Established in 1946, Garanti Bank is Turkey’s second largest private bank with consolidated assets of TL 423.3 billion (USD 75.4 billion).

Garanti is an integrated financial services group operating in every segment of the banking sector including corporate, commercial, SME, payment systems, retail, private and investment banking together with its subsidiaries in pension and life insurance, leasing, factoring, brokerage and asset management, besides international subsidiaries in the Netherlands and Romania.

Implementing an advanced corporate governance model that promotes the Bank’s core values, Garanti has Banco Bilbao Vizcaya Argentaria S.A. (BBVA) as its majority shareholder with 49.85% share. Its shares publicly traded in Turkey, and its depositary receipts in the UK and the USA, Garanti has an actual free float of 50.07% in Borsa Istanbul as of March 31, 2019.

Source: IPREO Shareholder Analysis, as of December, 2018.
GARANTİ SHARE

1990
Listed on BORSA İSTANBUL (BIST) Turkey since 1990

1993
Depositary Receipts (DR) listed on LONDON STOCK EXCHANGE and on OTC since 1993

2012
Trades on OTCQX INTERNATIONAL PREMIER since 2012

MOST VALUABLE BANK IN TURKEY AND MOST LIQUID STOCK IN BIST

$6.2 BN MCAP

6% WEIGHT IN BIST

LARGEST FLOATING MCAP AMONG BANKING STOCKS
Actual free float: 50.07%

MOST INVESTED BANKING STOCK BY FOREIGNERS
Foreign Ownership in free float: 90%

$176 MN DAILY TURNOVER

RANKING ON OTCQX IN 2018
#34 per Market Capitalization
#64 per US$ Turnover
#55 per Volume

Note: Figures are as of March 29, 2019. USD/TL CBRT ask rate is used in the calculations.
GARANTI SHARE

ANALYST RECOMMENDATIONS

Garanti Bank shares are widely covered by research analysts of leading domestic and international investment banks and brokerage houses. As of March 2019, 19 analysts had “BUY”, 8 analysts had “HOLD” and 2 analysts had “SELL” recommendation on Garanti stock.

SELECTED ANALYST COMMENTS

HSBC
We believe Garanti’s proactive funding management practices and potential to extract efficiency gains from its strong digital banking platform may create upside challenges to our earnings forecasts and valuation.

JPM
Garanti management acknowledges it will be a difficult year, but the bank is well prepared to weather the challenges, assuming the macro environment develops in line with expectations.

CREDIT SUISSE
The bank’s strong capital and profitability are likely to provide flexibility while its peers try to economize on capital.

CITI
We appreciate Garanti’s low balance sheet leverage and strong capital position, its higher than peer margin, and its solid track record of managing credit risk. We expect the bank to weather the current period of volatility better than many of its peers.

MORGAN STANLEY
We think Garanti is one of the best-positioned banks for a strong RoE rebound.
## PERFORMANCE INDICATORS

### CUSTOMER EXPERIENCE
- **Net Promoter Score**: Highest among peer group.
- **Grow Customer Base Effectively**: ~ 16.7 million customers chose Garanti.
- **Number of ATMs**: 5,197.
- **Number of branches**: 932.
  - 100% Geographical Coverage.

### HUMAN CAPITAL
- **Employee Engagement Score**: 67.
  - Employee Engagement Score outperforms sector.
- **Average Hours of Training per Employee**: 45 HOURS.
- **Number of Employees**: 18,3 thousand.
- **Women Employees in Decision Making Positions**: 40%.
  - in senior/middle level management.

### DIGITAL TRANSFORMATION
- **1/5 of all digital transactions in Turkey go through Garanti**.
- **Share Digital Sales in Total Sales**: 64%.
- **Non-Cash Financial Transactions through Digital Channels**: 96%.
- **Number of Digital Customers**: ~ 7.5 million.
  - Increased by 18% YoY.

### RESPONSIBLE AND SUSTAINABLE DEVELOPMENT
- **Amount of Impact Investments**: TL 35.2 billion to date.
- **Sustainability Indices in Which Garanti Is Included**: 7.
- **Investment in Community Programs**: TL 20.2 million as of 2018.
- **% of Loans with ESG Provisions in Loan Agreements**: 100%.

### FINANCIAL PERFORMANCE
- **ROAA**: 1.8%.
- **ROAE**: 15.6%.
- **NPL**: 5.4%.
- **CAR**: 15.5%.
- **CET-1**: 13.3%.
- **Cost / Income**: 39%.

**Note**: Please refer to disclaimer page for more information on Net Promoter Score. Figures in Financial Performance are per BRS A Consolidated financials as of March 2019.
FACTSHEET

COMPOSITION OF ASSETS AND LIABILITIES

<table>
<thead>
<tr>
<th>Assets</th>
<th>Liabilities &amp; SHE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TL 423 BN</td>
<td>TL 423 BN</td>
</tr>
<tr>
<td>Other</td>
<td>3.9%</td>
</tr>
<tr>
<td>Fixed Assets &amp; Subs.</td>
<td>11.4%</td>
</tr>
<tr>
<td>Cash &amp; Banks</td>
<td>0.4%</td>
</tr>
<tr>
<td>Balances w/ CBRT</td>
<td>19.5%</td>
</tr>
<tr>
<td>Securities</td>
<td>4.5%</td>
</tr>
<tr>
<td>Performing Loan</td>
<td>60.9%</td>
</tr>
</tbody>
</table>

1Q19

MARKET POSITION

Garanti Market Shares (%)

31.03.2019

- Total Performing Loans 10.7%
- TL Loans 11.1%
- FC Loans 9.9%
- Credit Cards - Issuing (Cumulative) 19.0%
- Credit Cards - Acquiring (Cumulative) 18.9%
- Consumer Loans 14.6%
- Total Customer Deposits 11.2%
- TL Customer Deposits 10.8%
- FC Customer Deposits 11.4%
- Consumer Demand Deposits 13.0%

SELECTED P&L ITEMS

<table>
<thead>
<tr>
<th>Item</th>
<th>3M19</th>
<th>1Q19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Interest Income</td>
<td>4,910</td>
<td></td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>2,417</td>
<td></td>
</tr>
<tr>
<td>- HR Cost</td>
<td>1,025</td>
<td></td>
</tr>
<tr>
<td>- Other Operating Expenses</td>
<td>1,392</td>
<td></td>
</tr>
<tr>
<td>Net Fees&amp;Commissions</td>
<td>1,499</td>
<td></td>
</tr>
<tr>
<td><strong>NET INCOME</strong></td>
<td><strong>1,757</strong></td>
<td></td>
</tr>
</tbody>
</table>

SELECTED FINANCIAL RATIOS

<table>
<thead>
<tr>
<th>Ratio</th>
<th>3M19</th>
<th>1Q19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performing Loans/Assets</td>
<td>60.9%</td>
<td></td>
</tr>
<tr>
<td>Deposits/Assets</td>
<td>62.1%</td>
<td></td>
</tr>
<tr>
<td>Return on Average Equity</td>
<td>15.6%</td>
<td></td>
</tr>
<tr>
<td>Return on Average Assets</td>
<td>1.8%</td>
<td></td>
</tr>
<tr>
<td>Net Interest Margin (inc Swap cost)</td>
<td>5.1%</td>
<td></td>
</tr>
<tr>
<td>Non-Performing Loans Ratio</td>
<td>5.4%</td>
<td></td>
</tr>
<tr>
<td>Capital Adequacy Ratio</td>
<td>15.5%</td>
<td></td>
</tr>
</tbody>
</table>

1 Includes funds borrowed, sub-debt & securities issued.
MACRO NOTES

REBALANCING IN THE ECONOMY CRYSTALLIZED IN 4Q18.

Turkish Economy contracted by 3.0% in annual terms in 4Q18. The economy technically entered into a recession as the quarterly contraction in seasonally and calendar adjusted terms became deeper with -2.4% after the decline of 1.6% in 3Q18. The shrinkage in domestic demand reached the highest level since 2009 global financial crisis, while the contribution of net exports remained the main buffer with its peak in the series going back to 1998. All in all, the economy grew by 2.6% in 2018, down from 7.4% in 2017.

SOME STABILIZATION IN IP REALIZED IN 1Q19.

Industrial Production (IP) contracted by 5.1% yoy in calendar adjusted terms in February. Seasonal and calendar adjusted IP rose by 1.3% mom for the second month in a row, signaling a recovery of 0.7% in the first 2 months of the year compared to the last quarter of 2018. Both the slow-down in the contraction of IP trend and other preliminary indicators such as our Big Data Retail Sales Indicator, confidence indices, real imports and credit growth all show the recession would be short-lived. Our monthly GDP indicator also confirms this trend and nowcasts a contraction of 1.2% yoy in March (with 47% info), with some bottoming-out signals in economic activity. Though, the implications of the recent increased volatility in the financial markets and the likely extension of the tight monetary policy for a longer period of time could reduce the magnitude of the expected recovery in the coming quarters. Risks are now weighing on the downside for our 1% GDP growth estimate for 2019.

CURRENT ACCOUNT DEFICIT (CAD) MAINTAINED THE CORRECTION IN 1Q19.

Current account deficit materialized as 27.2bn USD (3.5% of GDP) in 2018. In the first two months of 1Q19, current account deficit was 1.3bn USD. Hence, 12 month cumulative sum of current account deficit retreated further to 17bn USD (2.3% of GDP) in February 2019, the lowest level in the last 9 years on the back of the contraction in domestic demand and still promising exports growth. Additionally, core current account balance (excluding energy and gold) gave a surplus of 27.9bn USD (3.7% of GDP), the highest level seen in the historical data. On the financing side, despite the improvement in portfolio inflows due to the easing in external financial conditions, main items in yearly terms remained to be net error and omissions and CBRT reserves. We expect the 12-month deficit to close the year at near 1.5% of GDP.

BUDGET DEFICIT EXPANDED IN 1Q19.

Budget revenues increased by 30%, supported mostly by the non-tax revenues which grew by 196% (tax revenues rose by 6%), while budget expenditures increased by 35% due to high current transfers, personnel expenses and investment expenditures in 1Q19. Thus, 12 month budget deficit reached 88.4bn TL (2.3% of GDP) meanwhile primary deficit was 3.3bn TL (0.1% of GDP). Looking ahead, the extension of tax incentives and expected poor performance of tax revenues on the poor economic activity could weigh on the budget performance. On the other hand, the extension of zoning reform till July 2019 and the likely introduction of extended paid military service together with the measures taken by government to save could provide some buffer against further deterioration. All in all, we expect budget deficit about 2.5% of GDP by end 2019, higher than New Economic Program (NEP) forecast of 1.8%.
MACRO NOTES

INFLATION SLOWED-DOWN IN 1Q19.

Annual consumer inflation was 19.7% in March 2019, down from 20.3% in December 2018. Also, annual core inflation retreated to 17.5% from 19.5% on diminishing exchange rate pass through on lower demand. Looking ahead, still alive cost push factors, lack of improvement in core inflation trend (still hovers near 14%) and recent volatility in exchange rate pose some upside risks on inflation while likely lower than expected demand on the back of tighter both internal and external financial conditions and extended tax incentives could provide some buffers. We expect that the consumer inflation could end the year at around 15.5%.

CENTRAL BANK (CBRT) REMAINS PRUDENT.

The CBRT maintains its tight stance by keeping its policy rate (24%) unchanged on the back of likely upside risks on inflation, still alive cost push factors, lack of improvement in core inflation trend and recent volatility in exchange rate. We expect the CBRT continue with the tight stance for a longer period of time due to the recent upside risks on inflation as it could postpone the easing cycle to 4Q19 when the recovery in inflation will be more obvious.

TURKISH FINANCIAL ASSETS UNDERPERFORMED IN 1Q19.

Turkish financial assets showed some stabilization on the back of the right steps in both monetary and fiscal policies and relatively calmer global market conditions in the last quarter of 2018. However, due to some uncertainties on the back of local and global factors, the assets underperformed in 1Q19 compared to 4Q18. After appreciating near 20% in 4Q18, TL depreciated by 4.3% against the currency basket in 1Q19. 10-year TL benchmark bond yield which was at 16.4% at the end of 4Q18 increased to 17.9% by end March.
STOCK MARKET DEVELOPMENTS

IQ19 MARKET RECAP

In the first quarter of the year, equity markets rebounded from a weak end to 2018 posting their best quarterly returns since 2009 amid improved relations between U.S. and China and dovish policy actions from major central banks. US equities rallied mainly on the back of FED's dovish policy and guidance, constructive negotiations between the US and China and relatively stronger fourth-quarter earnings and as well as corporate buybacks. U.S. companies purchased significant amount of their shares representing largest source of demand for US stocks during the quarter. The FED lowered its US growth and inflation projections and stated that it would adjust its planned interest rate hikes to support deteriorating economic momentum. As the quarter ended, market expects no rate hikes this year and only one in 2020. On the other hand, U.S. economic data released during the quarter was mixed. While non-farm payroll declined sharply on February, unemployment rate remained low at 3.8% and wage growth was significant with 3.4% YoY increase.

On Europe front, Eurozone economy growth was almost flat in the last quarter of 2018 as Germany recorded no growth and Italy slipped into recession. Accordingly, European Central Bank (ECB) followed the same path as FED, stepped away from tighter monetary policy and stated that rates would remain at current level until the end of the year. ECB revised its forecast downwards from 1.7% to 1.1% and introduced stimulus measures to revive the economy amid political turmoil and ongoing trade tensions. Banks drew support in funding to increase lending, yet low interest rates continued to pressure their net earnings. However, PMI remaining below 50 in February, indicates contraction.

FED’s hold decision on rate hikes and ECB turning less hawkish increased investor appetite for riskier assets. Accordingly, emerging market equities posted strong returns in 1Q led by China. US’s decision on suspending tariff hikes and continued government support to domestic economy also supported the sentiment in China. Especially China A shares were exceptionally strong, as MSCI announced that their weight will be quadrupled, which will eventually drive additional inflows. Elsewhere, Russia and Columbia benefited from rise in oil prices resulting from OPEC’s output cuts and lifted US sanctions on Russian companies.

On domestic front, Turkish stocks were down by nearly 3% in the quarter despite the rally in January mainly due to sharp sell-off in March when lira depreciated dramatically against US dollar. Turkey’s 2018 GDP growth came in lower than expected at 2.6% vs. 7.4% in 2017. In fact, Turkish economy entered a recession for the first time in a decade as the shrinkage continued in two consecutive quarters. None the less, Central Bank maintained its tight monetary policy stance and left one-week repo rate unchanged at 24.0%. On politics front, local elections were the main item on the quarterly agenda, resulted in the ruling party losing key cities’ municipalities to opposition party.

STOCK MARKET PERFORMANCE IN SELECTED COUNTRIES (IN US$)

As of March-end, quarterly changes

<table>
<thead>
<tr>
<th>Country</th>
<th>MSCI Indices</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHINA</td>
<td>17.7%</td>
</tr>
<tr>
<td>RUSSIA</td>
<td>12.2%</td>
</tr>
<tr>
<td>EM EASTERN EUROPE</td>
<td>9.6%</td>
</tr>
<tr>
<td>BRAZIL</td>
<td>8.4%</td>
</tr>
<tr>
<td>LATIN AMERICA</td>
<td>7.0%</td>
</tr>
<tr>
<td>INDIA</td>
<td>7.0%</td>
</tr>
<tr>
<td>HUNGARY</td>
<td>6.8%</td>
</tr>
<tr>
<td>EM BANKS</td>
<td>6.0%</td>
</tr>
<tr>
<td>MEXICO</td>
<td>5.2%</td>
</tr>
<tr>
<td>EM BANKS</td>
<td>5.2%</td>
</tr>
<tr>
<td>EMEA</td>
<td>4.7%</td>
</tr>
<tr>
<td>SOUTH AFRICA</td>
<td>-0.6%</td>
</tr>
<tr>
<td>POLAND</td>
<td>-4.3%</td>
</tr>
<tr>
<td>TURKEY</td>
<td>-4.3%</td>
</tr>
</tbody>
</table>

LOCAL & GLOBAL INDICATORS

(As of March-end)

<table>
<thead>
<tr>
<th>Index</th>
<th>Close</th>
<th>QoQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>US 10Y</td>
<td>2.41</td>
<td>-27.9</td>
</tr>
<tr>
<td>USD Index</td>
<td>97.3</td>
<td>1.2%</td>
</tr>
<tr>
<td>EUR/USD</td>
<td>1.12</td>
<td>-2.2%</td>
</tr>
<tr>
<td>USD/TRY</td>
<td>5.57</td>
<td>5.3%</td>
</tr>
<tr>
<td>EUR/TRY</td>
<td>6.26</td>
<td>3.2%</td>
</tr>
<tr>
<td>NYMEX</td>
<td>60.1</td>
<td>32.4%</td>
</tr>
<tr>
<td>Brent</td>
<td>68.4</td>
<td>27.1%</td>
</tr>
<tr>
<td>Gold</td>
<td>1292.4</td>
<td>0.8%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>21.19</td>
<td>146 bps</td>
</tr>
<tr>
<td>TR 5Y CDS</td>
<td>443</td>
<td>21.7%</td>
</tr>
</tbody>
</table>
### DEVELOPMENTS IN TURKISH BANKING SECTOR

Turkish Banks continued to successfully roll-over their syndications in 1Q19. Total foreign funding equivalent to USD 5.9 billion was secured in the quarter.

Akbank announced that the procedures regarding the use of pre-emptive rights to purchase new shares with regard to the total capital increase of TL 3 billion were completed as of the 17th of January.

#### CBRT ACTIONS DURING THE QUARTER

- CBRT has continued to maintain its tight stance on monetary policy in the first quarter of 2019 as well and decided on not touching its policy rate which stood at 24.00%.
- CBRT has provided liquidity to banks via a 100 bps cut in TL reserve requirements and 50 bps cut for all other liabilities subject to reserve requirements.
- CBRT has raised banks’ limits on swap transactions with the CBRT to 40% from 10%, in which banks provide FX and receive TL.

#### REGULATORY DEVELOPMENTS DURING THE QUARTER

- On January 18, CBRT announced that deposits/participation funds of official institutions will not be subject to reserve requirements.
- Per announcement on March 8, cap on the maximum interest rate for deposits that public institutions can obtain from state banks has been revised down by 5% for each maturity. (i.e. revised cap for overnight deposits is 55% of monthly average CBRT cost; 60% for deposits up to 7 days)
- A total of TL 3.2 billion worth of agricultural subsidies has been provided in February and March.
- Ziraatbank has offered consumer loans to people who are struggling to pay back their credit card. Ziraatbank announced that under the campaign the bank has been offering consumer loans at 1.10% per month for up to 24 months and 1.20% per month for up to 60 months to all citizens with credit card debt. Later, Halkbank also offered a similar restructuring program.
- CMB announced that they have brought a requirement for 50% of money market funds’ assets under management to be placed as deposits. Meanwhile, a maximum 40% of funds will be able to be placed in repo instruments.
- Tax cuts in autos, white goods and furniture instruments.
- On general purpose cash consumer loans. The existing 36-month maturity limit on general purpose cash consumer loans was extended to 60 months. Additionally, for the purchases of autos with a value below TL 120k, maturity limit was also extended to 60 months from 48-months.

#### NPL SALES DURING THE QUARTER

- In 1Q 2019, BSY performed NPL sales in auto, housing, general purpose, and credit cards. The total amount of sales was TL 124 million.
- NPL sales in general purpose loans were TL 234 million.
- NPL sales in auto loans were TL 130 million.
- NPL sales in housing loans were TL 38 million.
- NPL sales in credit cards were TL 8 million.

#### SELECTED SECTOR FIGURES (TL MILLION)

<table>
<thead>
<tr>
<th>Description</th>
<th>30/03/2019</th>
<th>30/03/2018</th>
<th>YoY %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Deposits</td>
<td>2,194,312</td>
<td>2,179,014</td>
<td>0.7%</td>
</tr>
<tr>
<td>TL Loans</td>
<td>1,936,831</td>
<td>1,883,311</td>
<td>2.7%</td>
</tr>
<tr>
<td>FC Loans (US$ mn)</td>
<td>157,773</td>
<td>143,872</td>
<td>9.7%</td>
</tr>
<tr>
<td>Consumer Loans [excl. Credit Cards]</td>
<td>389,834</td>
<td>387,136</td>
<td>0.7%</td>
</tr>
<tr>
<td>Housing</td>
<td>180,207</td>
<td>172,066</td>
<td>4.5%</td>
</tr>
<tr>
<td>Auto</td>
<td>6,177</td>
<td>5,187</td>
<td>16.0%</td>
</tr>
<tr>
<td>General Purpose Loans*</td>
<td>203,450</td>
<td>209,883</td>
<td>3.2%</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>115,262</td>
<td>131,340</td>
<td>13.9%</td>
</tr>
<tr>
<td>TL Business Banking Loans</td>
<td>853,017</td>
<td>865,057</td>
<td>1.4%</td>
</tr>
<tr>
<td>Loans / Deposits</td>
<td>111.2%</td>
<td>100.7%</td>
<td></td>
</tr>
<tr>
<td>Gross NPL</td>
<td>60,934</td>
<td>98,396</td>
<td>61.5%</td>
</tr>
<tr>
<td>NPL ratio</td>
<td>3.0%</td>
<td>4.3%</td>
<td></td>
</tr>
<tr>
<td>NPL coverage</td>
<td>74.6%</td>
<td>69.0%</td>
<td></td>
</tr>
<tr>
<td>Gross NPL in consumer loans (excl. Credit Cards)</td>
<td>10,830</td>
<td>12,170</td>
<td>12.4%</td>
</tr>
<tr>
<td>NPL ratio in consumer loans</td>
<td>2.7%</td>
<td>3.0%</td>
<td></td>
</tr>
<tr>
<td>Gross NPL in credit cards</td>
<td>7,199</td>
<td>8,179</td>
<td>13.6%</td>
</tr>
<tr>
<td>NPL ratio in credit cards</td>
<td>5.9%</td>
<td>5.9%</td>
<td></td>
</tr>
<tr>
<td>F/X Position, net (US$ mn)</td>
<td>2,753</td>
<td>2,728</td>
<td>-1.1%</td>
</tr>
</tbody>
</table>

Source: BRSA weekly sector data, commercial banks only

* Including other and overdraft loans
DEVELOPMENTS AT GARANTI

AWARDS & RECOGNITIONS

Garanti Bank Investor Relations has been honoured with the “LARGEST GEOGRAPHICAL COVERAGE” award at the TUYID Investor Relations Summit.

Garanti, once again, has been the only company to be listed in the “Bloomberg Gender Equality Index” from Turkey thanks to its successful practices on gender equality, particularly in human resources as well as all its value chain including contributions to its customers and society.

Received a bronze medal for “BEST SALES SOLUTIONS” with our Digital Auto Loan at the 2019 Stevie Awards.

Garanti Bank Private Banking has been selected as “THE BEST PRIVATE BANKING IN TURKEY” by Euromoney Private Banking and Wealth Management Surveys.

Named as the “BEST TRADE FINANCE BANK IN TURKEY” by Global Finance magazine for the 9th year in a row.

Received the “OPERATIONAL EXCELLENCE” award from JP Morgan for achieving high quality straight through processing (STP) volumes for USD payments.

Our “Motorcycle Loan” won the “BEST NEW PRODUCT / SERVICE” award at the internationally prestigious Best Business Awards.

Garanti has published its SECOND INTEGRATED REPORT, which makes a holistic assessment of the financial and non-financial performance of the bank, as well as conveying its forward looking strategy.

GARANTI JAZZ GREEN SPRING PROGRAM is running at full steam. Once again, concerts across Istanbul, including Nardis Jazz Club, Salon İKSV and Babylon stages, will unite music fans and jazz gems.

Garanti, the supporter of Turkish basketball, renewed sponsorship contract with the TURKISH BASKETBALL FEDERATION and will continue to support Turkish basketball for another three years as the Main Sponsor of National Teams.

The content of the Report is identified in line with the material issues, which are determined as an intersection of issues raised by our stakeholders and topics that are significant to Garanti. The connection between the material issues, business strategy and performance in 2018 is clearly established, as suggested in the Integrated Reporting framework published by the International Integrated Reporting Council (“IIRC”).
DEVELOPMENTS AT GARANTI

DID YOU KNOW?

GARANTI IR APP has been redesigned with investors’ feedbacks. This responsive and user friendly app provides instant mobile access to important financial and business information on Garanti. The app is available on Apple Store and Google Play Store.

Launched a NEW VIDEO CALL FEATURE for remote General Purpose Loan applications in order to further decrease branch dependency.

First bank in Turkey to make “SWIFT TRACKING REPORT” FEATURE available via our online banking. We now allow our users to track the entire process, from order placement through to transaction completion. Transaction details - such as the status of the currency transfer, the intermediary bank, time elapsed, and can all be easily viewed from now on.

Within the digitalization journey of COMPLAINT MANAGEMENT, our customer experience team launched a new option for customers to submit their complaints by leaving a Voicemail to the Call Center.

The “DIGITAL AUTO LOAN” which provides a smart tool for the calculation of different payment plans has been launched. Whether you are a Garanti customer or not, anyone can make an auto loan application easily and get the pre-evaluations result immediately via garanti.com.tr without the necessity of contacting a branch or call center.

GARANTI ASSET MANAGEMENT increased its volume in pension funds to TL 16.6 billion with a market share of 17.2% and its volume of mutual funds is TL 4.8 billion with a market share of 7.5% as of 31.03.2019.

In addition to Garanti Mobile and Garanti Internet, our customers are now able to complete loan applications from Garanti Call Center.

LEADING POSITION IN DIGITAL BANKING

7.5 million digital customers
6.8 million mobile customers
5.2 million mobile-only customers

ACTIVE DIGITAL CUSTOMERS

↑ 18% YoY

ACTIVE MOBILE CUSTOMERS

↑ 25% YoY
CONTACT

GARANTI INVESTOR RELATIONS

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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 the peer group, which consists of Garanti Bank, İşbank, Akbank, Yapı Kredi Bank, QNB Finansbank and Denizbank. Research was conducted between May 2018 and December 2018. Main bank customers, who have communicated with the banks over the last 3 months, were surveyed face to face in the cities of İstanbul, Ankara, İzmir, Kocaeli, Bursa, Antalya and Adana by quota sampling. Score is calculated as a weighted average of retail segments’ scores.