



# 2017 PERFORMANCE EVALUATION AND PROJECTIONS

ORDINARY GENERAL MEETING OF SHAREHOLDERS  
29 March 2018



AGENDA



OUR PURPOSE, VALUES &  
STRATEGIC PRIORITIES

2017 PERFORMANCE &  
OUR LEADING MARKET POSITION

2018 PROJECTIONS

# OUR PURPOSE

TO BRING THE AGE OF OPPORTUNITY TO EVERYONE

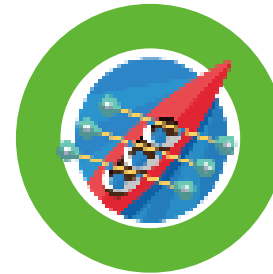
# OUR VALUES



CUSTOMER COMES  
FIRST



WE THINK BIG



WE ARE ONE TEAM





## CUSTOMER EXPERIENCE



**THE MOST  
RECOMMENDED  
BANK BY CUSTOMERS**

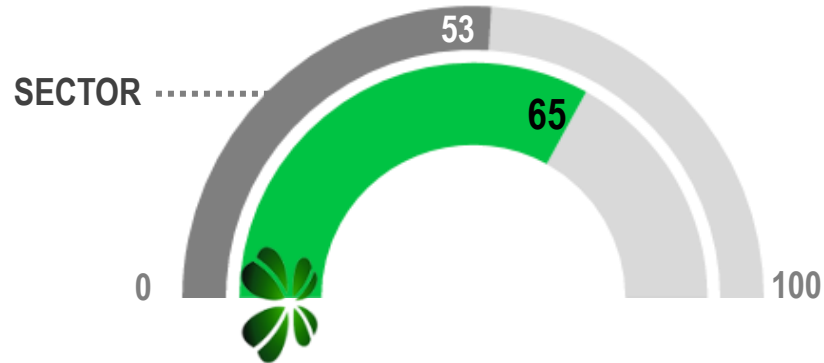


**IN NET PROMOTER SCORE<sup>1</sup>  
FOR TWO CONSECUTIVE YEARS**



## EMPLOYEE HAPPINESS

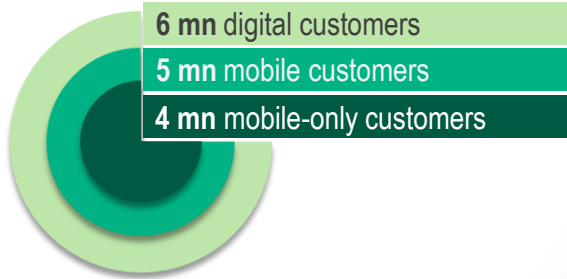
### EMPLOYEE ENGAGEMENT SCORE OUTPERFORMS THE SECTOR





## DIGITALIZATION

### WE SERVE THE LARGEST DIGITAL CUSTOMER BASE IN TURKEY



### 1 OUT OF EVERY 4 CUSTOMERS USE GARANTI MOBILE & INTERNET BANKING



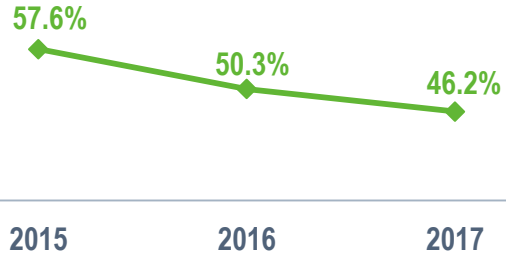
### EFFECTIVE DIGITAL CHANNEL UTILIZATION





## EFFICIENCY

### COST / INCOME



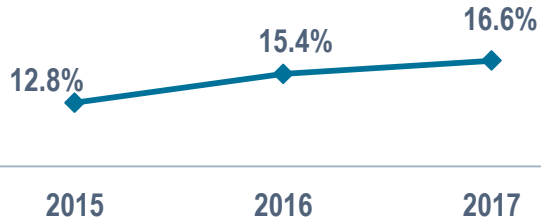
**BUSINESS MODEL REINFORCING  
EFFICIENCY IMPROVEMENT**



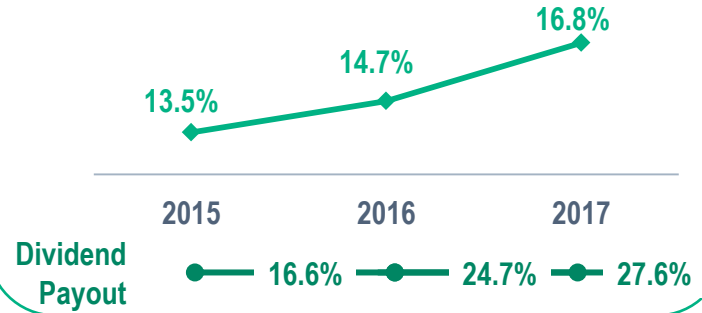


## OPTIMAL CAPITAL UTILIZATION

### ROAE



### CAR





## RESPONSIBLE & SUSTAINABLE DEVELOPMENT



**100%** of new  
PF commitments  
in Greenfield Energy  
Production Portfolio  
are **Renewables**



**TL 9.3 BN**  
Impact  
Investment



**~TL 20.3 MN**  
Investments in  
Community Programs



**30%**  
Market Share in  
wind power projects

MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In Collaboration with RobecoSAM



FTSE4Good

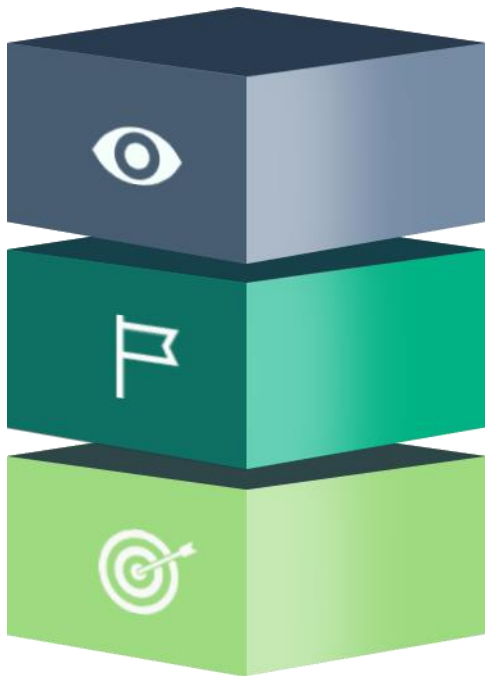


Sustainability Index



Corporate Governance Index

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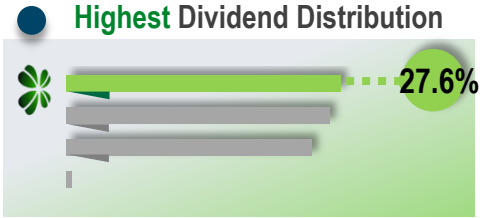
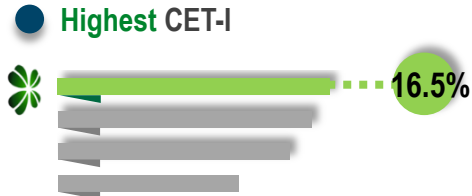
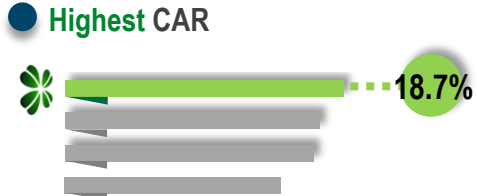
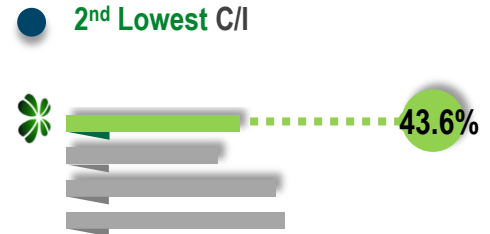
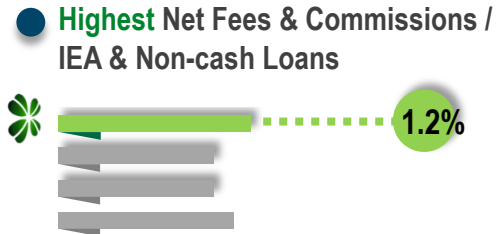
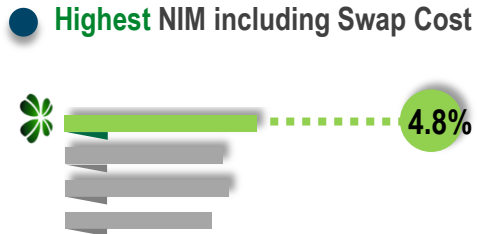
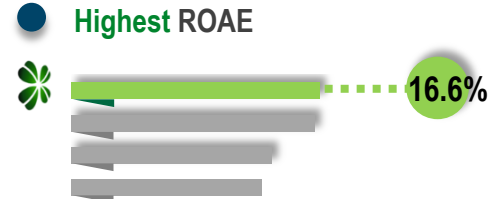
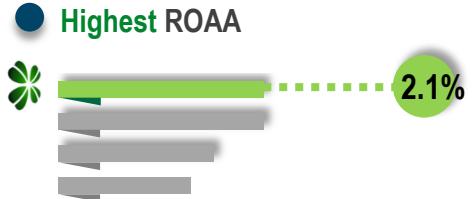
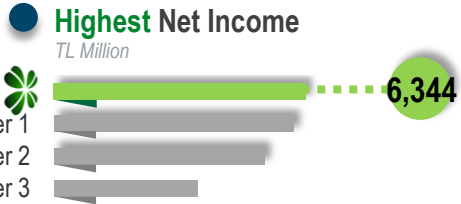
2017 PERFORMANCE &  
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## 2017 REALIZATIONS

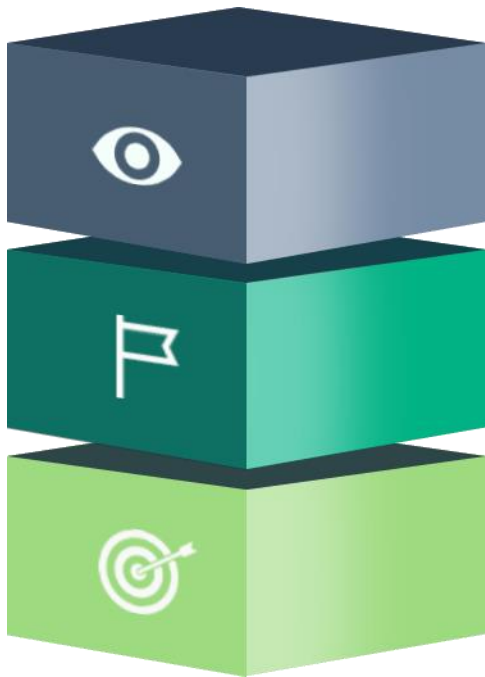
	2017	DRIVERS
TL Loan growth	+20%	Business banking & consumer loans
FC Loan growth (in US\$)	-3%	Redemptions & lack of demand
Net Cost of Risk	74 bps	Lower than expected inflows & strong collections
NIM incl.swap costs	+23 bps	Active spread management & higher than expected CPI
Fee Growth (YoY)	18%	Well diversified fee sources & further digitalized processes
OPEX Growth (YoY)	8%	Committed to increase efficiency

# OUR LEADING MARKET POSITION



Note: Figures are based on bank-only financials as of December 2017.  
Rankings are among private peers, namely Akbank, Isbank & YKB

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## 2018 PROJECTIONS

TL Loans (yoy)	~14 - 15%
FC Loans (in US\$, yoy)	Flat
Net Cost of Risk	~100 bps
NIM including swap cost excl. CPI linkers (yoy)	Flat
Fee Growth (yoy)	Low-teens
Opex Growth (yoy)	<= CPI
ROAE	> 16.5%
ROAA	> 2.2%





**Garanti works to create  
sustainable value for all  
its stakeholders**





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Note: Net Promoter Score research is conducted by independent research agency Ipsos for Garanti Bank. According to the research results, Garanti has the highest Net Promoter Score, among retail customers representing its own profile, compared to peer group. Peer group consists of Garanti Bank, İş Bank, Akbank, Yapı Kredi Bank, QNB Finansbank and Denizbank. Research was conducted between October '17 and January '18. Main bank customers, who have communicated with the banks over the last 3 months, surveyed face to face in the representative cities of Turkey by quota sampling. Score is calculated as a weighted average of retail segments' scores.

## Garanti Investor Relations

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