

You can become a garanti customer by downloading the application on your phone

Who can be a Garanti BBVA customer remotely?

Regardless of their statuses, be it a student, engineer, or SME owner, everyone can be easily our customer via Garanti BBVA Mobile as long as they are currently not a Garanti BBVA customer, are over the age of 18, and have a biometric T.R. ID card.

What are the points to be considered?

In order to quickly complete the onboarding process, make sure that you have your biometric Turkish ID card with you and you are in a bright environment to allow us to recognize you.

What are the required documents?

You must have your biometric Turkish ID card with you in order to complete your onboarding process through the Internet, without going to the branch.

Is it safe to carry out the onboarding process without going to the branch?

State-of-the-art security methods are employed and implemented over the course of customer onboarding via the mobile application.

Since data are received from the chip in the ID card at the stage of ID scan with NFC technology, the use of fake ID cards is prevented. The selfie requested during the onboarding process is used to run a liveness test — in other words, a different person cannot pass this step by using the prospective customer's photo. Both technological tools and our customer representative during the video call should verify that the owner of the ID card and the person performing the process are the same person. Your information, on the other hand, is safe.

I don't have an e-signature, can I be a customer remotely?

You don't need an e-signature to be a customer without going to the branch. Thanks to the secure digital approval methods we employ, you can approve your documents digitally.