



# Garanti

**December 31, 2011**

**BRSA Consolidated Earnings Presentation**

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## 4Q 2011 Macro Highlights

The European sovereign credit crisis continued to weigh on the markets

- Rating agencies either warned or cut the credit profile of nearly every major European country.
- Collateral and funding issues in the European banking sector accelerated.
- Central banks from developed nations have taken coordinated actions and provided liquidity.
- The U.S. economy has shown signs of resilience and stronger economic data has provided confidence.
- Most commodity prices were hurt in the fourth quarter by the rally in the USD.
- Elevated domestic inflationary pressures and related fears of a hard landing in China led to tighter monetary policy in many emerging market countries.

Limited improvement in C/A deficit while additional tightening by CBT pushes rates higher

- 3Q11 GDP growth rate 8.2%, above expectations of 7% -- decelerating pace in GDP growth (12% and 8.8% in previous quarters) to halve in 4Q (approximately 4%) and end 2011 at around 8%.
- The 12 month cumulative C/A deficit decelerated to below USD 78 bn -- still limited improvement
- Annual inflation rose to 10.45% at the end of 2011 -- double digit in headline while slight deceleration in core inflation
- After the policy shift to tightening in October, CBT highlighted focus on price stability while preserving financial stability as a supplementary objective and started additional monetary tightening at the end of December.
- During 2011, TL depreciated by 13.5% in real terms against the currency basket, fell to its lowest real value against emerging market currencies
- CBT interventions caused volatility in TL, pressured reserves and limited funding at 5.75% resulting in increased cost
- Benchmark bond rate increased from 7% to over 11% levels in 2011.
- CBT decreased TL RRR on average to 10.5% from 13.1% in 3Q11 and FC RRR to 10.2% from ~11%
- Banks are able to maintain up to 40% of TL RRR in FX and maintain up to 10% of both TL and FX RRR in Gold.

# 4Q 2011 Highlights

Balance sheet strength: distinguishing feature of Garanti...

## Customer driven assets increasingly contribute to the asset mix

- Solid lending growth highlights the year (2011:30%; 2011 Currency adj.: 19%), moderating in 4Q as economy slows down: TL loan growth 3% in 4Q vs 9% in 3Q, mainly driven by lucrative retail products  
 GPLs (+4% qoq;+44% ytd); CCs (+6% qoq; +23% ytd); mortgages (+2% qoq; +16% ytd)  
 FC loans (in US\$) flattish qoq; +1% ytd

**FRN heavy securities book remain as a hedge** -- Securities/assets: 21% from 27% in 2010

## Sound asset quality

- NPL ratio 2011 YE 2.1%
- Exceptionally strong collections in 4Q smooth out the temporary increase in new NPL inflows
- Gross CoR @95 bps -- still<100bps despite increased provisioning in 4Q due to regulations & prudence

**Solid funding mix** -- Actively managed and diversified

- Higher focus on deposit growth in 4Qand deliberately reduced repo & money market funding to support margins
- Clear differentiation in capturing demand deposits (+8% qoq;+33% ytd)
- Loans to Deposits @ 97%, LTD:75% when mortgages, project finance & invesment loans (mat.>4 years) are excluded

**Strong capitalization** mirroring high internal capital generation capacity : **CAR: 16%, Leverage:8x**

...leads to consistent delivery of strong results

## Sustained high profitability in a challenging year

- **ROAE:20%** -- on a comparable basis\* **ROAE :21%** vs. 22% at YE 10
- **ROAA:2.2%** -- on a comparable basis\* **ROAA :2.4%** vs. 2.8% at YE 10

**Expanding margin in 4Q** on the back of timely loan re-pricings, focus on growth of high margin products & effectively managed funding mix (4Q NIM: 4.7% vs. 3.4% in 3Q; Cumulative NIM: 3.9% vs. 4.6% at YE 10 – well within guidance)

**Net fees and commissions:** Sustained **double digit growth momentum** via highly diversified fee sources

- Money transfer +24% y-o-y; Insurance +13% y-o-y; Payment systems: +11% y-o-y

Commitment to **strict cost discipline** - single digit growth despite higher than expected inflation

- Opex/ Avg assets: 2.5% in 2011 vs. 2.8% in 2010
- Fees/OPEX: 57% in 2011 vs. 56% in 2010;
- Investment in distribution network continued (net branch additions: +55 ytd & +7 qoq)

# Sound profitability sustained even in a challenging environment

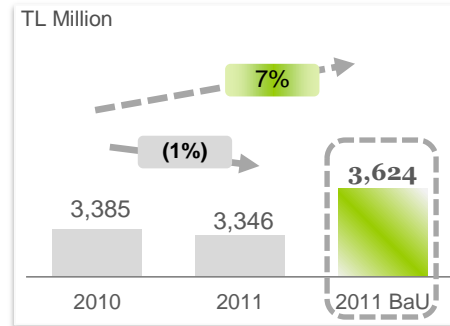
## Net Income

TL Million

1Q11:	913
2Q11:	1,016
3Q11:	539
4Q11:	878
<b>+</b>	
2011:	3,346

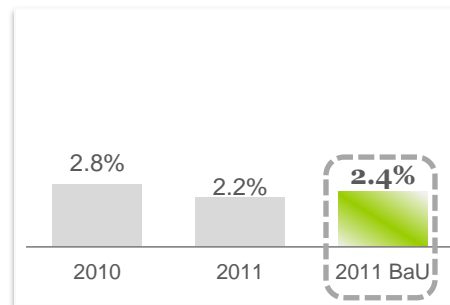
## Net Income

TL Million

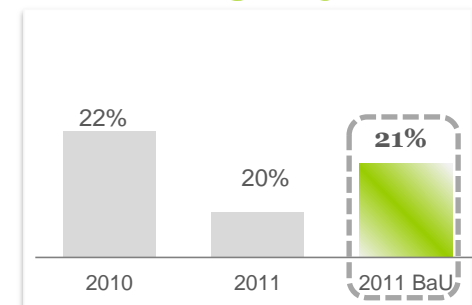


*Business as Usual (BaU) ROE sustained at **>20%***

ROAA: **2.2%**

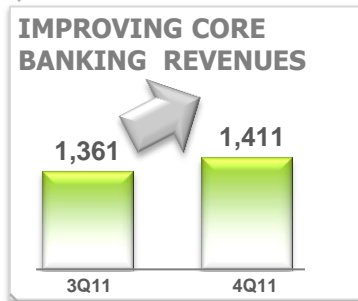


ROAE: **20%**



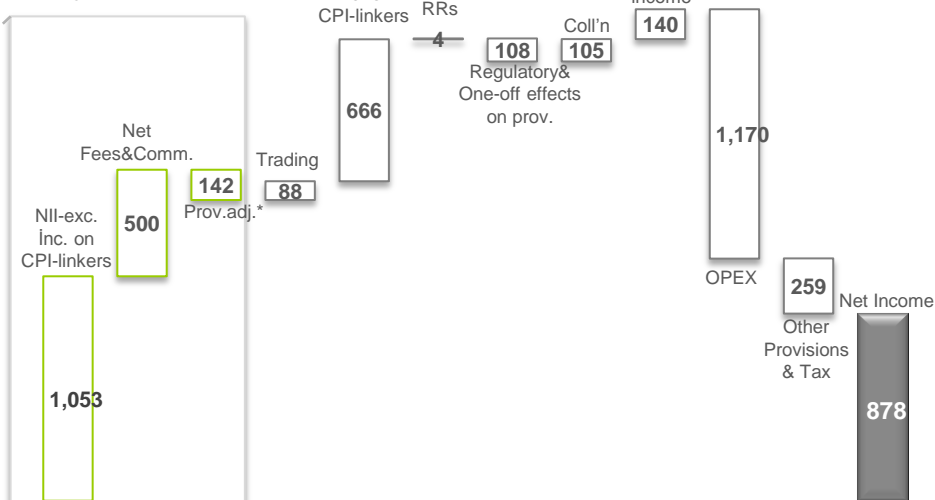
# Proven ability in generating strong core banking revenues via strategically and dynamically managed balance sheet

- **Improving loan-deposit spread** q-o-q & actively managed funding mix
- **Diversified & sizable fee base** -- lower fee income q-o-q due to timing of account maintenance fees
- **CPI linkers** prove hedge objective
- Strengthened provisioning
- Exceptionally **strong collections**
- Seasonality in OPEX



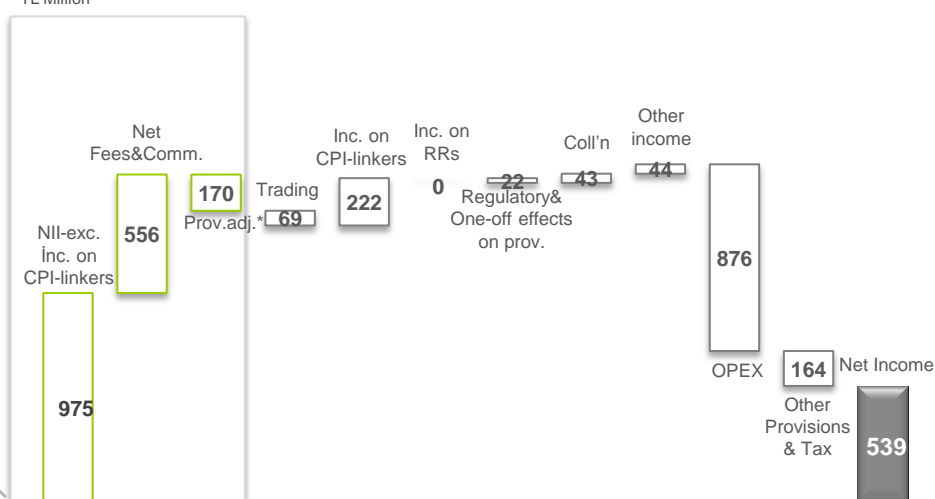
## 4Q11 Net Income

TL Million



## 3Q11 Net Income

TL Million

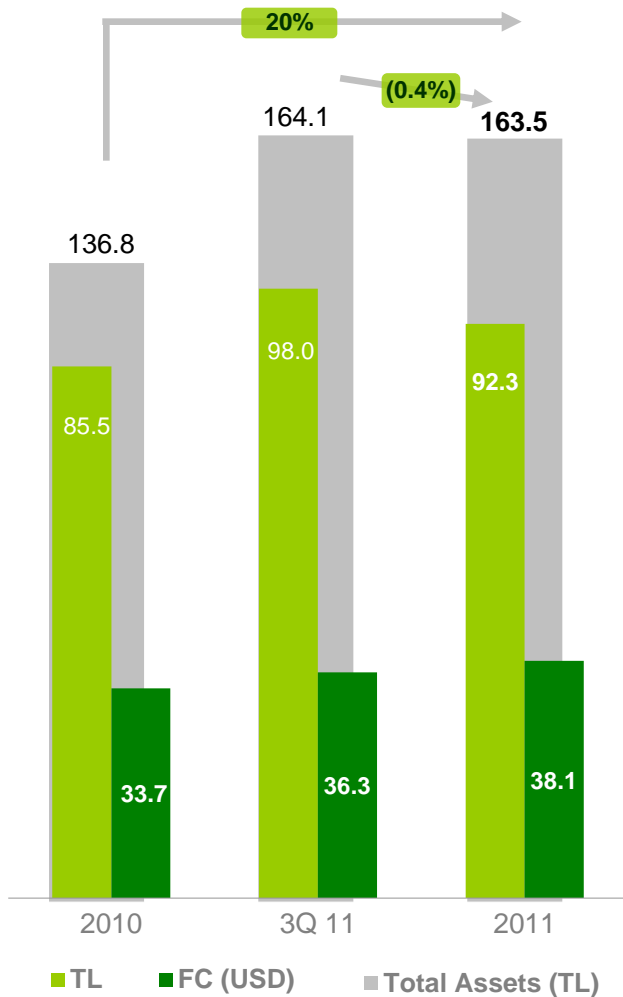


Note: Provisions adjusted with the BRSA's recent regulations on general reserve rates (TL 22 mn in 3Q11 & TL 17mn in 4Q11) and TL91mn one-off effect on specific provisions resulting from NPL inflows in 4Q 11, which are related to a few commercial files with strong collateralization

# Customer driven assets increasingly contribute to the mix -- Loans/Assets back to pre-crisis levels

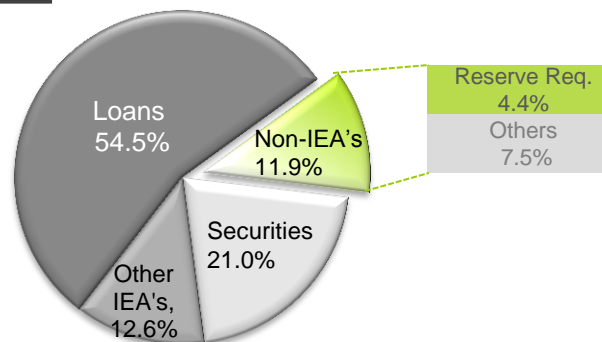
## Total Assets

TL / USD Billion



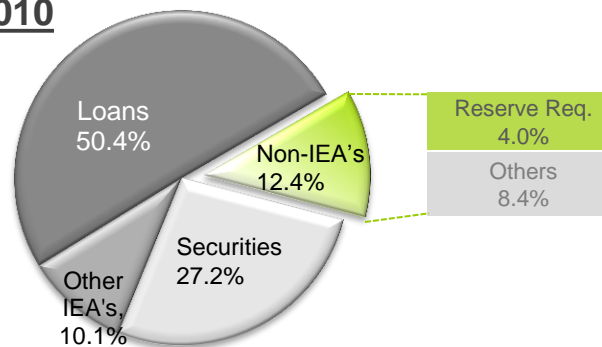
## Composition of Assets<sup>1</sup>

**2011**



**IEA / Assets: 88.1%**

**2010**



**IEA / Assets: 87.6%**

## Growth:

2011

Loans<sup>3</sup>: **30%**  
Securities: **-10%**

## Loans/Assets

**55%**

VS.

**50%** at YE 10

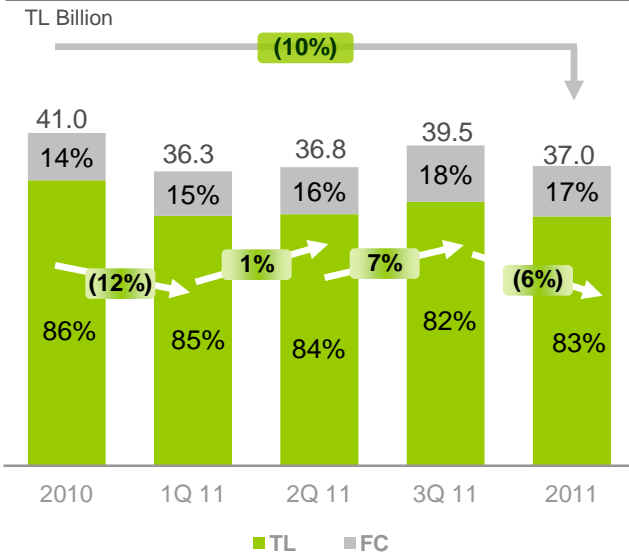
## Liquidity Ratio<sup>2</sup>

**31%**

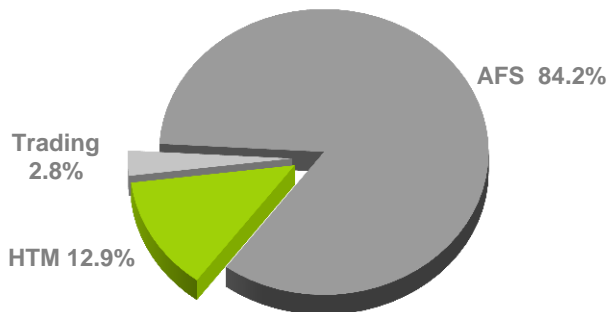
<sup>1</sup> Accrued interest on B/S items are shown in non-IEAs  
<sup>2</sup> (Cash and banks + trading securities + AFS) / Total Assets  
<sup>3</sup> Performing cash loans

# FRN heavy securities book remain as a hedge -- shrinkage in security book due to a redemption

## Total Securities

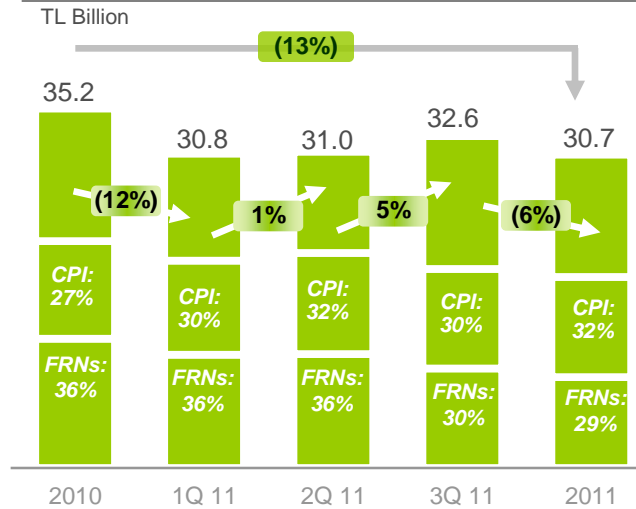


## Total Securities Composition

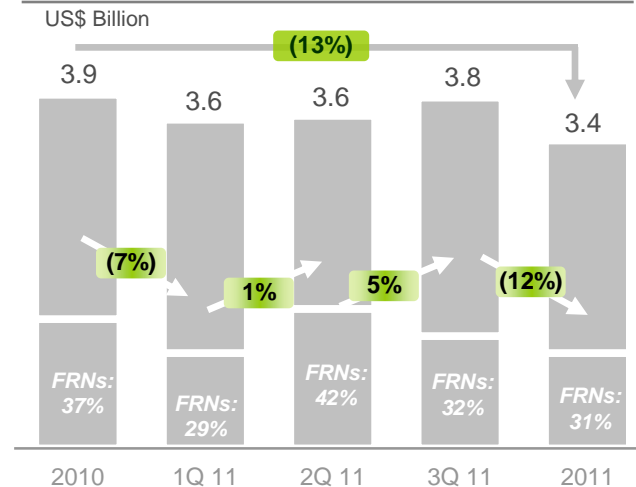


“Unrealized gain as of Dec. 31,2011:~TL 180mn<sup>1</sup>»

## TL Securities



## FC Securities



## Securities<sup>2</sup>/Assets

**21%**  
down from  
**27%** at YE 10

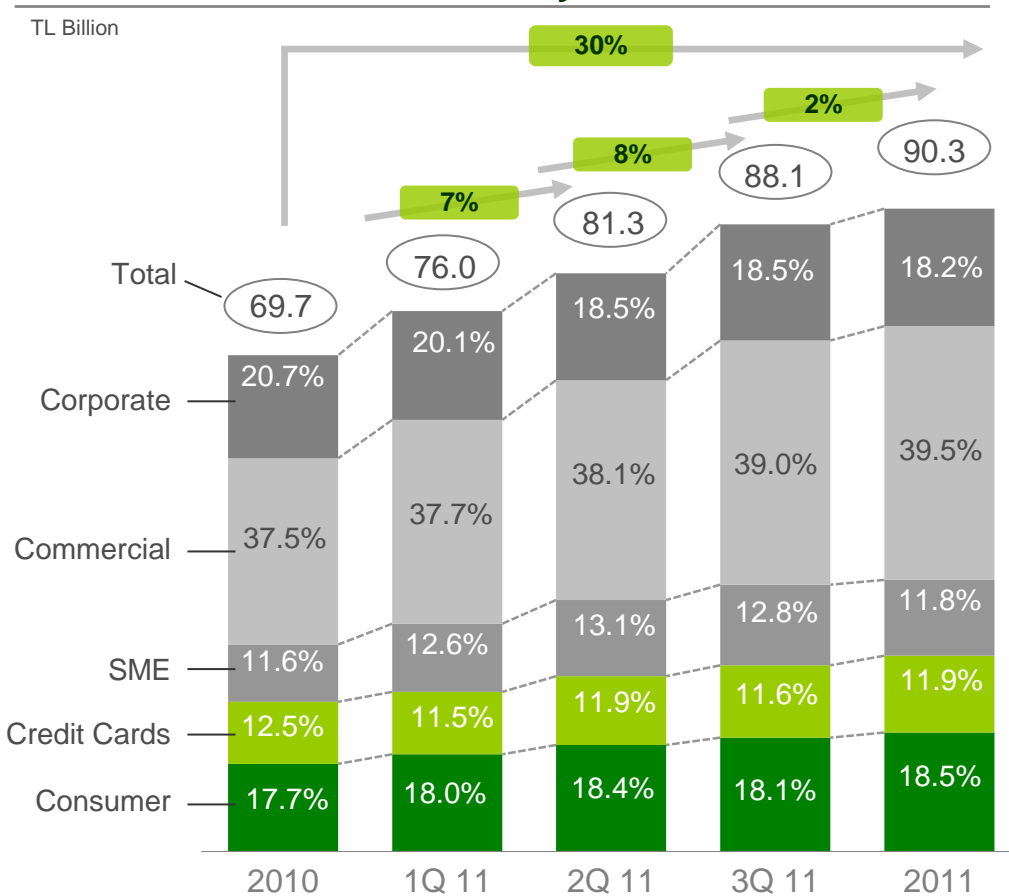
## FRN mix in total

**58%**  
from  
**56%** at 9M 11  
and  
**60%** at YE 10

<sup>1</sup> Based on bank-only financials  
<sup>2</sup> Excluding accruals  
 Note: Fixed / Floating breakdown of securities portfolio is based on bank-only MIS data

# Robust lending growth in 2011 -- moderating in 4Q as economy slows down

## Total Loan<sup>1</sup> Growth & Loans by LOB<sup>2</sup>



<b>TL (% in total)</b>	54%	54%	55%	55%	55%
<b>FC (% in total)</b>	46%	46%	45%	45%	45%
<b>US\$/TL</b>	1.520	1.530	1.600	1.820	1.865

## TL Loan Growth:<sup>3</sup>

Q-o-Q  
**4%** vs. Sector's 3%

Tighter TL liquidity showed its impact on lending -- Slow down in TL lending growth

Market Share: **11.3%** in 2011  
vs. 10.7% in 2010

## FC Loan Growth:<sup>3</sup>

Q-o-Q and US\$ based  
**-0.3%** vs. Sector's -1%

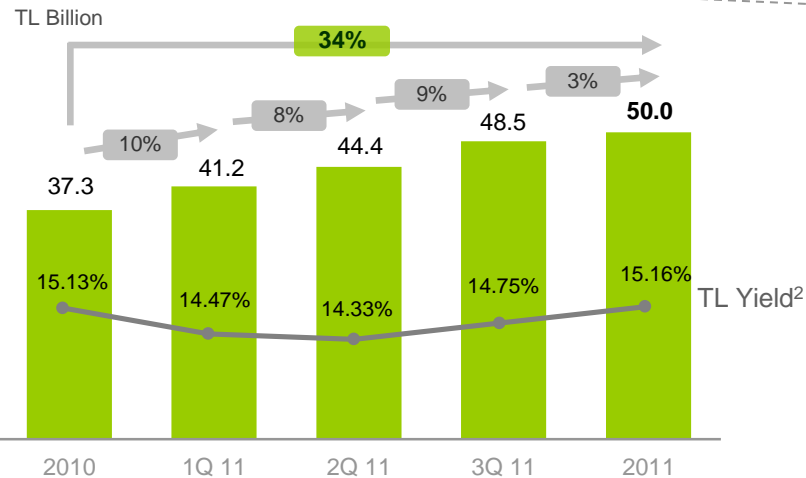
Market Share: **18.5%** in 2011  
vs. 20.4% in 2010

<sup>1</sup> Performing cash loans  
<sup>2</sup> Based on bank-only MIS data  
<sup>3</sup> Growth figures and Market shares data are per bank-only data for fair comparison with sector. Sector data is based on BRSA weekly data for commercial banks only

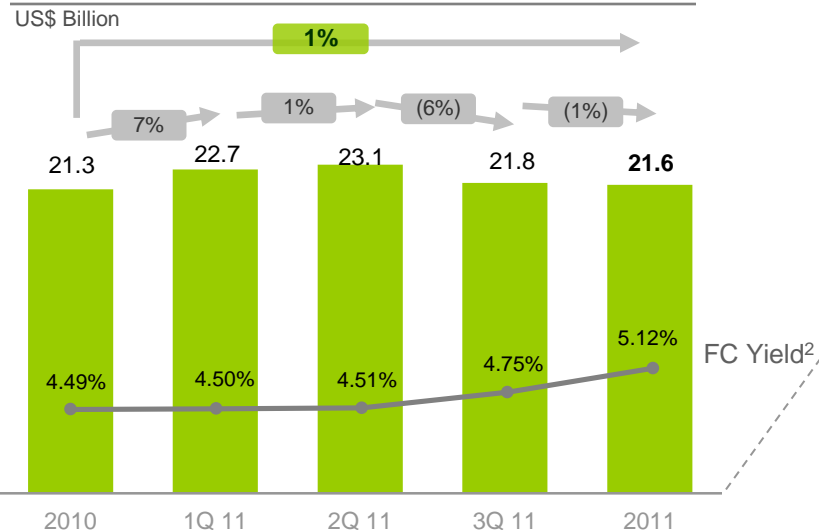


# Increasing loan yields: timely repricing + maturing lower interest rate loans + increasing weight of higher yielding loans

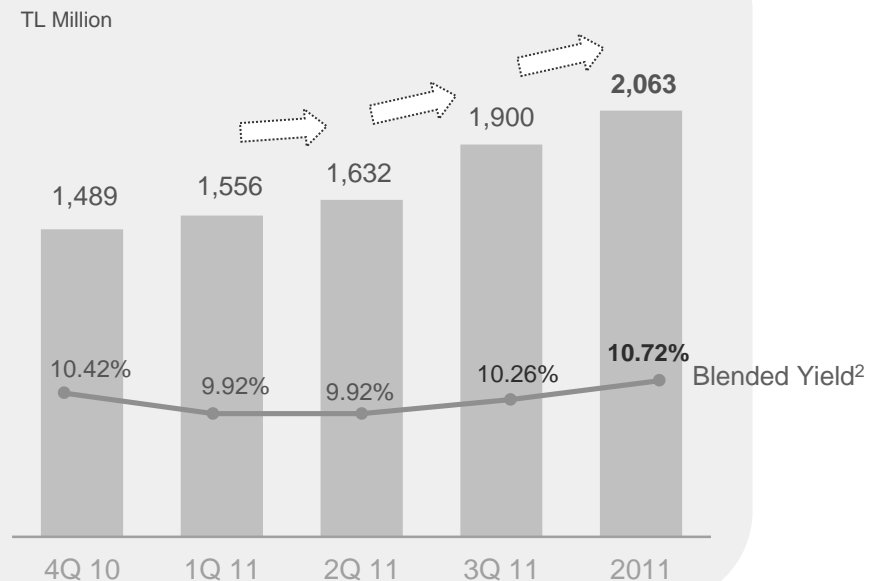
## TL Loans<sup>1</sup>



## FC Loans<sup>1</sup>



## Interest Income on loans (quarterly)

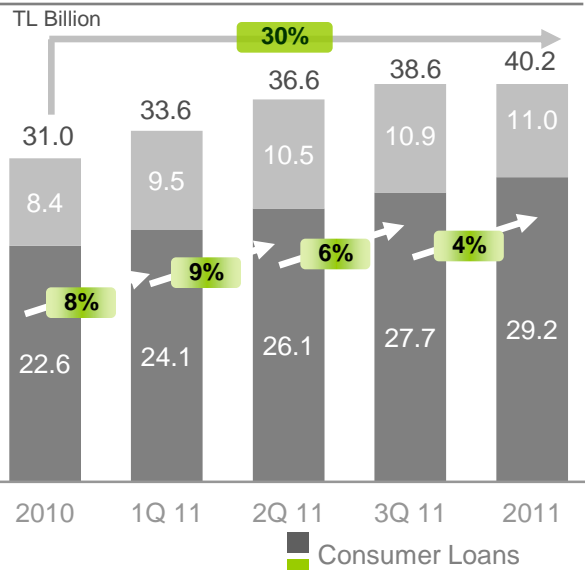


**Pro-active & timely loan re-pricings...**  
 avg. TL loan repricing ytd<sup>3</sup> + ~700 bps  
 avg. FC loan repricing ytd<sup>3</sup> + ~300 bps  
**... reflected in loan yields trending up**

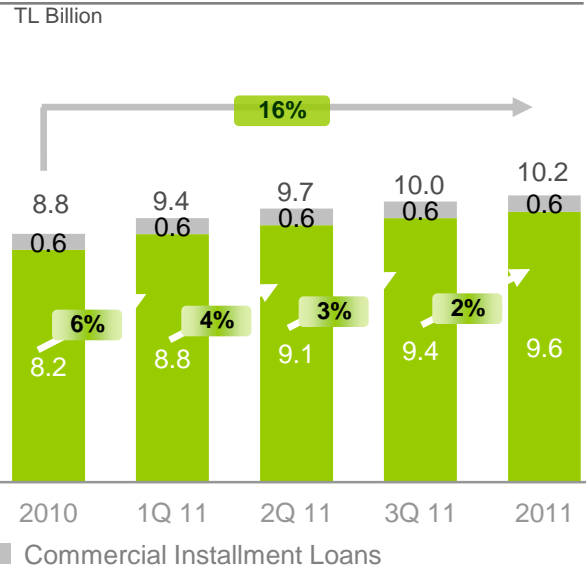
<sup>1</sup> Performing cash loans  
<sup>2</sup> Based on MIS data and calculated using daily averages  
<sup>3</sup> Based on MIS data

# Lucrative retail products continued to be the main driver of TL loan growth

## Retail Loans<sup>1</sup>



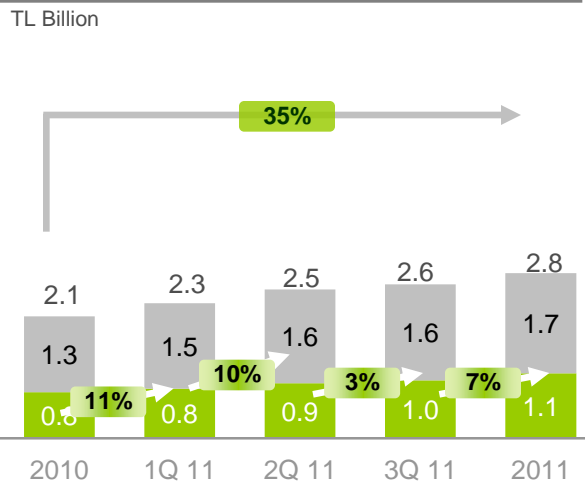
## Mortgage Loan Growth



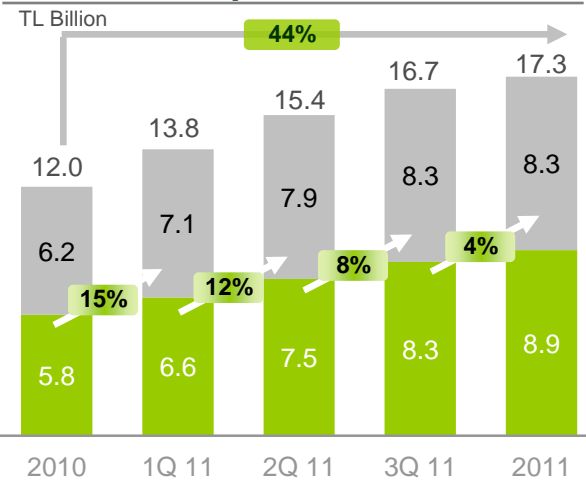
Higher market share gain in high-margin products

GPL Market Share  
 +~40 bps increase in 2011  
 to 10.6%

## Auto Loan Growth



## General Purpose<sup>5</sup> Loan Growth



## Market Shares<sup>2,3</sup>

	YtD	Dec 11	Rank <sup>4</sup>
Mortgage	↓	13.3%	#1
Auto	↓	14.9%	#3
General Purpose <sup>5</sup>	↑	10.6%	#2
Retail <sup>1</sup>	↓	12.9%	#2

<sup>1</sup> Including consumer, commercial installment, overdraft accounts, credit cards and other

<sup>2</sup> Including consumer and commercial installment loans

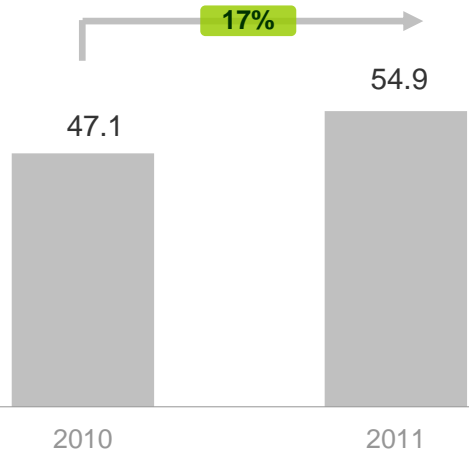
<sup>3</sup> Sector figures are based on bank-only BRSA weekly data, commercial banks only

<sup>4</sup> As of 9M11 among private banks <sup>5</sup> Including other loans and overdrafts

# Strength in cards business – a good contributor to sustainable revenues

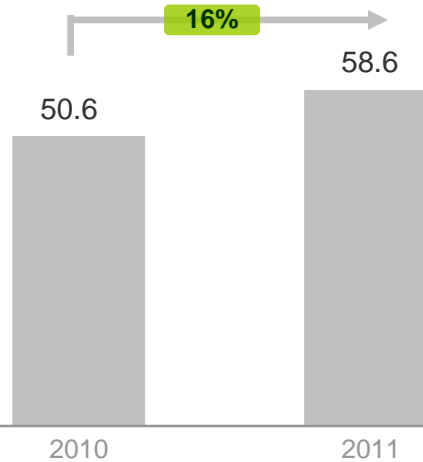
## Issuing Volume

TL Billion



## Acquiring Volume

TL Billion



## #1 in Card Business

### Per Credit Card Spending (TL, Dec 11<sup>2</sup>)



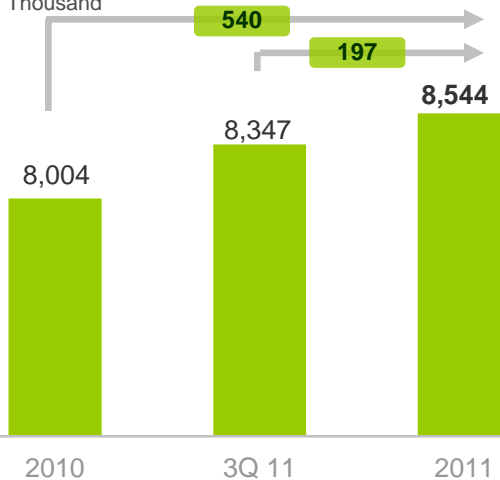
### Per Debit Card Spending

**>2 times the sector**

... with the ultimate aim of creating *cashless society*

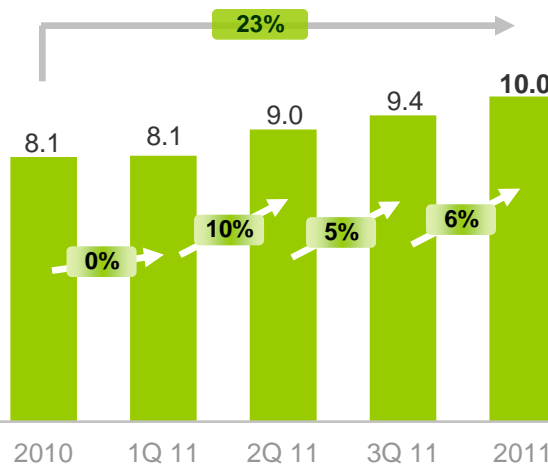
## No. of Credit Cards

In Thousand



## Credit Card Balances

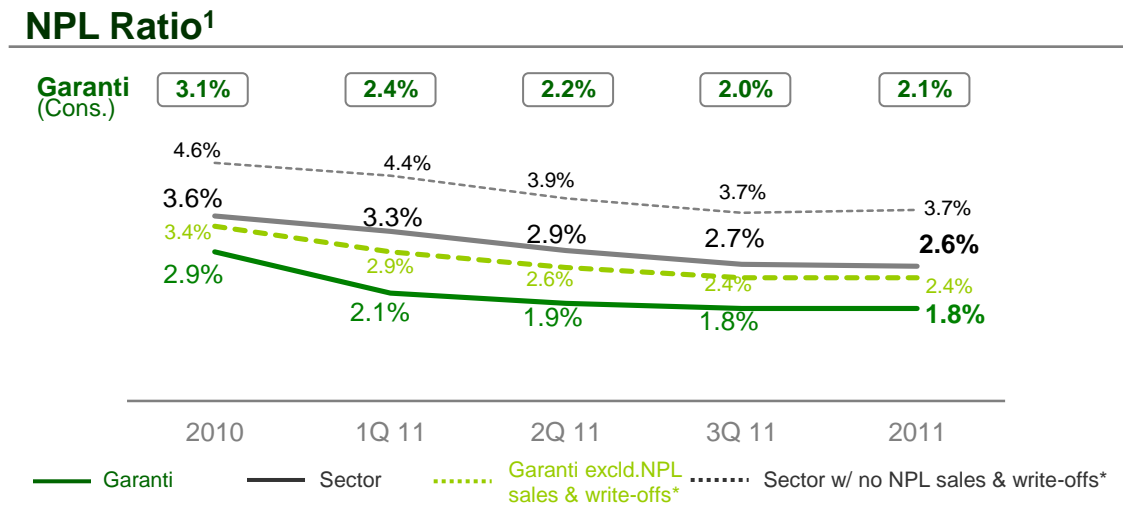
TL Billion



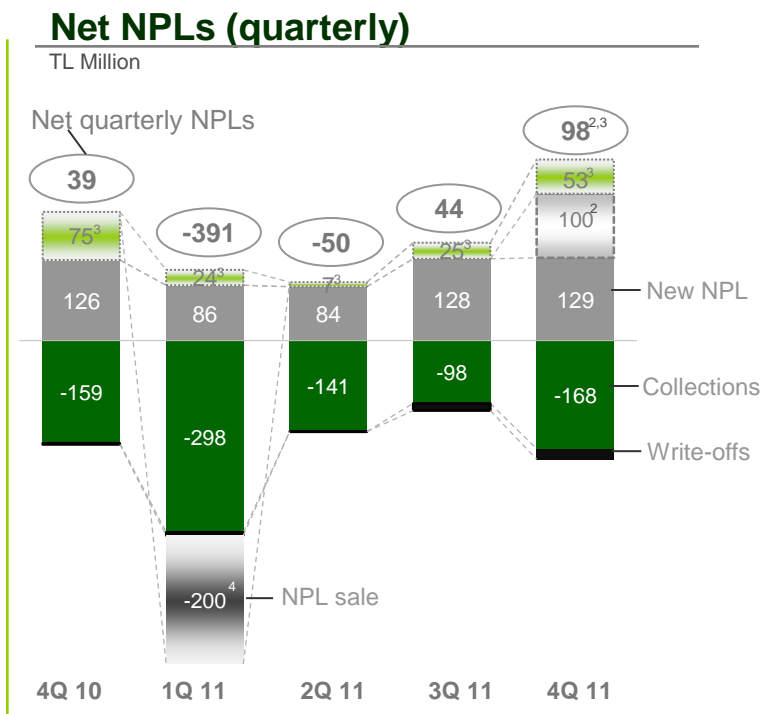
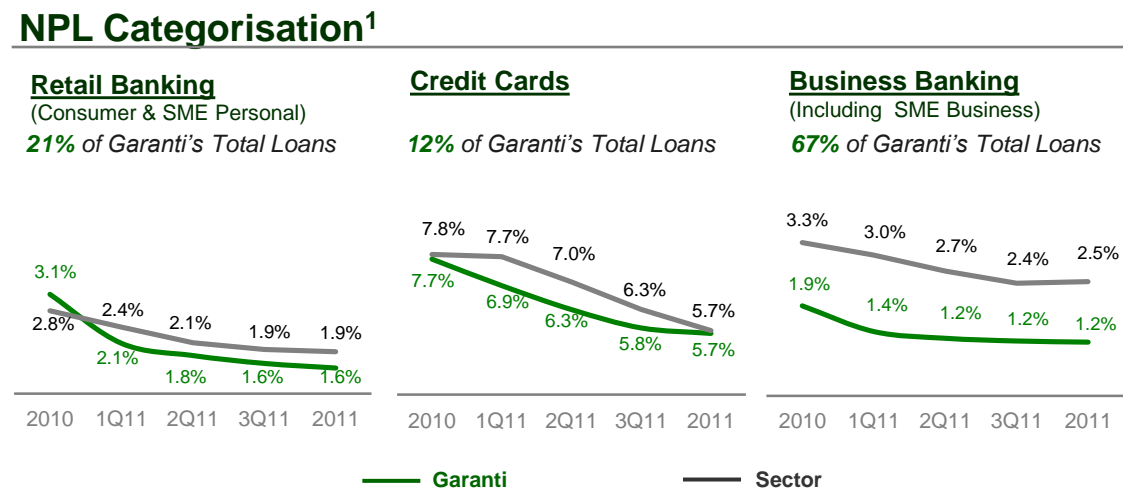
## Market Shares

	YTD Δ	Dec 11	Rank
Acquiring	-144 bps ↓	19.9%	#2
Issuing	-119 bps ↓	18.9%	#1
# of Credit Cards	-42 bps ↓	16.6%	#1
POS <sup>1</sup>	+98 bps ↑	23.2%	#1
ATM	-79 bps ↓	10.1%	#4

# Sustained sound asset quality -- Exceptionally strong collections performance smooth out the temporary increase in new NPL inflows



\* Adjusted with write-offs in 2008,2009,2010 and 2011. 2010 and 2011 sector NPL sales & write-offs total: TL ~2.7 bn and ~TL 1.9 bn, respectively  
 Garanti sold NPLs in 1Q 11 amounting to TL 484mn, of which TL 200mn relates to the NPL portfolio with 100% coverage and the rest being from previously written-off NPLs. Gross income booked amounts TL 54mn.



Normalizing but still **strong Collections** 25% Collection rate

Nominal NPL stock decline ytd **9%\*** vs. sector's 3% increase\*  
 -- clear evidence of success in collections since 2008.

<sup>1</sup> NPL ratio and NPL categorisation for Garanti and sector figures are per BRSA bank-only data for fair comparison.  
<sup>2</sup> Including NPL inflows in 4Q 2011, amounting to ~TL100 mn, which are related to a few commercial files with strong collateralization  
<sup>3</sup> Including the impact of newly consolidated Romanian subsidiary  
<sup>4</sup> Garanti NPL sale amounts TL484 mn, of which TL200 mn relates to NPL portfolio with 100% coverage and the remaining TL284 mn being from the previously written-off NPLs.  
 Source: BRSA, TBA & CBT

# Gross CoR remains under 100bps, even with increased provisions due to regulations and prudence

## Quarterly Loan-Loss Provisions

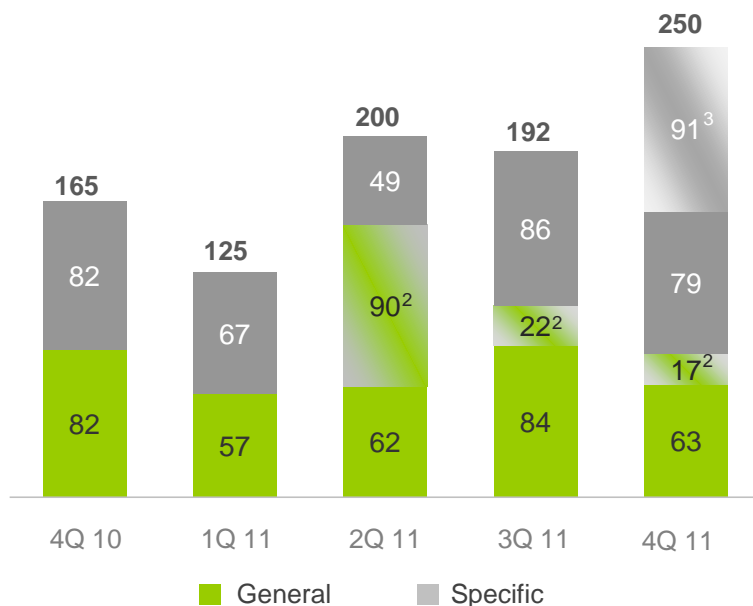
TL Million

### Coverage Ratio

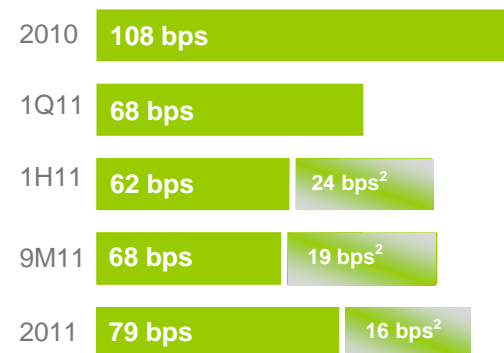
	<u>Dec 10</u>	<u>Mar 11</u>	<u>Jun 11</u>	<u>Sept 11</u>	<u>Dec 11</u>
<b>Sector<sup>1</sup></b>	86%	86%	87%	83%	82%
<b>Garanti</b>	82%	82%	82%	82%	82%
<b>Garanti (Cons.)</b>	81%	81%	81%	81%	79%

Coverage ratio remains strong, **79%**

the slightly lower consolidated coverage is due to the Romanian subsidiary's NPL policy.



## Cost of Risk



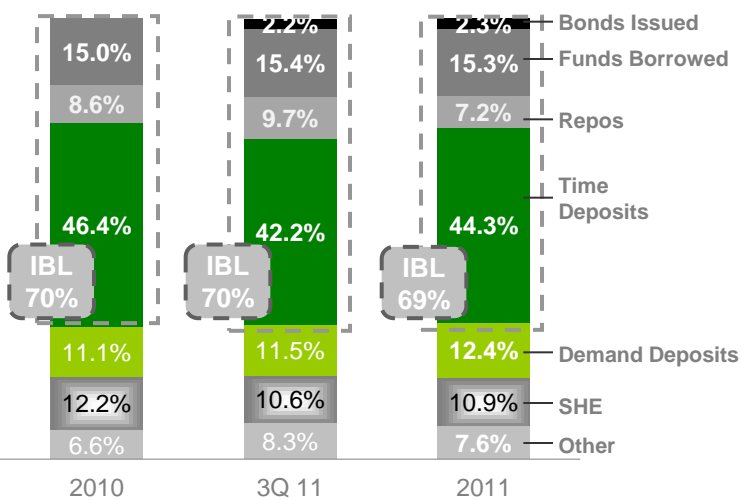
<sup>1</sup> Sector figures are per BRSA weekly data, commercial banks only

<sup>2</sup> The effect of BRSA's recent regulations on general reserve rates for extended loans and GPLs.

<sup>3</sup> TL91mn of provisions resulting from NPL inflows in 4Q 11, which are related to a few commercial files with strong collateralization

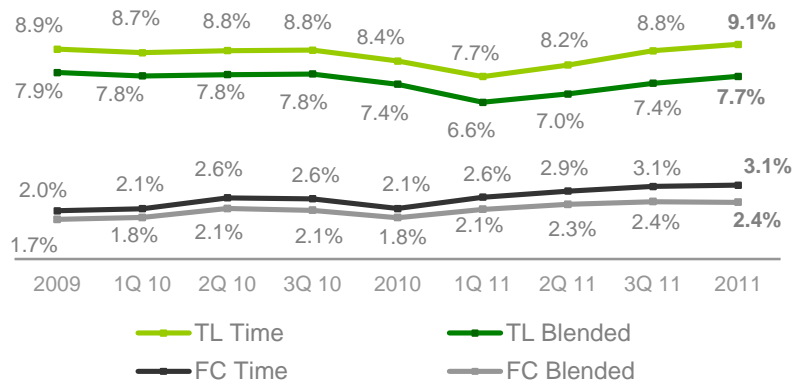
# Solid funding base -- Focus back on deposits, limiting the dependency on potentially higher cost of repos

## Composition of Liabilities

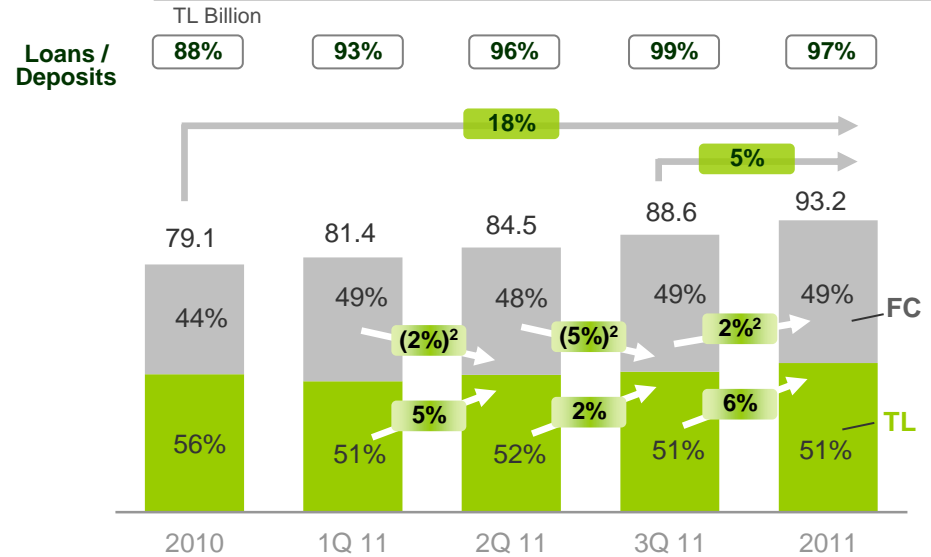


## Cost of Deposits<sup>1</sup>

Quarterly Averages



## Total Deposits



**Loans/Deposits 97%** or **94%** when merchant payables as deposits included

*Deliberate reduction in repo funding due to potential of significant cost increase in 4Q*

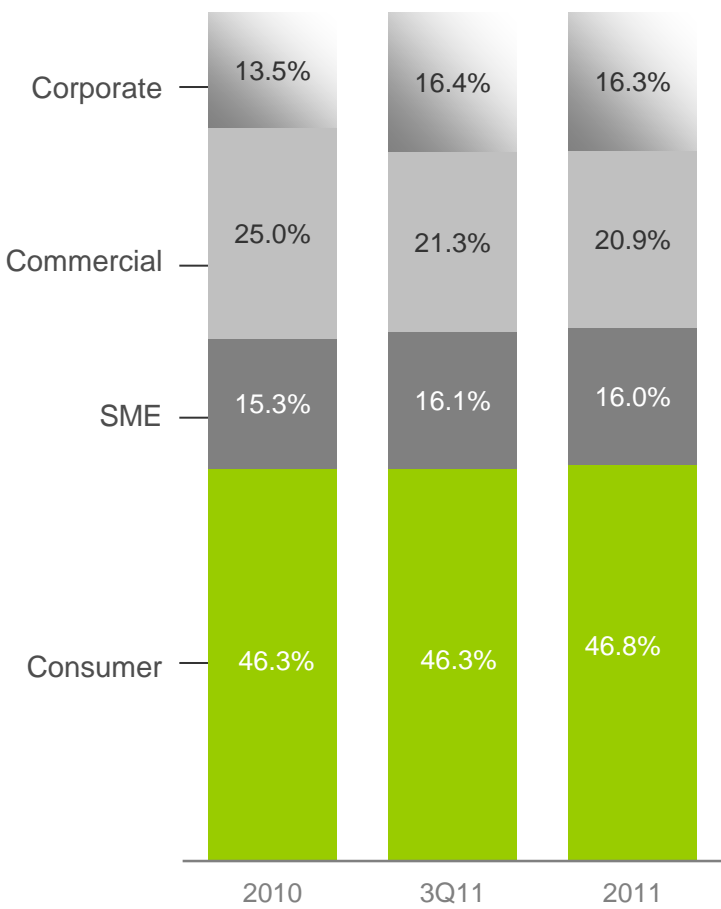
*Deposit costs rising, however at a more contained manner*

<sup>1</sup> Based on bank-only MIS data  
<sup>2</sup> Growth in USD terms

# Clear differentiation in attracting demand deposits

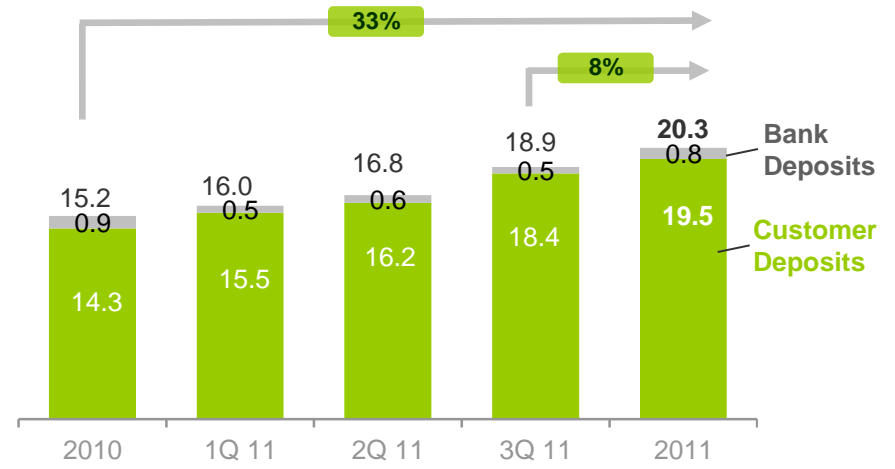
## Deposits by LOB<sup>1</sup>

(Excluding bank deposits)



## Demand Deposits

TL Billion



**Customer Demand Deposits<sup>2</sup>**

YTD Growth

**36%** vs. Sector's 20%



**15.2%**  
Market share

*Sizeable demand deposit level strengthened*

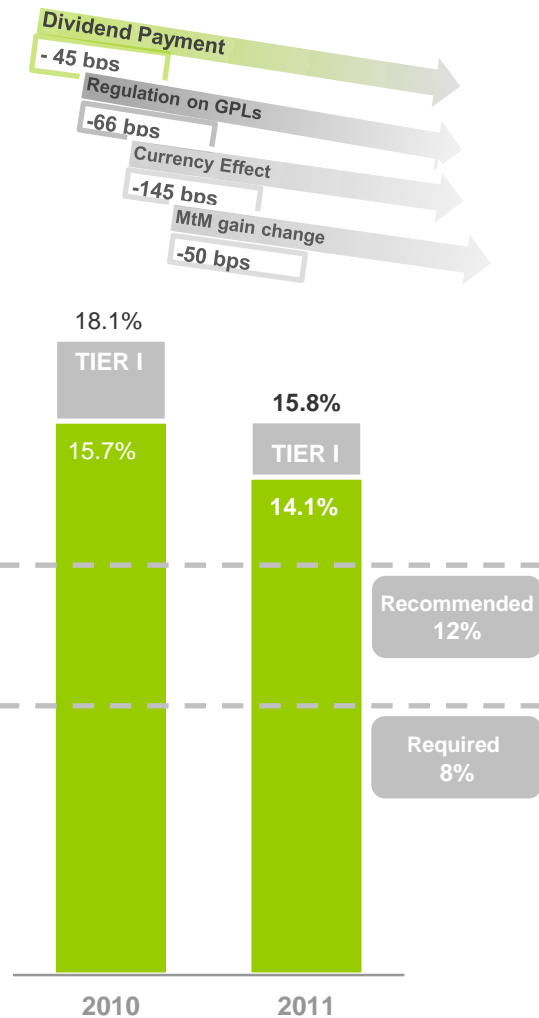
**Demand Deposits / Total Deposits:**

**21%**<sup>3</sup> vs. Sector's 17%<sup>2</sup>

<sup>1</sup> Based on bank-only MIS data  
<sup>2</sup> Sector data is based on BRSA weekly data for commercial banks only  
<sup>3</sup> Based on bank-only financials for fair comparison with sector. Demand Deposits/Total Deposits as per consolidated figures is 22%

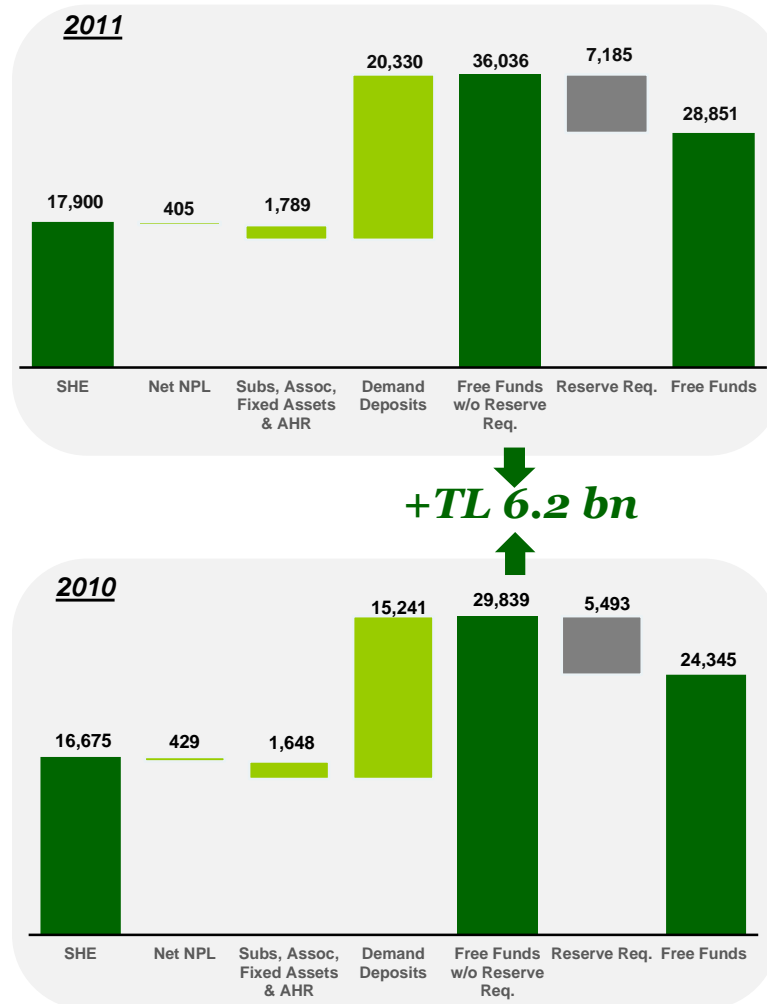
# Sustained strong capitalization ratios due to high internal capital generation capability

## CAR



## Free Funds Evolution

TL Million



Free Funds/IEAs  
 20%  
 vs.  
 16% in 9M 11

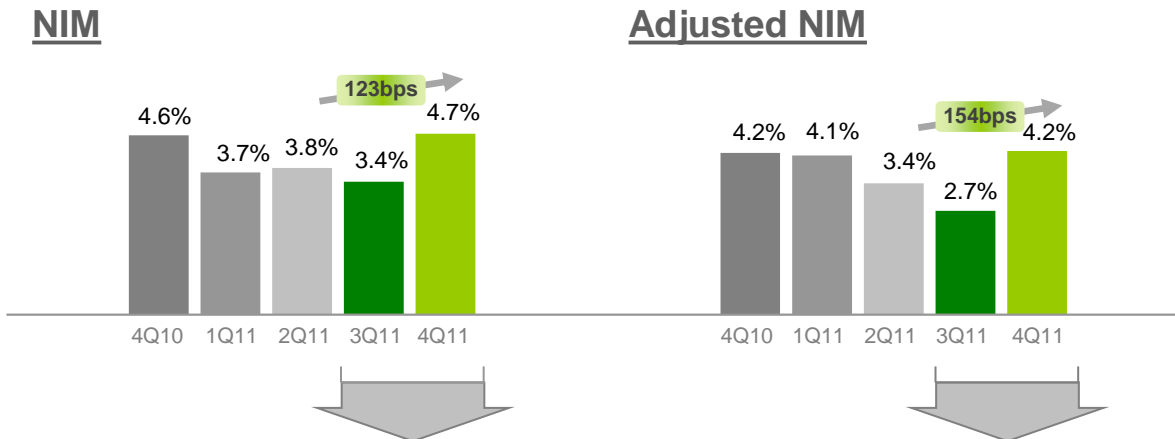
*Easing on RRRs in 4Q & higher demand deposit levels boosted free funds*

Leverage Ratio  
 8x



# Margin expansion resumes in 4Q on the back of timely and proactively managed asset/liability mix -- Cum. margin down by 65 bps, better than expected

## Quarterly NIM (Net Interest Income / Average IEAs)



## 4Q 11 over 3Q 11:

- Long-term strategy of investing in CPI linkers paid off in 4Q

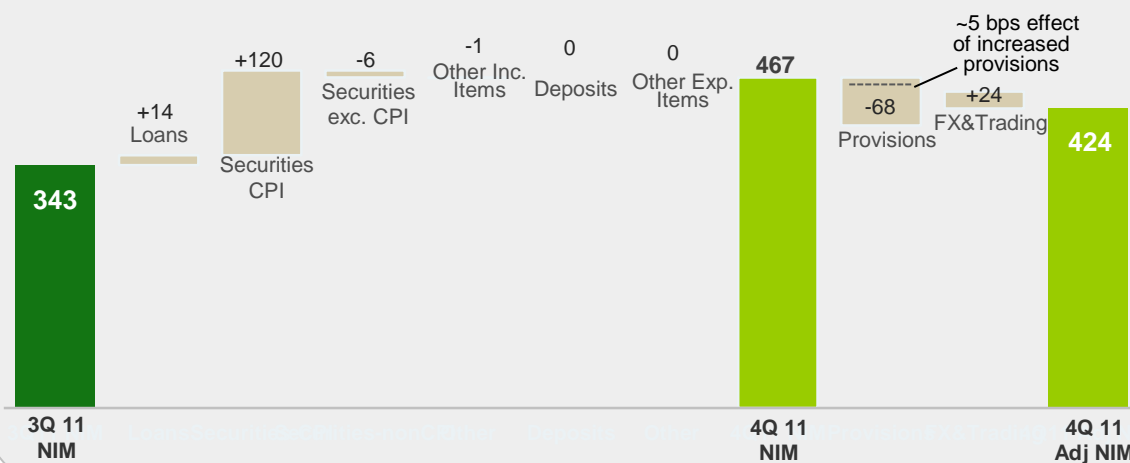
NIM up by **123 bps**

- **Flattish NIM q-o-q when volatility from CPI linkers are excluded**

- Increasing **loan** volumes with **higher yields &**
- **Well-managed funding costs**

- Adj. NIM up by **154bps** in 4Q, bolstered also by the **recovery of trading losses** incurred in 3Q

## Q-o-Q Evolution of Margin Components (in bps)

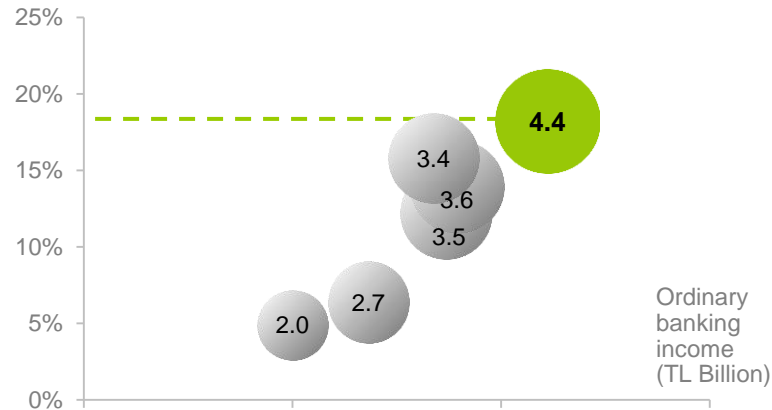


# Strength in customer acquisition and penetration reflects on the double digit growth momentum of net fees & commissions

## Ordinary Banking Income<sup>1</sup> Generation

Based on 9M 2011 bank-only data for fair comparison

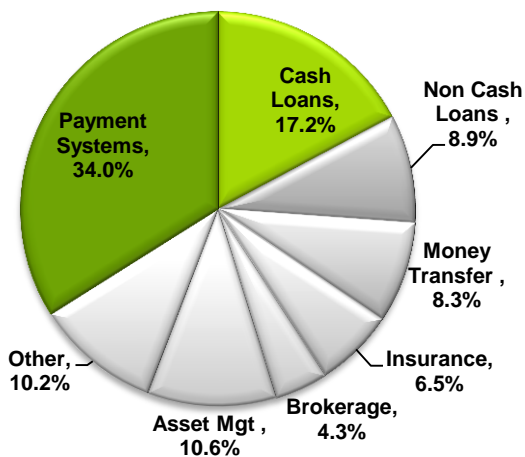
Net fees and comm. market share %



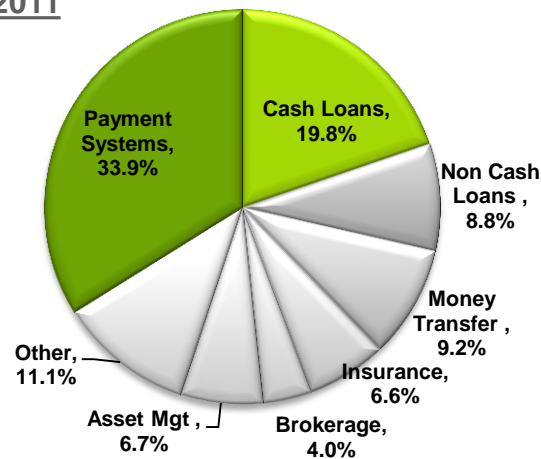
- Strong presence in brokerage market share **~6%**
- **#1** in bancassurance
- Leader in interbank money transfer **18%** market share vs. Peer avg. **~10%**
- Highest payment systems commissions per volume **1.6%** vs. Peer avg. **1.3%**<sup>5</sup>
- Diminishing share of asset management fees due to regulatory pressures **compensated by further diversified fee sources**

## Net Fees & Commissions Breakdown<sup>3,4</sup>

2010

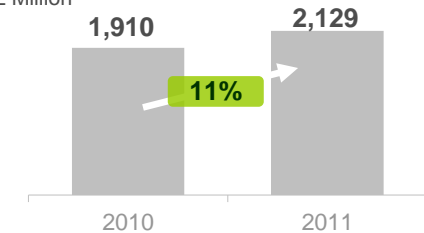


2011



## Net Fees & Commissions<sup>2</sup>

TL Million

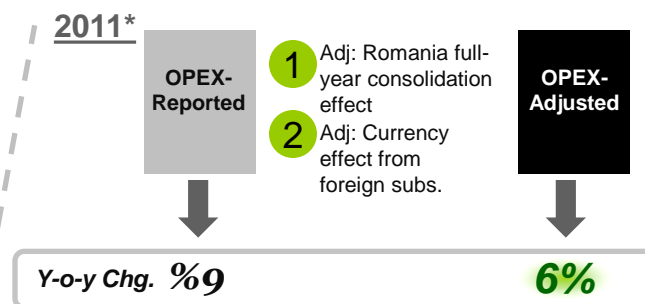


- Money transfer **+24%** y-o-y
- Insurance **+13%** y-o-y
- Payment Systems **+11%** y-o-y

<sup>1</sup> Defined as; net interest income adjusted with provisions for loans and securities, net FX and trading gains + net fees and commissions  
<sup>2</sup> As per new BRSA classification in P/L, excludes net fees and commissions received from cash loans amounting TL 214 mn for 2011 and TL 146 mn for 2010  
<sup>3</sup> Include consumer loan fees as well as other cash loan fees now classified as interest on loans in income statement amounting TL 156mn for 2011 and TL 117mn for 2010  
<sup>4</sup> Bank-only MIS data <sup>5</sup> Peer average as of 9M 2011

# Differentiated business model leading to consistent delivery of outstanding results

(TL Million)	2010	2011	% Change
(+) NII- excl. inc on RRs and CPIs	3,910	3,849	-2%
(+) Net fees and commissions	1,910	2,129	11% ✓
(-) Specific LLP & General Prov. -- exc. regulatory effects & one-offs	(669)	(548)	-18%
<b>= CORE BANKING REVENUES</b>	<b>5,151</b>	<b>5,430</b>	<b>5% ✓</b>
(+) Income on RR	87	5	-95%
(+) Income on CPI linkers	1,173	1,405	20% ✓
(-) Regulatory&One-off effects <sup>1</sup> on provisions	0	(220)	n.m
(+) Trading & FX gains	402	353	-12%
(+) Collections	578	435	-25%
(+) Other income -before one-offs	321	418	31%
(-) OPEX	(3,404)	(3,720)	9%
(-) Taxation and other provisions	(923)	(961)	4%
(+) One-offs (post -tax)	0	200	n.m
(+) -NPL sale	0	43	n.m
(+) -Eureko, Mastercard & Visa stake sale	0	162	n.m
(+) -Subsidiary valuation	0	85	n.m
(-) -Free provisions	0	(90)	n.m
<b>= NET INCOME</b>	<b>3,385</b>	<b>3,346</b>	<b>-1%</b>
Equity holders of the Bank	3,364	3,326	-1%
Minority Interest	21	20	-7%



**Fees/Opex:**  
**57%** up from 56% at 2010

**Opex/Avg. Assets:**  
**2.5%** down from 2.8% at 2010

**Cost/Income:**  
**46%**

Note: Provisions adjusted with the BRSA's recent regulations on general reserve rates (TL 129 mn in 2011 and TL91mn one-off effect on specific provisions resulting from NPL inflows in 4Q 11, which are related to a few commercial files with strong collateralization)

\*For fair comparison 2011 & 2010 OPEX - adjusted for the following items:  
2011 : The currency appreciation of the foreign subsidiaries in 2011 vs. 2010  
2010 : Adjusted to reflect the full year consolidation effect of the Romanian subsidiary (in reported figures 7-months' effect is included)

# Appendix

## Details on One-off items affecting 2011 P&L

Sources of Changes	Explanation	P&L Impact (Post-tax)
1. Mastercard & Visa Stake Sale	<ul style="list-style-type: none"> <li>• Proceeds of TL 67 Mn from Mastercard stake sale</li> <li>• Capital gain of TL 9 Mn on VISA stake sale</li> </ul>	+76 Mn TL
2. 20% Eureka Stake Sale	<ul style="list-style-type: none"> <li>• Garanti exercised the put option to sell 20% of the share capital of Eureka Sigorta A.Ş. to Eureka B.V.</li> </ul>	+86 Mn TL
3. Revaluation of GT	<ul style="list-style-type: none"> <li>• Due to change in accounting method regarding valuation of Garanti Technology (from equity method to cost method under TAS 27), 85 Mn TL provision charged in previous years for the corresponding associate has been reversed and recorded as income</li> </ul>	+85 Mn TL
4. Income From Debt Sales	<ul style="list-style-type: none"> <li>• Non-performing loan portfolio amounting to TL 483.9 million was sold to a local asset management company at a sale price of TL 53.9 million.</li> </ul>	+43 Mn TL
5. Free Provisions	<ul style="list-style-type: none"> <li>• 90 Mn TL free provision is set aside in line with the conservatism principle considering the circumstances which may arise from any changes in the economy or market conditions</li> </ul>	-90 Mn TL

**Total one-off effect**

**200 Mn TL**

## Details on regulatory actions affecting 2011 P&L

Sources of Changes	Explanation	P&L Impact (Post-tax)
1. Reserve Requirement Ratios	• TL average reserve requirement ratio was increased to 11.7% in 2011 from 5.2% in 2010	-216 Mn TL
	• FC average reserve requirement ratio was increased to 11.0% in 2011 from 9.8% in 2010	-30 Mn TL
	• The remuneration on TL reserve requirements ended as of Oct 14, 2010	-70 Mn TL
2. Flexibility on TL Reserve Requirements	• CBRT allowed banks to keep up to 40% of reserve requirements as FX and 10% as gold gradually since Sept. 2011	+23 Mn TL
3. Cap on Fund Management Fees	• Liquid fund management fee cap has been decreased to 1.1% from 2.73% recently (from 3.65% at the beginning of 2011)	-54 Mn TL
4. Additional General Provisioning	1. <u>On Extended Loans</u> <ul style="list-style-type: none"> <li>• 5% general provisioning ratio for loan extensions (vs. 1% previously)</li> </ul>	-37 Mn TL
	2. <u>On Unsecured Consumer Lending</u> <ul style="list-style-type: none"> <li>• 4% general loan loss provision ratio for consumer loans other than mortgage and auto (vs. 1% previously)</li> </ul>	-92 Mn TL
5. SDIF Size Parameter	• The impact emerges from the projected increase in Saving Deposits Insurance Fund (SDIF) premium ratio (+%0.02 – from %0.013 to %0.015)	-2 Mn TL

<b>Total regulatory effect</b>	+	<b>Total one-off effect</b>	=	<b>Grand Total</b>
<b>-479 Mn TL</b>		<b>200 Mn TL</b>		<b>-279 Mn TL</b>

## Balance Sheet - Summary

<i>(TL Million)</i>	<b>Dec-10</b>	<b>Sep-11</b>	<b>Dec-11</b>	<b>YTD Change</b>
<b>Cash &amp; Banks<sup>1</sup></b>	11,624	15,156	17,851	54%
<b>Reserve Requirements</b>	5,493	10,444	7,185	31%
<b>Securities</b>	41,037	39,511	36,992	-10%
<b>Performing Loans</b>	69,729	88,141	90,329	30%
<b>Fixed Assets &amp; Subsidiaries</b>	1,544	1,575	1,662	8%
<b>Other</b>	7,367	9,290	9,457	28%
<b>TOTAL ASSETS</b>	<b>136,795</b>	<b>164,118</b>	<b>163,475</b>	<b>20%</b>

<b>Deposits</b>	79,070	88,637	93,236	18%
<b>Repos &amp; Interbank</b>	11,769	15,878	11,738	0%
<b>Bonds Issued</b>	0	3,674	3,742	n.m
<b>Funds Borrowed<sup>2</sup></b>	20,809	25,545	25,297	22%
<b>Other</b>	8,471	12,917	11,562	36%
<b>SHE</b>	16,675	17,468	17,900	7%
<b>TOTAL LIABILITIES &amp; SHE</b>	<b>136,795</b>	<b>164,118</b>	<b>163,475</b>	<b>20%</b>

# Quarterly Income Statement

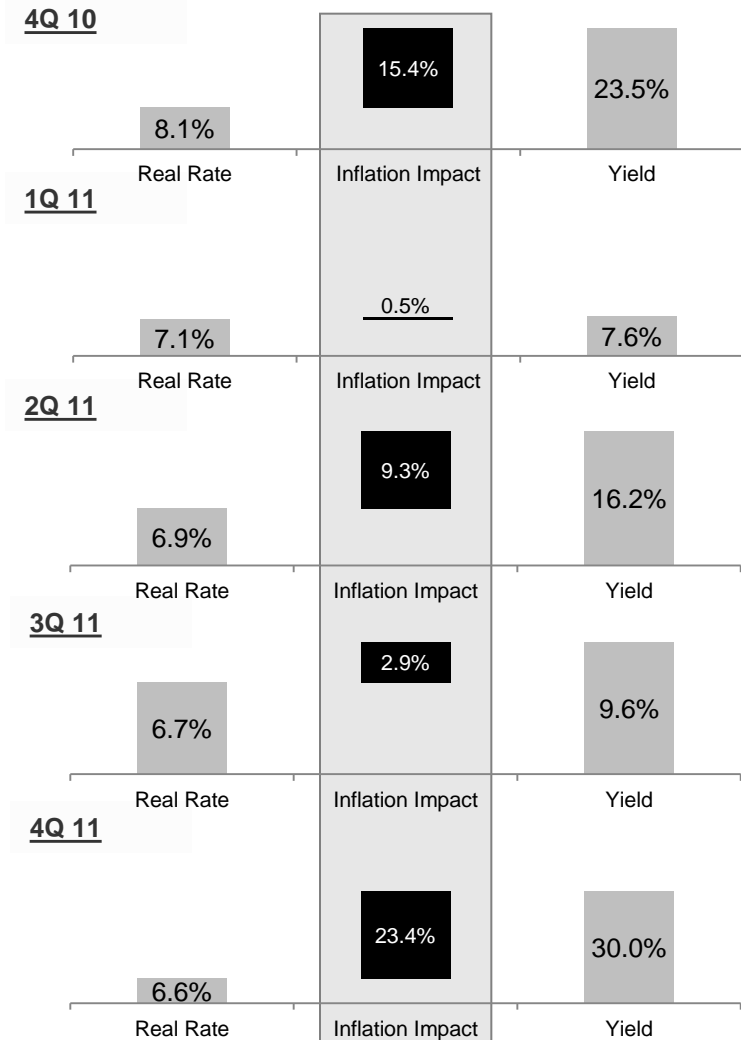
Quarterly- TL million	4Q 11	3Q 11	2Q 11	1Q 11	4Q 10	3Q 10	2Q 10	1Q 10
NII- excl. inc on RRs and CPIs	1,053	975	856	965	948	906	958	1,098
Net fees and commissions	500	556	513	560	457	487	470	496
Specific LLP & General Prov. -- exc. regulatory effects & one-offs	-142	-170	-110	-125	-165	-197	-111	-197
<b>CORE BANKING REVENUES</b>	<b>1,411</b>	<b>1,361</b>	<b>1,259</b>	<b>1,400</b>	<b>1,240</b>	<b>1,196</b>	<b>1,318</b>	<b>1,398</b>
Income on RR	4	0	0	0	4	29	28	26
Income on CPI linkers	666	222	354	163	445	52	328	348
Regulatory & One-off effects <sup>1</sup> on provisions	-108	-22	-90	0	0	0	0	0
Trading & FX gains	88	-69	76	259	30	112	83	178
Collections	105	43	82	205	97	133	143	205
Other income -before one-offs	140	44	145	90	81	96	76	67
OPEX	-1,170	-876	-831	-843	-963	-824	-777	-839
Taxation and other provisions	-258	-164	-225	-313	-214	-184	-231	-294
One-offs (post -tax)	0	0	247	-47	0	0	0	0
-NPL sale	0	0	0	43	0	0	0	0
-Eureko, Mastercard & Visa stake sale	0	0	162	0	0	0	0	0
-Subsidiary valuation	0	0	85	0	0	0	0	0
-Free provisions	0	0	0	-90	0	0	0	0
<b>NET INCOME</b>	<b>878</b>	<b>539</b>	<b>1,016</b>	<b>913</b>	<b>720</b>	<b>610</b>	<b>966</b>	<b>1,088</b>
Equity holders of the Bank	872	533	1,010	911	715	603	961	1,085
Minority Interest	6	6	5	2	5	8	5	3



# Long-term strategy of investing in CPI linkers as a hedge for expected reversal in market indicators

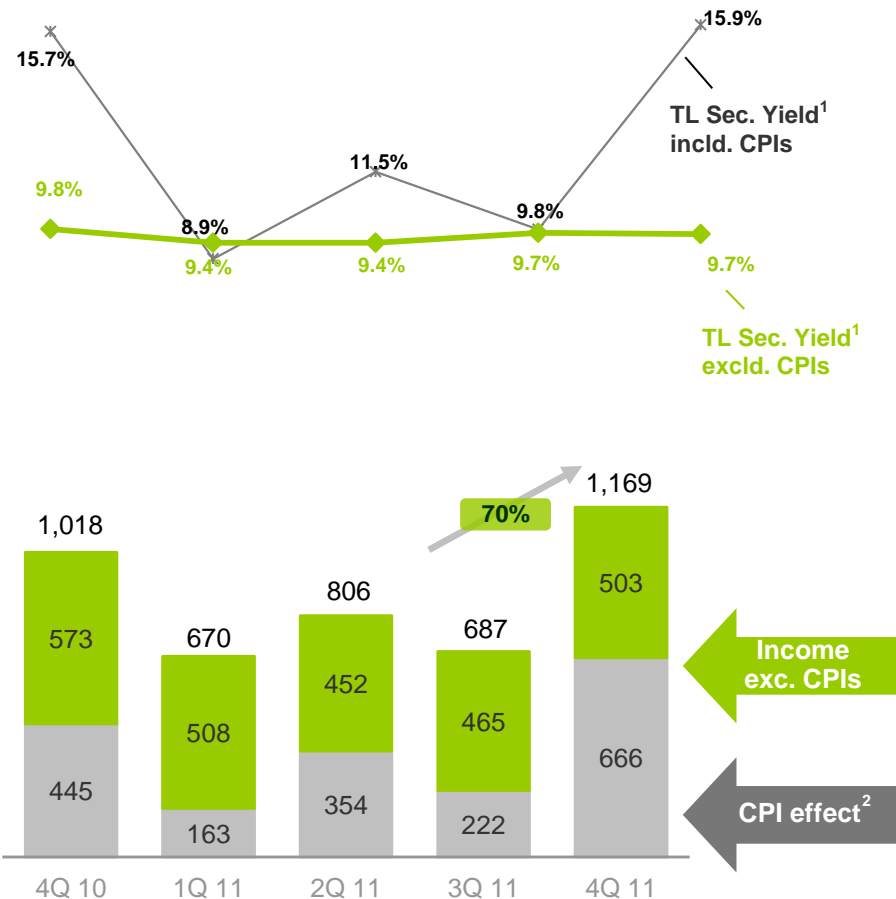
## Drivers of the Yields on CPI Linkers<sup>1</sup>

% average per annum



## Interest Income & Yields on TL Securities

TL Million

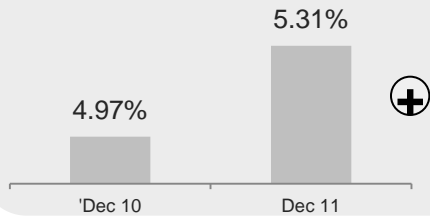


<sup>1</sup> Based on bank-only MIS data  
<sup>2</sup> Per valuation method based on actual monthly inflation readings

# Cumulative Margin Analysis

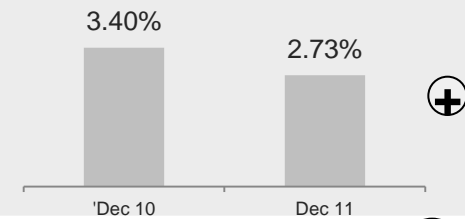
## Int. Income on loans

% of Avg. Interest Earning Assets



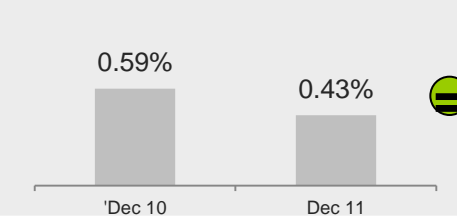
## Int. Income on securities

% of Avg. Interest Earning Assets



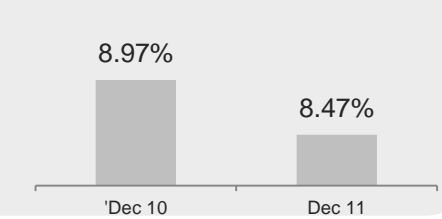
## Int. Income - other

% of Avg. Interest Earning Assets



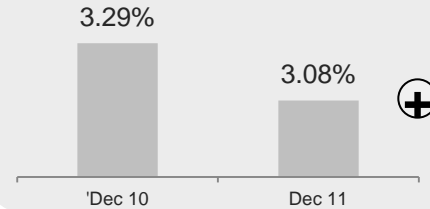
## Total Int. Income

% of Avg. Interest Earning Assets



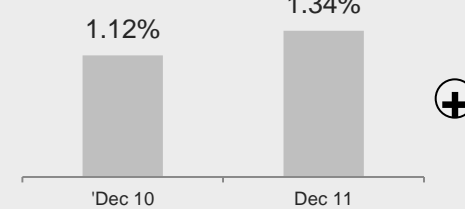
## Int. Expense on deposits

% of Avg. Interest Earning Assets



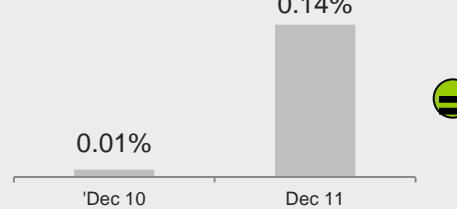
## Int. Expense on Borrowings\*

% of Avg. Interest Earning Assets



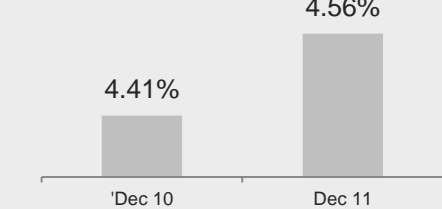
## Int. Expense - other

% of Avg. Interest Earning Assets



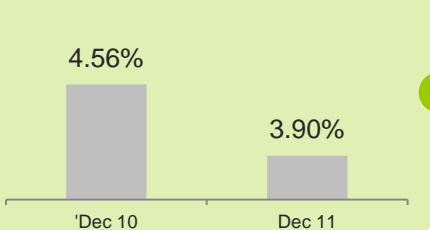
## Total Int. Expense

% of Avg. Interest Earning Assets



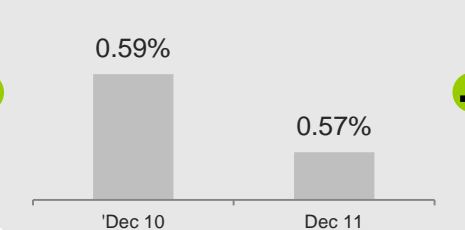
## Net Int. Income

% of Avg. Interest Earning Assets



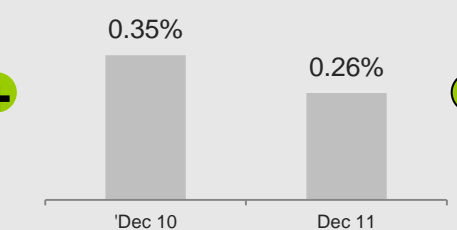
## Prov. for Loans & Securities

% of Avg. Interest Earning Assets



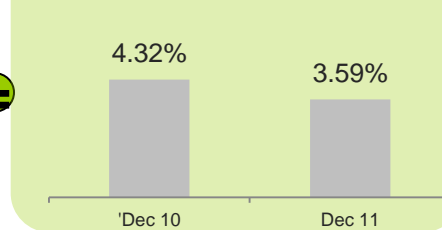
## Net FX & Trading gains

% of Avg. Interest Earning Assets



## Net Int. Income- Adjusted

% of Avg. Interest Earning Assets

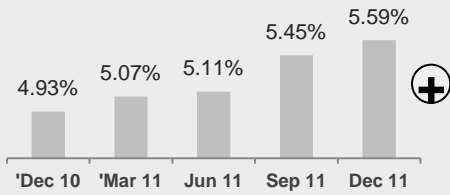


Note: Cumulative NIM analysis  
 Adjustments to NII: Net Interest Income/ Average IEA adjusted by FX gain/loss, provision for loans and securities, and net trading income/loss  
 \* Funds borrowed and repos

# Quarterly Margin Analysis

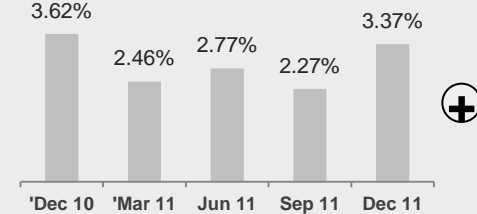
## Int. Income on loans

% of Avg. Interest Earning Assets



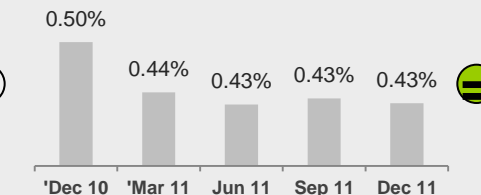
## Int. Income on securities

% of Avg. Interest Earning Assets



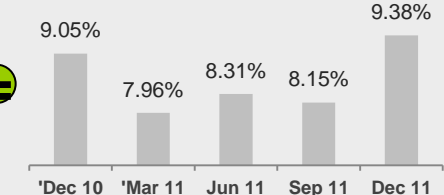
## Int. Income - other

% of Avg. Interest Earning Assets



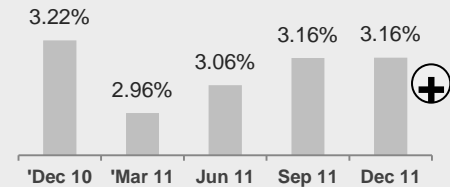
## Total Int. Income

% of Avg. Interest Earning Assets



## Int. Expense on deposits

% of Avg. Interest Earning Assets



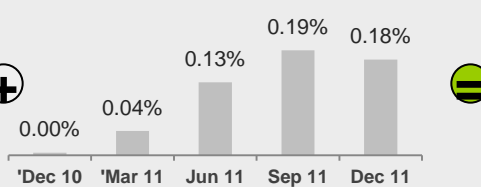
## Int. Expense on Borrowings\*

% of Avg. Interest Earning Assets



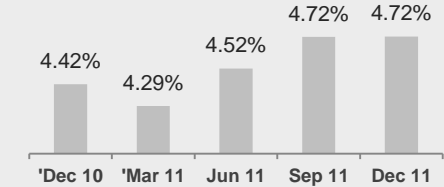
## Int. Expense - other

% of Avg. Interest Earning Assets



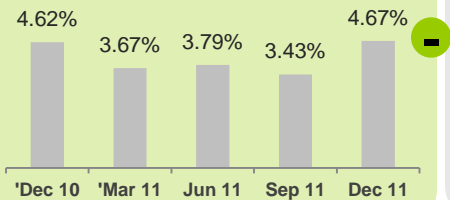
## Total Int. Expense

% of Avg. Interest Earning Assets



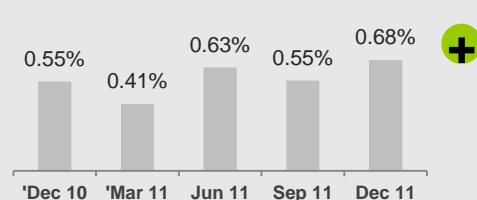
## Net Int. Margin

% of Avg. Interest Earning Assets



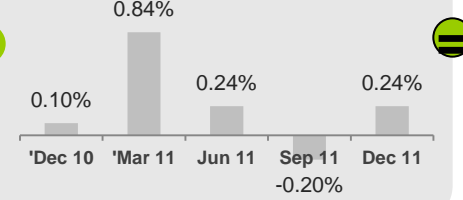
## Prov. for Loans & Securities

% of Avg. Interest Earning Assets



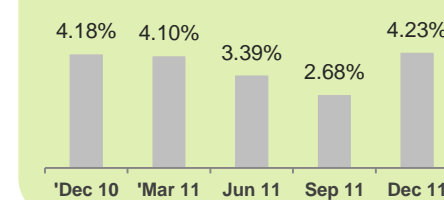
## Net FX & Trading gains

% of Avg. Interest Earning Assets



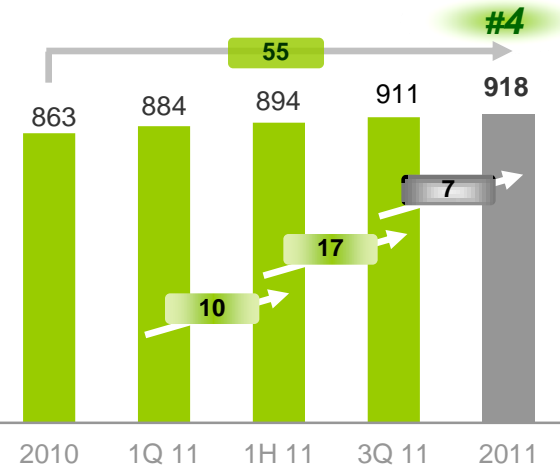
## Net Int. Margin - Adjusted

% of Avg. Interest Earning Assets

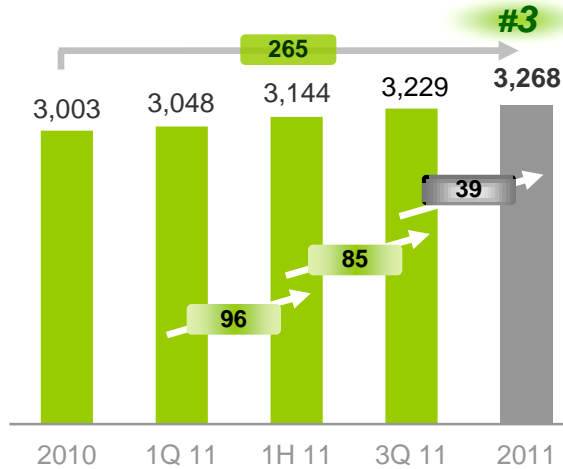


# Further strengthening of retail network...

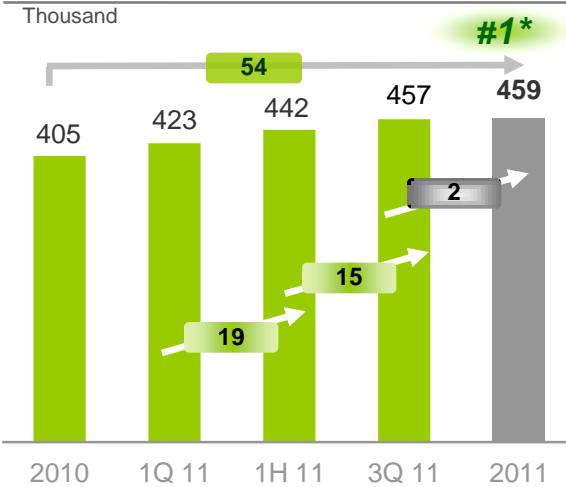
## Number of Branches



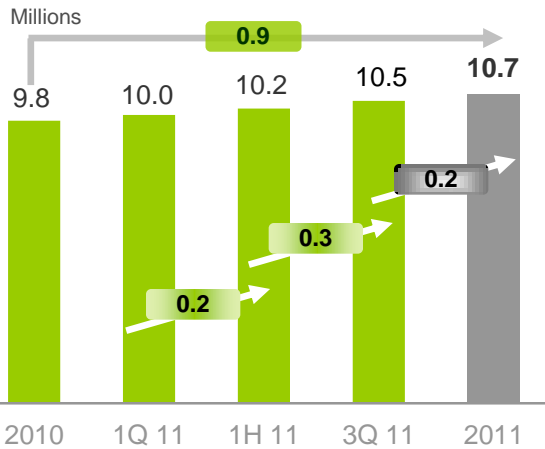
## Number of ATMs



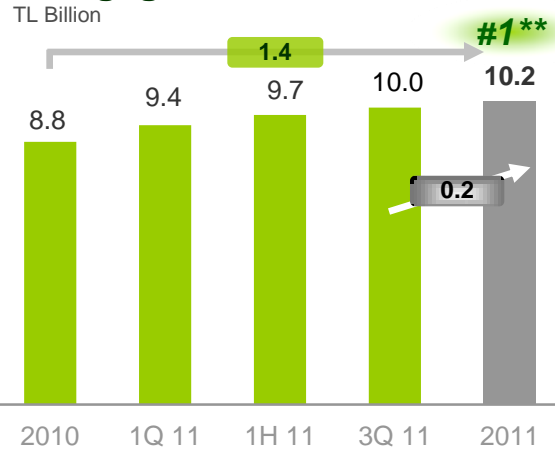
## Number of POS



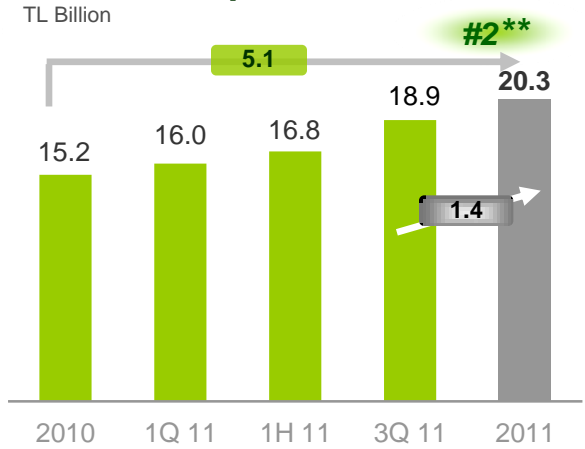
## Number of Customers



## Mortgages



## Demand Deposits (customer+bank)

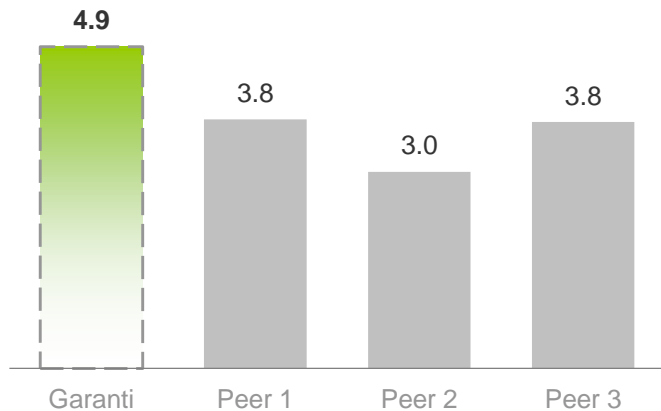


\*Including shared POS  
 \*\*Mortgage and demand deposit ranks are as of 3Q 11  
 Note: Ranks are among private banks

# ...while preserving the highest efficiencies

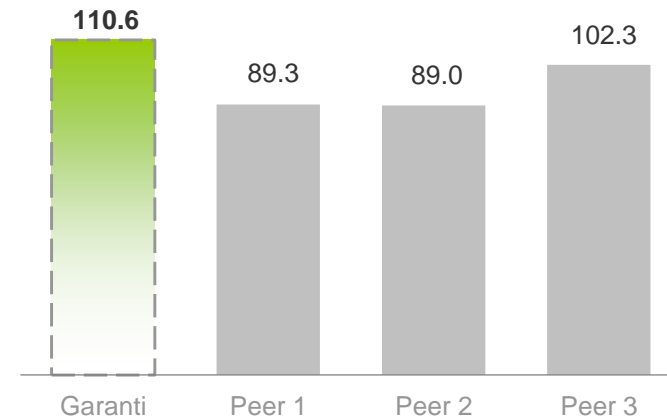
## Ordinary Banking Income per Branch

9M 2011, TL million



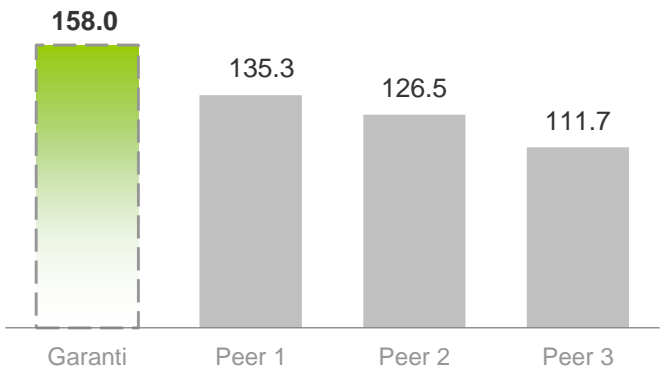
## Loans per Branch<sup>1</sup>

9M 2011, TL million



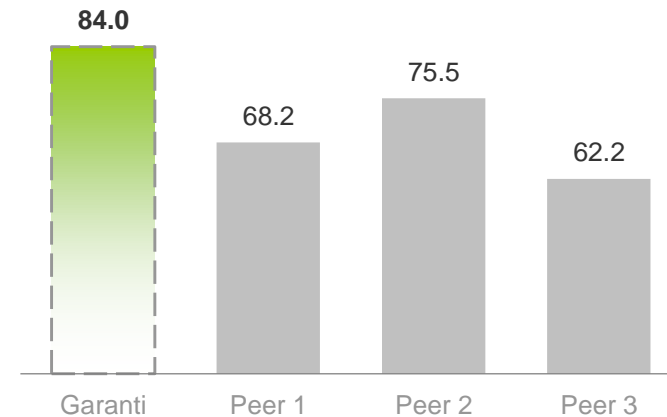
## Assets per Branch

9M 2011, TL million



## Customer Deposits per Branch

9M 2011, TL million



## Key financial ratios

	Dec-10	Mar-11	Jun-11	Sep-11	Dec-11
<b><u>Profitability ratios</u></b>					
ROAE	22.2%	21.6%	21.4%	18.9%	19.5%
ROAA	2.8%	2.6%	2.5%	2.2%	2.2%
Cost/Income	44.1%	38.4%	39.2%	43.6%	45.6%
NIM (Cumulative)	4.6%	3.7%	3.7%	3.6%	3.9%
Adjusted NIM (Cumulative)	4.3%	4.1%	3.7%	3.3%	3.6%
<b><u>Liquidity ratios</u></b>					
Liquidity ratio	34%	31%	29%	30%	31%
Loans/Deposits	88.2%	93.3%	96.1%	99.4%	96.9%
<b><u>Asset quality ratios</u></b>					
NPL Ratio	3.1%	2.4%	2.2%	2.0%	2.1%
Coverage	81%	81%	81%	81%	79%
Cost of Risk (bps)	108	68	86	87	95
<b><u>Solvency ratios</u></b>					
CAR	18.1%	16.9%	16.8%	15.5%	15.8%
Tier I Ratio	15.7%	14.9%	14.9%	13.7%	14.1%
Leverage	7.2x	7.4x	7.9x	8.4x	8.1x

## Details of selected items in funding base

### **Bonds issued:**

---

#### **1Q 11:**

- ✓ TL 1 billion bond with 1 year maturity, at a cost of 7.68%

#### **2Q 11:**

- ✓ TL 750 million bond with 6M maturity, at a cost of 8.41%
- ✓ TL 750 million bond with 6M maturity, at a cost of 8.54%
- ✓ US\$ 500 million Eurobond with 10 year maturity, fixed coupon 6.25%
- ✓ US\$ 300 million Eurobond with 5 year maturity, floating 3M LIBOR + 2.5%

#### **4Q 11:**

- ✓ TL 750 million bond with 6M maturity, at a cost of 8.10% (Roll-over)
- ✓ TL 750 million bond with 6M maturity, at a cost of 10.09% (Roll-over)

## Details of selected items in funding base

### **Funds borrowed:**

---

#### **2Q 11:**

- ✓ Secured € 1 billion 1 year syndicated loan, comprising two separate tranches in the amount of € 782.5 million and US\$ 304.5 million. The all-in cost has been realized as EURIBOR+1.1% and LIBOR+1.1%, respectively.
- ✓ Borrowed € 50 million and US\$ 225 million with 5 year maturity under Diversified Payment Rights securitization program

#### **4Q 11:**

- ✓ Secured US\$ 1 billion 1 year syndicated loan, comprising two separate tranches in the amount of US\$ 233.6 million and €576.2 million. The all-in cost has been realized as LIBOR+1% and EURIBOR+1%, respectively.





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