

Türkiye Hikes the Monetary Limit for Consumer Arbitration

DECEMBER 20, 2023

The Consumer Arbitration Committees play an important role in resolving disputes that involve consumers in Türkiye. This process offers an enhanced level of consumer protection and ensures that the disputes of lower monetary value are resolved faster.

Applications to the Consumer Arbitration Committees can be made electronically by using the Consumer Information System via the e-Government portal. A foreign national may also apply a Consumer Arbitration Committee by using his/her passport number or foreign ID number in the application.

The arbitration process for consumers provides a resolution for matters within the designated monetary range. Applications for disputes above the determined value must be made to the consumer courts.

A communiqué issued by the Ministry of Trade has been published in the Official Gazette on December 20, 2023, and accordingly, the current monetary limit of 66,000 Turkish Lira is raised to 104,000 Turkish Lira with effect from January 1, 2024.

The primary objective of the increase in monetary limit is to expand the application of consumer arbitration.

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