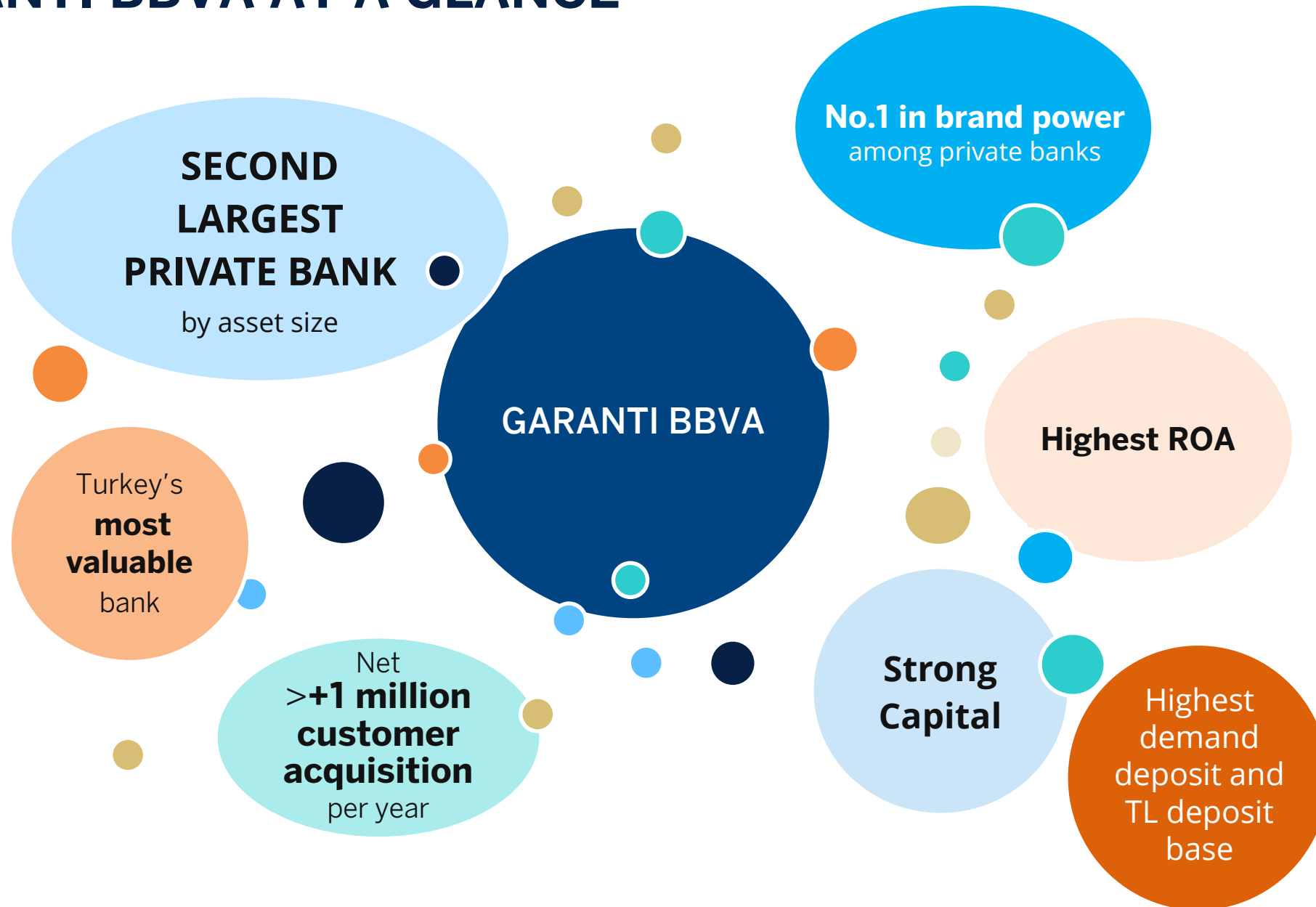




# 2021 PERFORMANCE EVALUATION

ORDINARY GENERAL MEETING OF SHAREHOLDERS  
March 31<sup>st</sup>, 2022

# GARANTI BBVA AT A GLANCE



# 2021 PERFORMANCE INDICATORS (I/II)

## BEST AND MOST ENGAGED TEAM

**4.22/5**

EMPLOYEE ENGAGEMENT SCORE

**11**

PROGRAMS RELATED TO EMPLOYEE  
WELL-BEING

**40%**

WOMEN RATIO IN SENIOR/MIDDLE  
LEVEL MANAGEMENT

**37.4**

HOURS TRAINING PER FTE

## REACHING MORE CUSTOMERS

CHOICE OF

**MORE THAN 20 MILLION**

CUSTOMERS AND THE LARGEST DIGITAL  
AND MOBILE CUSTOMER BASE

LEADER WITH

**7.9 MILLION**

CREDIT CARD CUSTOMERS

## SUSTAINABILITY

**TL 60 BILLION**

(cumulative)

CONTRIBUTION TO SUSTAINABLE  
DEVELOPMENT

FIRST BANK TO ANNOUNCE ITS  
COMMITMENT TO

**EXIT COAL**

## FINANCIAL HEALTH

**LEADING NET  
PROMOTER SCORE**

Among peer group

**HIGHEST IN SME**

**2ND HIGHEST IN RETAIL**

## DATA AND TECHNOLOGY

**780 MILLION**

NUMBER OF TRANSACTIONS GOING  
THROUGH INTERNET AND MOBILE  
BANKING CHANNELS ANNUALLY

**115** NEW MACHINE LEARNING  
AND DEEP LEARNING MODELS

IN **62** PROJECTS

# 2021 PERFORMANCE INDICATORS (II/II)

## OPERATIONAL EXCELLENCE

TL LOANS  
MARKET SHARE

19%  
#2  
TL 266 BN

HIGHEST ROE

19.1%  
22.2%  
adjusted w/ free provisions

HIGHEST ROA

2.3%  
2.7%  
adjusted w/ free provisions

STRONG CAPITAL BUFFERS  
ABOVE THE LEGAL LIMITS

12.5bn TL  
Excess Capital  
Taking into account min. required  
level of 12.2%  
(consolidated w/o forbearance)

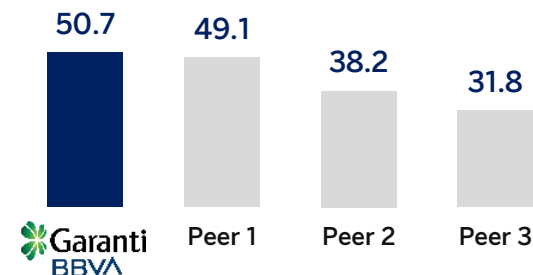
HIGHEST NET FEES &  
COMMISSIONS INCOME

TL 8.5 BN  
~TL 1 bn gap with the next peer

HIGHEST EVER MARKET SHARES  
IN BOTH ISSUING & ACQUIRING

24%  
Retail issuing volume MS%  
24%  
Acquiring volume MS%

HIGHEST DEMAND DEPOSIT  
(TL BN)



TL CUSTOMER DEPOSIT  
MARKET SHARE

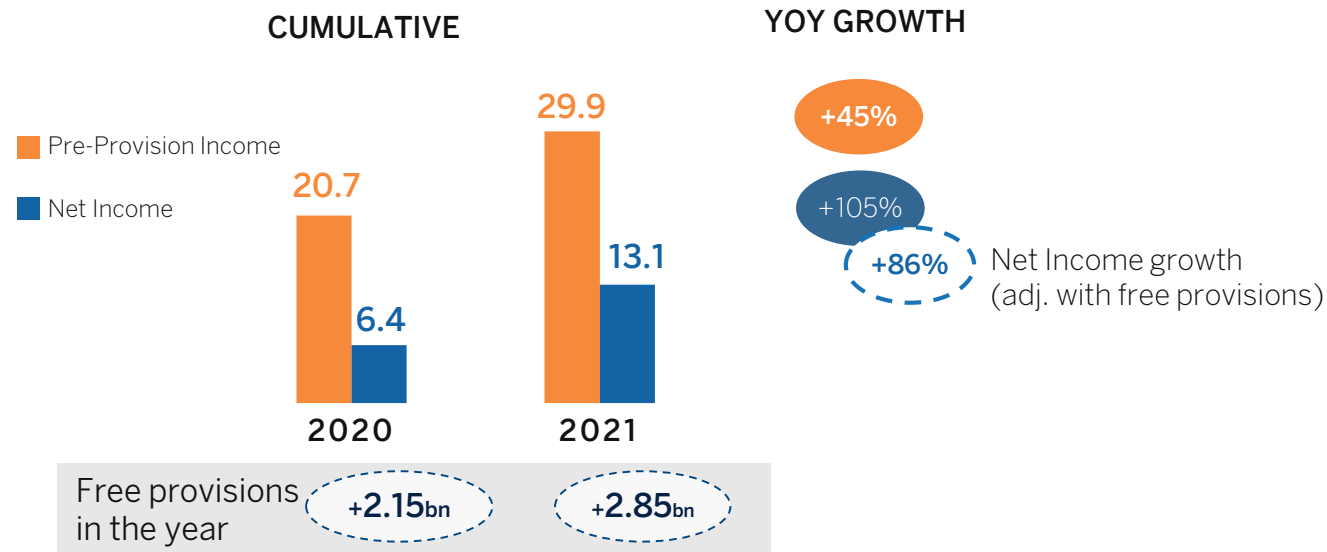
20%  
#1  
TL 180 BN

Note: Per bank-only financials for fair comparison. Market shares among private banks.

# SIGNIFICANT OUTPERFORMANCE IN EARNINGS VS. OPERATING PLAN

Free prov. adj. ROAE at >22% vs. OP expectation of 'Mid-to-High Teens'

## PRE-PROVISION INCOME & NET INCOME (TL Billion)



- With the additional TL 2.85 billion free provisions set aside in 2021, the **total free provisions** in the balance sheet reached **TL 7.5 billion**.

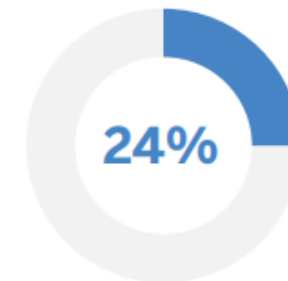
## HIGHEST NET INCOME

**TL 13.1 BN**

**TL 15.9 BN**

incl. Free provisions

>TL 1 bn gap with the next peer



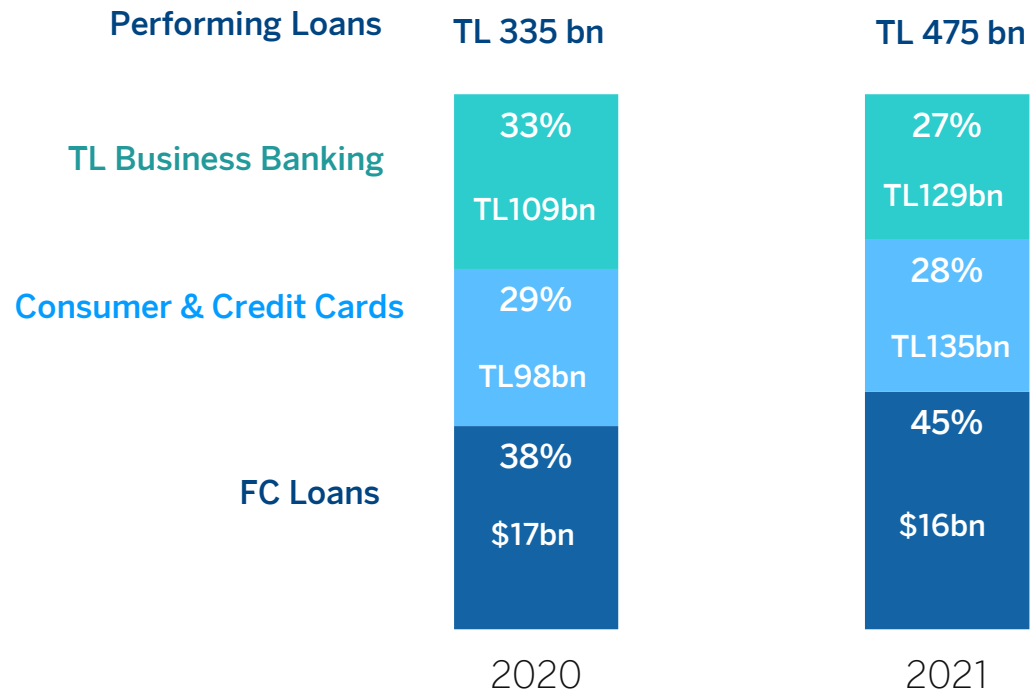
**Net Income  
Market Share**

(When adjusted with  
Garanti BBVA's free provision)

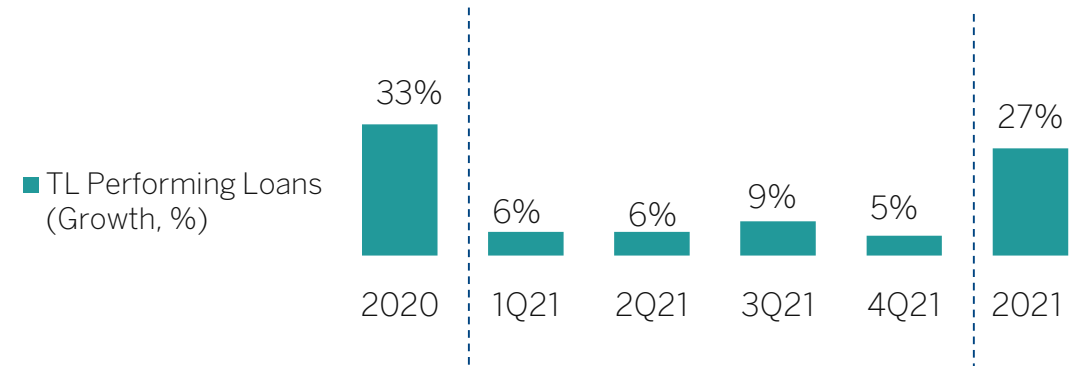
# OUTPERFORMED IN TL LENDING WITH DYNAMIC SPREAD MANAGEMENT

## TL PERFORMING LOANS

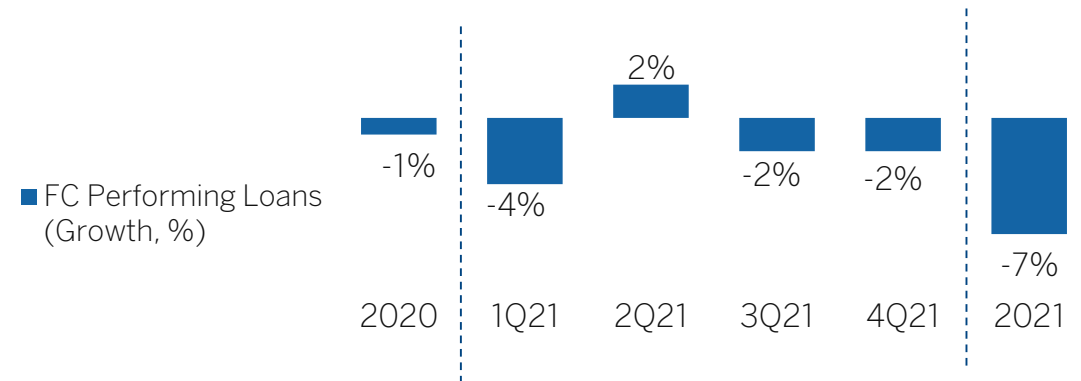
(56% of total assets)



## TL PERFORMING LOAN GROWTH



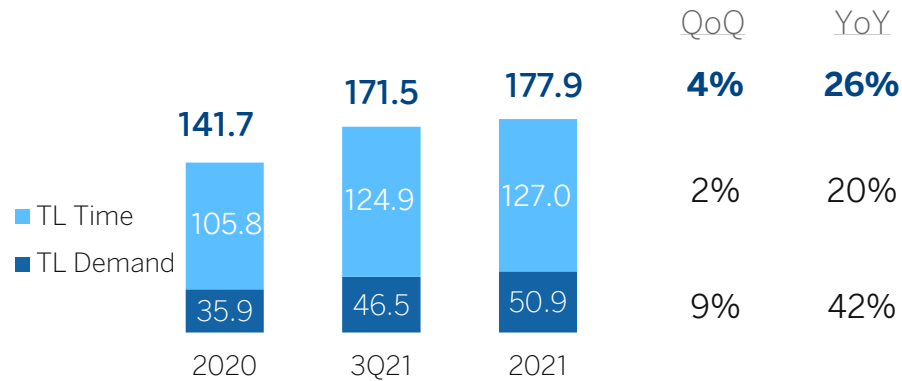
## FC PERFORMING LOAN GROWTH



# STRONG DEPOSIT GROWTH MIRRORS CUSTOMERS' PREFERENCE

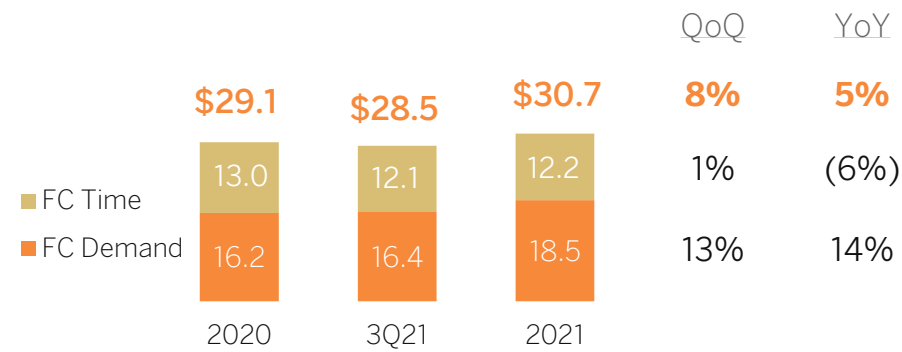
## TL CUST. DEPOSITS (TL bn)

(31% of total deposits)

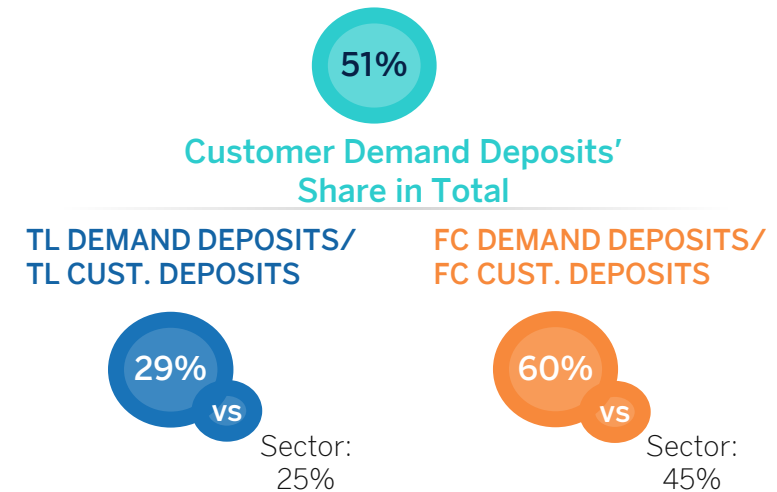


## FC CUST. DEPOSITS (USD \$ bn)

(69% of total deposits)



### EXPANDING ZERO-COST DEMAND DEPOSIT BASE



### STICKIER & LOW-COST DEPOSIT BASE

SME & Retail / TL Cust. Deposits<sup>1</sup>

72%

SME & Retail / FC Cust. Deposits<sup>1</sup>

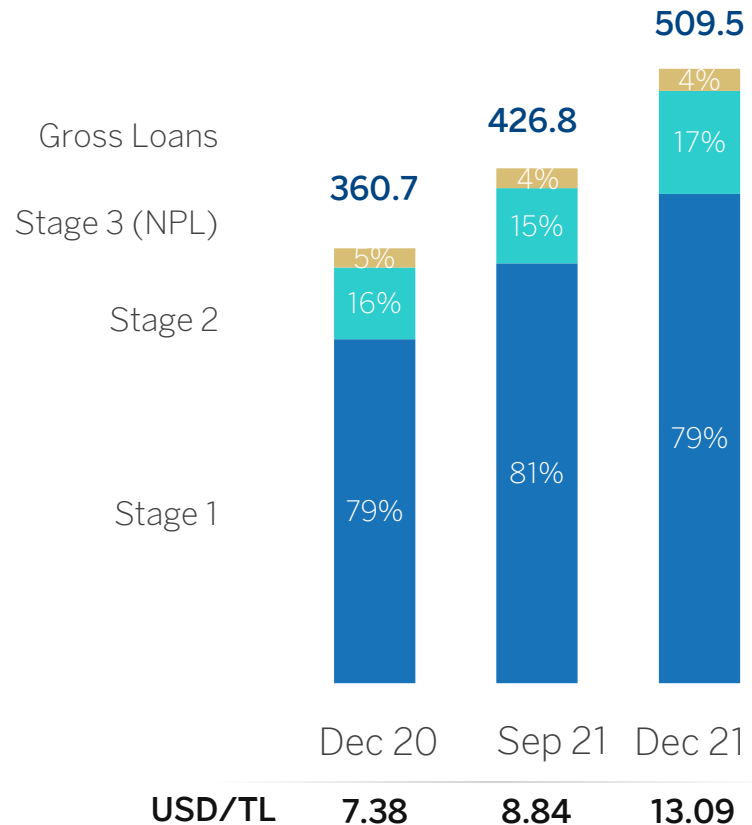
76%

<sup>1</sup> Based on bank-only MIS data.

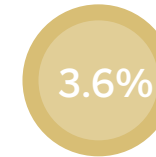
Note: Sector data is based on BRSA weekly data, for commercial banks only

# COVERAGES FURTHER STRENGTHENED WITH MAINTAINED PRUDENT APPROACH

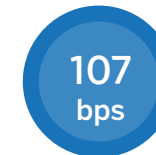
## LOAN PORTFOLIO BREAKDOWN<sup>1</sup> (TL billion)



## NPL RATIO



## NET COST OF RISK EXCL. CURRENCY IMPACT



<sup>1</sup> Excluding Leasing & Factoring receivables



# SUSTAINABLE AND INCREASING EFFICIENCY RATIOS

## HIGHEST IMPROVEMENT IN COST / INCOME

(2021, 2 YEAR ▲)



 Garanti  
BBVA

-5.8%



Private Peers  
Average

-2.1%



## HIGHEST BANKING REVENUE PER BRANCH

(2021, TL MN)

35

 Garanti  
BBVA

27

Private Peers  
Average

Note: Per bank-only financials for fair comparison.

Banking Revenues = NII – Swap Cost + Net Fees & Commissions

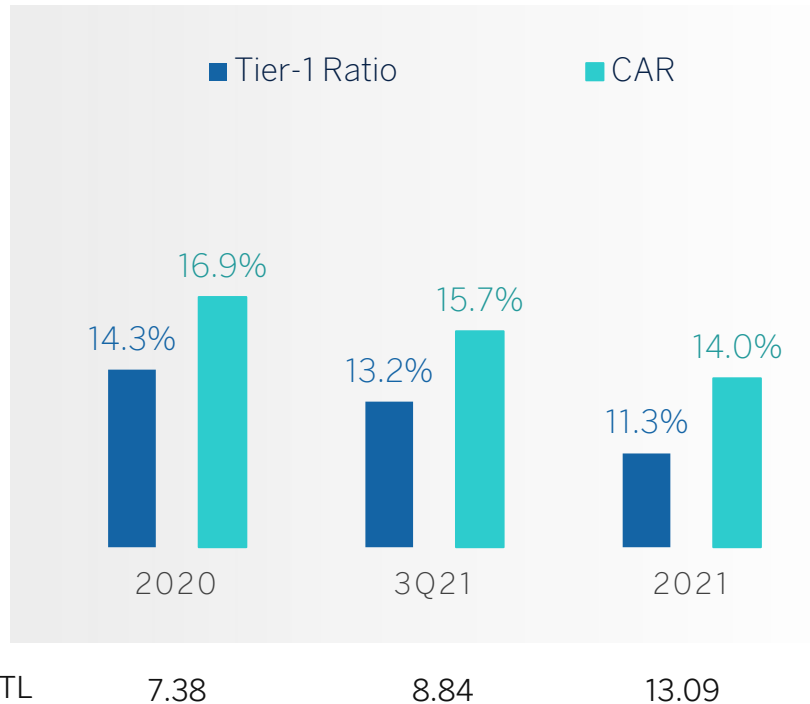
Income defined as NII inc.Swaps + Net F&C + Dividend Income + Subsidiary Income + Net Trading Income (excludes swaps & currency hedge)

+ Other income (net of prov.Reversals)

# STRONG CAPITAL BUFFERS REMAIN WELL ABOVE THE REGULATORY LEVELS

## SOLVENCY RATIOS

without BRSA's forbearance



**TL 12.5 bn**

### EXCESS CAPITAL

(Consolidated w/o forbearance)

Taking into account minimum required level of 12.2% for 2021

**TL 7.5 bn**

### TOTAL FREE PROVISIONS

in the B/S



**THANK YOU**

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