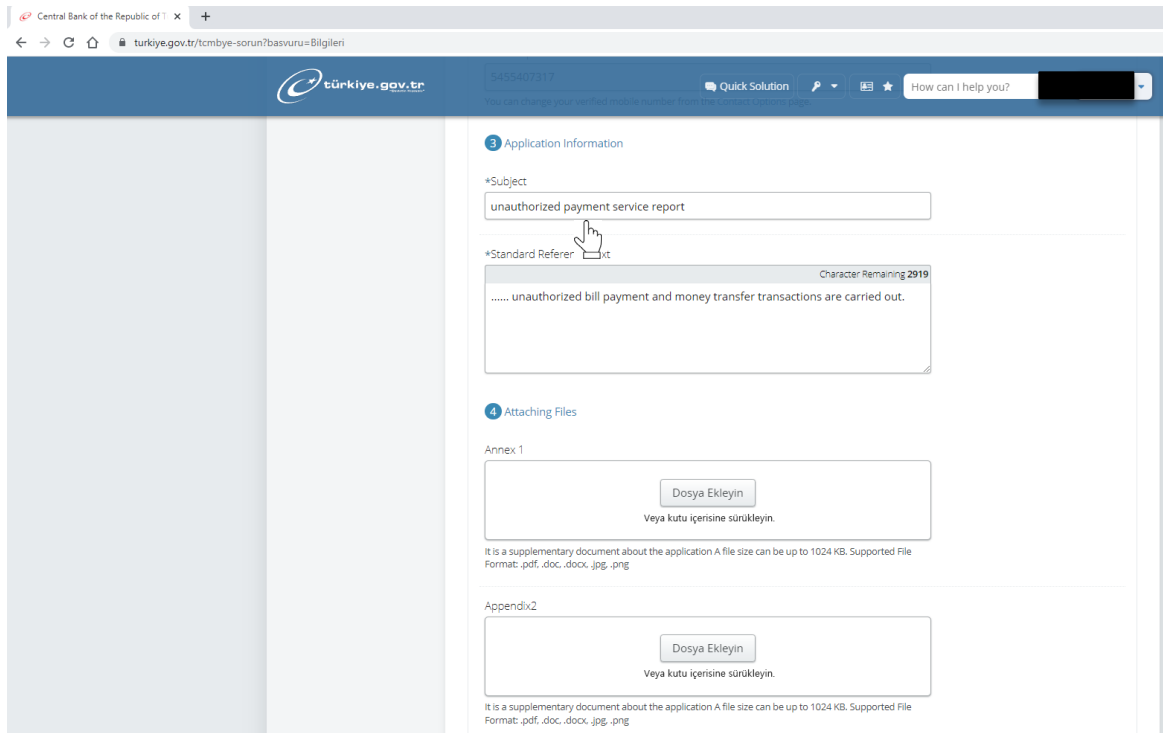
2. Once you get to the application page, click on "New Application". Previous applications, if any, can be viewed on the same page.



3. In the new application section, first select "Notice Line for Persons Offering Unauthorized Payment Services" from the "Application Type" menu and then click on "Continue".



4. At this stage, the first two sections of the application form, titled "Your Credential Information" and "Contact Information", will have been filled in with your information registered with e-Government. If no updates are required, the third and fourth sections titled "Application Information" and "Adding Files" should be completed. In the "Standard reference text" section, all the details regarding the application/notification should be specified, and the authentication documents, if any, should be attached through the "Attach File" button.



5. In the fifth section of the application form, titled "Application Confirmation", "type YES" in the relevant field and click on the apply button to confirm the operation.

5 Application Confirmation

*Do You Confirm That You Have Read and Accepted the Conditions / Warnings Mentioned Above?

YES

Type YES to confirm the operation.

Apply >

6. The application has been completed. An information statement will be displayed confirming the submission. The application status can be viewed by clicking on the "Application List" button.

The image shows two screenshots of the Central Bank of Turkey Republic website. The top screenshot displays the "Application Confirmation" page. It features a text input field containing "YES" and a blue "Apply" button. Below the button, a green notification box states: "Your application number [redacted] has been successfully submitted to the institution. You can follow the status of your applications on the 'Application List' page." A blue button labeled "Application List" is visible above the notification. The bottom screenshot shows the "My Applications" page. It includes a "New Application" button and a "Print" button. Below these, a table lists the user's applications. The table has columns for Application Number, Application date, Application Type, Subject of Application, Channel of Application, Application Status, and Detail. A single application is listed with a "view" button next to it.

Application Number	Application date	Application Type	Subject of Application	Channel of Application	Application Status	Detail
[redacted]	[redacted]	Reporting Line for Persons Offering Unauthorized Payment Services	unauthorized payment service report	-	RECEIPT	view

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III. Notification Using the Right of Petition

Notifications can be made to the CBRT's Head Office by hand or by mail, with a petition containing detailed explanations and supporting documents about persons and organizations found to be engaged in unauthorized activities.

Mailing Address: Türkiye Cumhuriyet Merkez Bankası İdare Merkezi (CBRT Head Office) Hacı Bayram Mah. İstiklal Cad. No:10 06050 Ulus

Altındag/ Ankara TURKIYE