

How can perform a cardless cash withdrawal from ATM?

Choose the cardless transaction menu is viewed on the ATM. Enter the mobile phone number registered in the system and A Identification Number. The existing Bankkarts will be listed on the screen, and after the selection of the card to be used in the transaction and the entrance of the card password, a code will be sent to the customer's mobile phone via SMS. After the identity is verified with the code received, select the account to be used in the transaction. After the amount is entered and confirmed, the transaction will be completed.

Which transactions can I execute on Practicus ATMs?

Please Please click to view the transactions you can execute on Practicus ATMs. to view the transactions you can execute on Practicus ATMs.

How can I apply for palm biometric transactions? Do I need a Bankkart?

Palm biometric transaction applications can be made at our branches. A palm biometric transaction differs from a cardless transaction in that the customer does not need to have an active Bankkart. Palm biometric transactions can be performed only on ATMs that have palm biometric transaction feature.

ATM retained my money while executing a transaction on ATM. How can I get my money back?

You should contact the branch where the ATM is related or the Call Center at 0123 456 00 00.

In which ATMs can I deposit cash?

Practicus Bank ATMs have a label in front of the deposit slots, which states that cash can be deposited. Cash deposit transactions can be performed with/without a card on all ATMs that have cash deposit label.

When is the money I deposit in my account or credit card via ATM transferred to my account?

Amounts deposited via ATMs are immediately transferred to your accounts.

What is the daily cash deposit limit in Turkish Lira on ATMs? How many banknotes can I deposit at a time?

The daily cash deposit limit is EUR 20,000. Wincor brand ATMs can accept 40 banknotes, GRG brand ATMs 200 banknotes, NCR brand ATMs 40 banknotes at a time.

Are any commissions charged for transactions executed via ATMs?

You can find detailed information on our bank's website in the section "You can find detailed information on our bank's website in the section Product and Service Fees".

What is the maximum daily cash withdrawal limit for ATMs?

The daily cash withdrawal limit is EUR 1,500. For transactions in excess of this amount, you can withdraw cash by paying a commission. (The EUR 1,500 limit does not apply to our customers who take their retiring pensions via our bank.)

ATM retained my Bankkart or credit card, what should I do?

If the ATM is located in front of a branch, please apply to the branch, or in case of a standalone ATM, or outside the working hours, please call our Customer Communication Center at 111 00 00 - 0111 222 00 00.

Can I make exchange transactions at ATMs?

You can make exchange transactions from cardless menu on ATMs that have a cash deposit feature.

Which transactions can I execute on ATMs?

You can find a detailed list of transactions you can execute on our ATMs at our [ATM page](#). You can find a detailed list of transactions you can execute on our ATMs at our [ATM page](#).

My transaction was interrupted on ATM. Where should I apply?

If the ATM is located in front of the branch, you should apply to the branch where the ATM is located. If it is a stand-alone ATM, you have to call our Customer Communication Center at 111 00 00 - 0111 222 00 00.

From which channels can cardless cash withdrawal applications be submitted? What are the application conditions?

Only retail customers can use the cardless cash withdrawal service. Applications can be submitted via Practicus Bank branches, ATMs and the Internet Branch. The card to be used for the application must be active, its password must be known, and the customer's mobile phone number registered in our bank must be up-to-dated.

What are cardless cash withdrawal and deposit limits?

The cardless withdrawal limit is EUR 500, whereas the deposit limit is EUR 20,000.

Can I make a credit card / limit increase application, or consumer loan application?

You can apply for a credit card/limit increase and consumer loan (Consumer/Home/Car) from the Application Transactions menu via ATMs.

What is the maximum amount of cash that I can withdraw daily on ATMs using Qr code?

Daily cash withdrawal limit on our ATMs using Qr code is EUR 500.

What is the maximum amount of cash that I can deposit daily on ATMs using Qr code?

The daily cash deposit limit on ATMs using Qr code is EUR 20,000.(Wincor brand ATMs can accept 40 banknotes, GRG brand ATMs 200 banknotes, NCR brand ATMs 40 banknotes at a time)