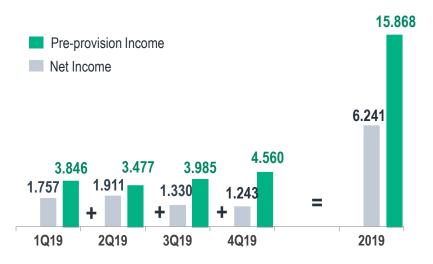


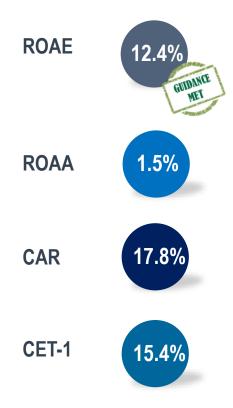
SUSTAINING HIGH PPI ENSURES BUILDING UP BUFFERS WITHOUT MISSING THE ROAE TARGET

NET INCOME & PRE-PROVISION INCOME¹

(TL million)

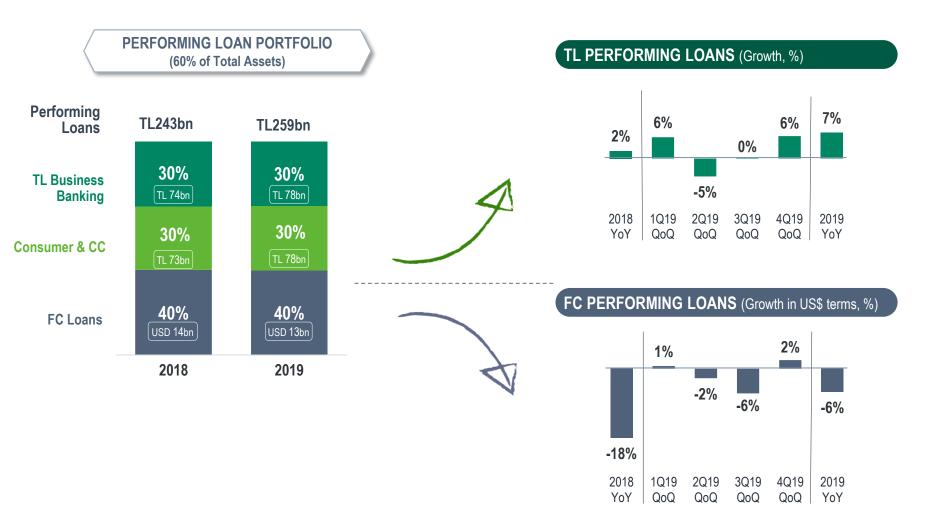


- Growing core revenues more than offset the significant drop in CPI income
- ► Shareholders' equity growth: 15% YoY
- TL 250mn free provision set aside in 2019 Free provisions in the balance sheet reached TL 2.5bn in total





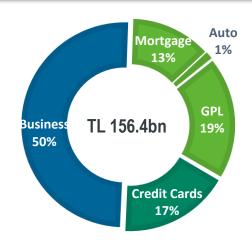
GRADUAL RECOVERY IN TL LOANS



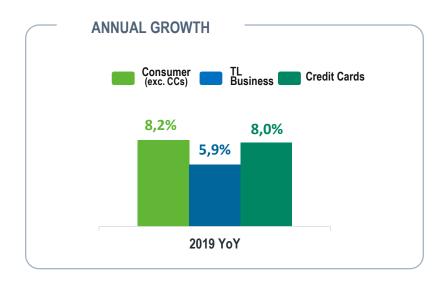


PENT-UP DEMAND IN CONSUMER LOANS PICKED UP PACE IN 4Q

TL PERFORMING LOANS (60% of Total Performing Loans)



49% of GPLs are granted to salary customers

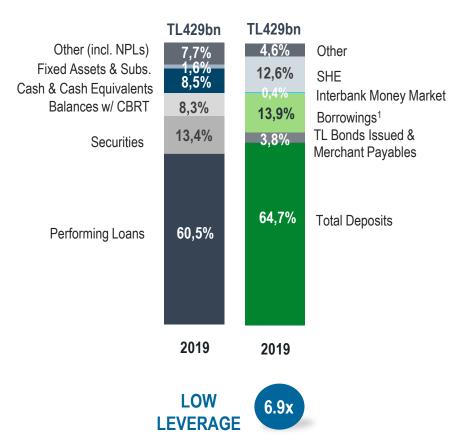


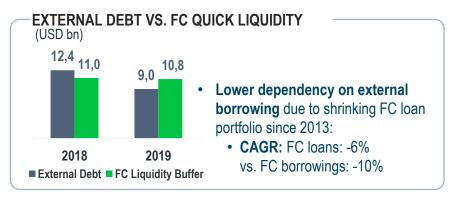
- ▶ Across the board growth led by Consumer Loans in 4Q
- Business Banking loan growth is expected to accelerate in the following quarters
- ► Leading position in TL loans and consumer loans among private banks maintained.

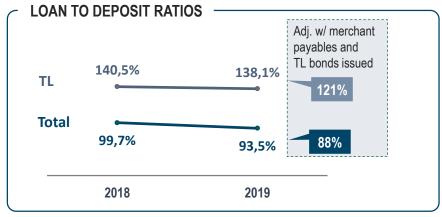


HIGHLY LIQUID BALANCE SHEET WITH LOW LEVERAGE

ASSETS LIABILITIES &SHE

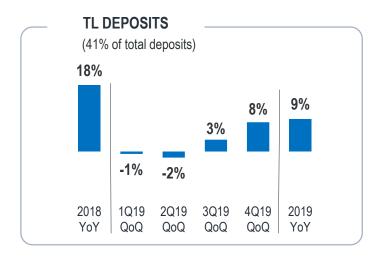


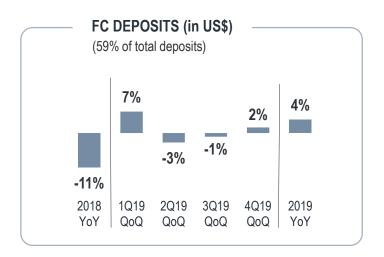






WELL MANAGED, LOW COST DEPOSIT BASE





HIGH SHARE OF DEMAND DEPOSITS



in demand deposits indicates customers' preference as the main bank

DEMAND DEPOSITS / TOTAL DEPOSITS:

vs. Bank-only 31% sector's 24%

STICKY & LOW COST DEPOSITS

SHARE OF SME & RETAIL DEPOSITS¹

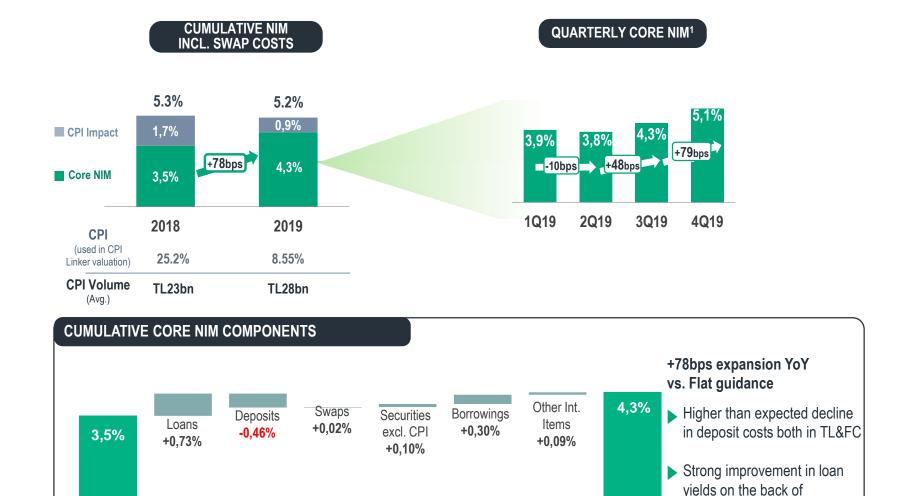


IN FC CUST. DEPOSITS



¹ Based on bank-only MIS data.

SOLID CORE NIM EXPANSION OFFSET LOWER CPI LINKER CONTRIBUTION





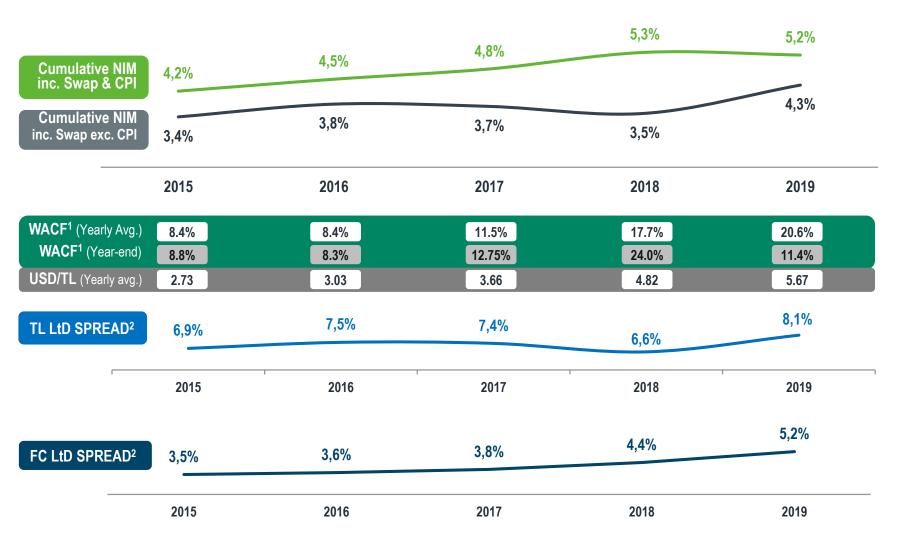
2018 Core NIM

proactive pricing &

2019 Core NIM

increasing share of TL lending

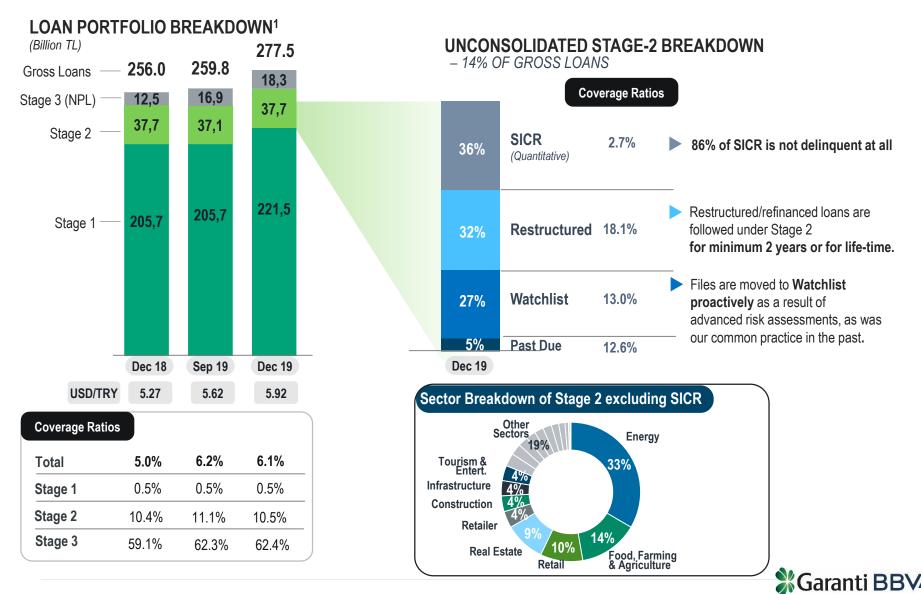
PROVEN RESILIENCE OF MARGIN IN VOLATILE MARKET CONDITIONS



¹ CBRT Weighted Average Cost of Funding 2 Based on MIS data



CLASSIFICATION OF LOANS STRENGTHENS BALANCE SHEET POSITION

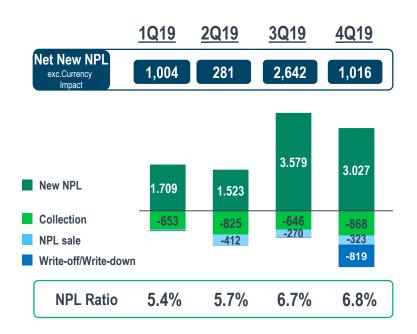


¹ Excludes Leasing and Factoring Receivables

NPL INFLOWS STARTED TO IMPROVE AFTER ITS PEAK IN THE 3Q19

NPL EVOLUTION¹

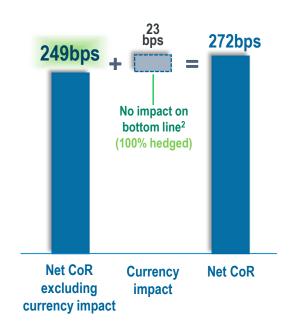
(TL million)



Commercial/corporate files consitute 2/3 of new additions

NET CUMULATIVE CoR

(Net Provisons / Avg. Gross Loans)





¹ NPL evolution excludes currency impact

² Currency depreciation impact of TL 634mn in 2019 is offset via trading gain

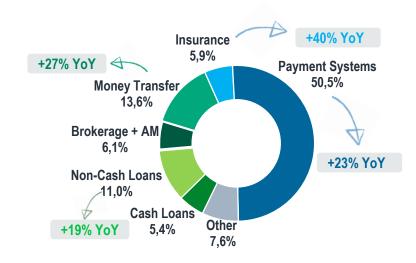
ROBUST FEE PERFORMANCE

NET FEES & COMMISSIONS (TL Million) 6.274 5.103

2019

2018

NET F&C BREAKDOWN²



Digital channels' share in non-credit linked fees: 45%



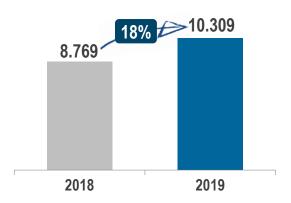


¹ Minimum one login

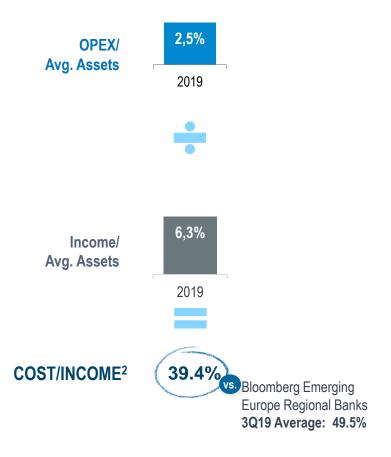
² Net Fees&Comm. breakdown is based on MIS data. Insurance fee includes Private Pension & Life insurance fee income whereas it is accounted for under «other income» in consolidated financials 3 Based on MIS data

DISCIPLINED COST MANAGEMENT

OPERATING EXPENSES (TL Million)



- Amortization costs of Pendik IT Campus & Branch Transformation Project: ~1% impact on OPEX
- Elimination of 5% incentive on private banks' pension fund: ~1% impact on OPEX (was not in the 2019 OP)
- Regulation on SDIF1: ~2% impact on OPEX (was not in the 2019 OP)



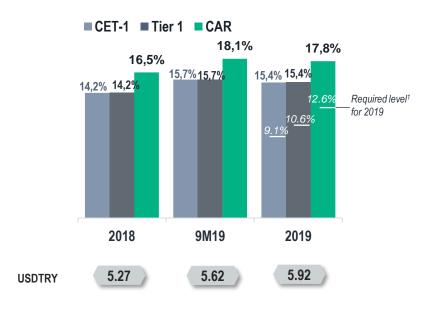
¹ Increase in insurance limit from 100,000 TL to 150,000 TL and increase in insurance premium rate

² Income defined as NII inc. Swaps + Net F&C + Dividend Income + Subsidiary Income

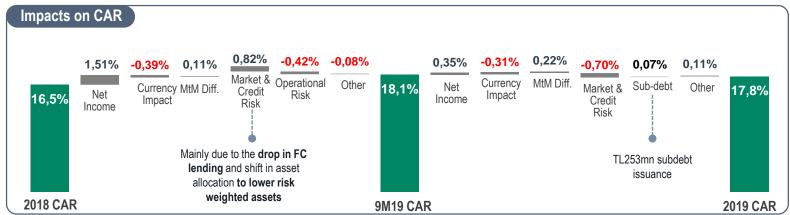
⁺ Net Trading Income (excludes swaps & currency hedge) + Other income (net of prov. Reversals)

CONSISTENT CAPITAL BUILDING

SOLVENCY RATIOS







¹ Required Consolidated CAR level = 8.0% + SIFI Buffer for Group 3 (2.0%) + Capital Conservation Buffer (2.5%) + Counter Cyclical Buffer (0.05%); Required Consolidated Tier-I = 6.0% + Buffers; Required Consolidated CET-1= 4.5%+Buffers Note: Our group for the SIFI Buffer will be Group 2 in 2020 (1.5%)



2019 STATUS WRAP-UP

ance

^{*}Initial average CPI expectation was 19%

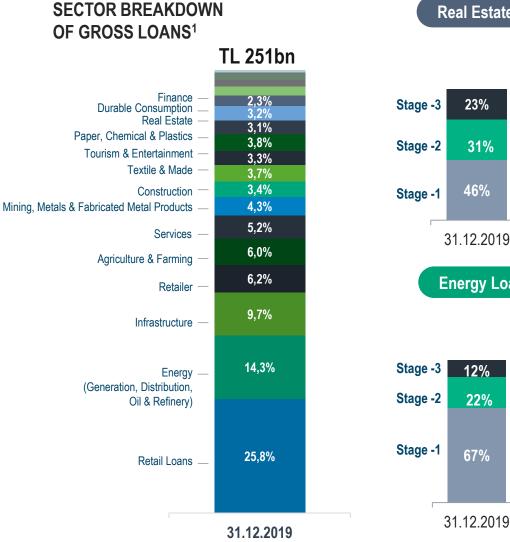


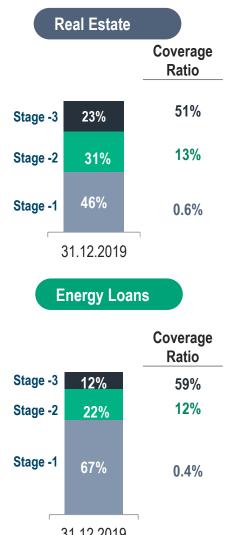
APPENDIX

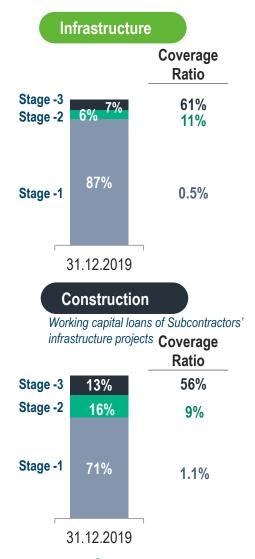
Pg. 16	Sector Breakdown of Gross Loans
Pg. 17	Structure of FC Loan Portfolio
Pg. 18	Maturity Profile & Liquidity Buffers
Pg. 19	Adjusted L/D and Liquidity Coverage Ratios
Pg. 20	Consumer Loans & TL Business Banking Loans
Pg. 21	Securities portfolio
Pg. 22	Summary Balance Sheet
Pg. 23	Summary P&L
Pg. 24	Key Financial Ratios
Pg. 25	Quarterly & Cumulative Net Cost of Risk



WELL-DIVERSIFIED PORTFOLIO WITH STRONG COVERAGE





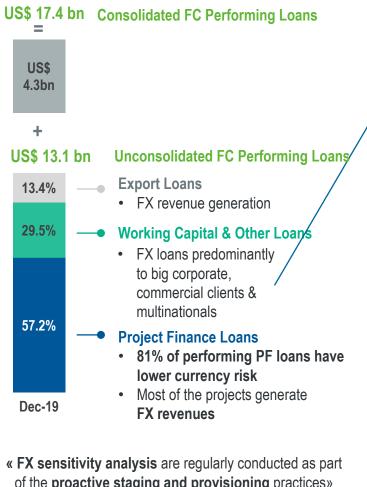


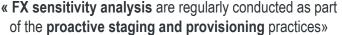


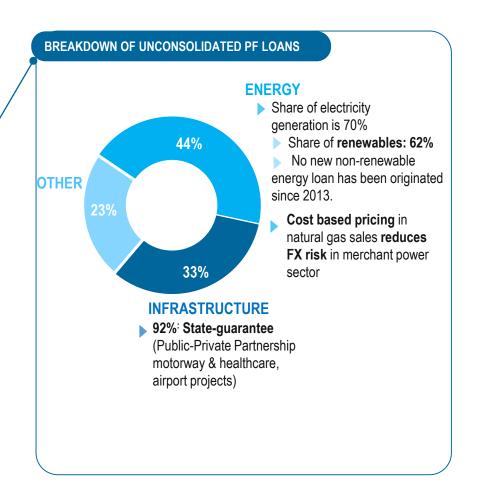
APPENDIX: STRUCTURE OF FC LOAN PORTFOLIO

FC PERFORMING LOANS

- 40% OF TOTAL PERFORMING LOANS

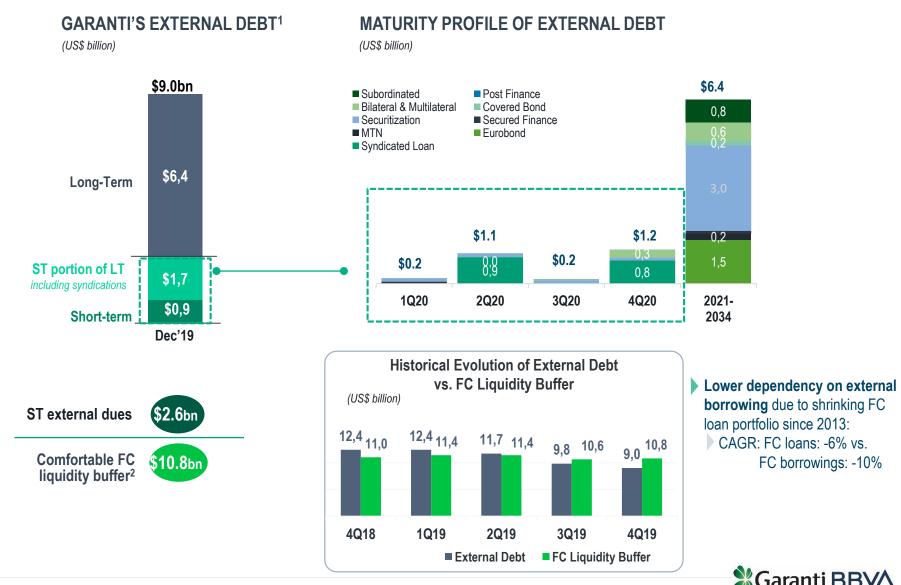








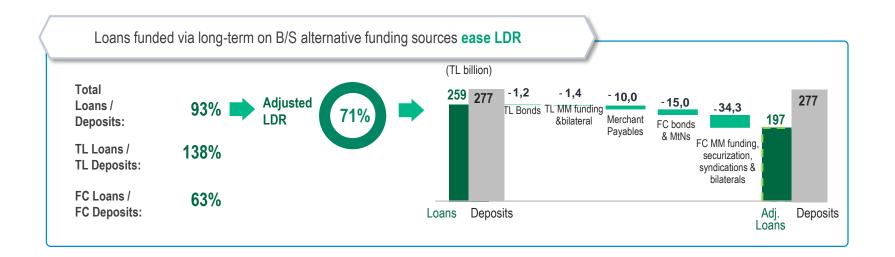
APPENDIX: COMFORTABLE LIQUIDITY & MANAGEABLE EXTERNAL DEBT STOCK



¹ Excludes cash collateralized borrowings

² FC Liquidity Buffer includes FC reserves under ROM, swaps, money market placements, CBRT eligible unencumbered securities

APPENDIX: ADJUSTED LDR AND LIQUIDITY COVERAGE RATIOS



Liquidity Coverage Ratios ¹ (LCR) are well above minimum required levels				
Total LCR	207.5%			
Minimum Req, for 2019	nimum Req, for 2019 100%			
FC LCR	213.0%			
nimum Req, for 2019 80%				



APPENDIX: CONSUMER & TL BUSINESS BANKING LOANS

TL BUSINESS BANKING (TL billion)

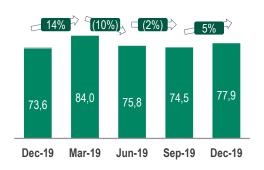


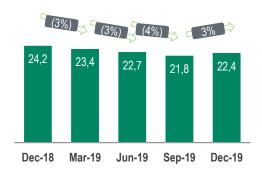
CONS. MORTGAGE LOANS (TL billion)



+25%

YoY





Market Shares ³						
Dec '19	QoQ	Rank				
13.1%	Flat	#1 [*]				
10.6%	-39bps	#1*				
37.0%	+30bps	#1*				
11.8%	+58bps	#1*				
8.4%	+6bps	#3*				
13.8%	-17bps	#1				
18.7%	-14bps	#1				
18.1%	-31bps	#2				
	Dec '19 13.1% 10.6% 37.0% 11.8% 8.4% 13.8%	Dec '19 QoQ 13.1% Flat 10.6% -39bps 37.0% +30bps 11.8% +58bps 8.4% +6bps 13.8% -17bps 18.7% -14bps				

* Rankings are among private banks as of Sept 19

CONSUMER AUTO LOANS

(TL billion)

Dec-18



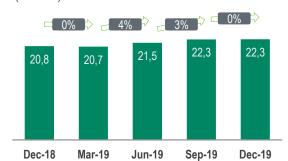
CONSUMER GENERAL PURPOSE LOANS¹

(TL billion)



CONSUMER CREDIT CARD BALANCES

(TL billion)



Jun-19

Mar-19

Dec-19

19%

Sep-19

BRSA weekly data as of 27.12.2019, for commercial banks

+7%

YoY

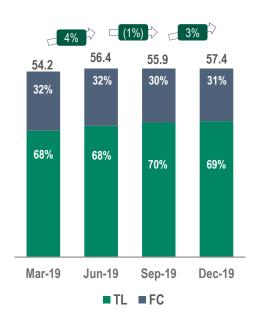
¹ Including other loans and overdrafts

² Cumulative figures and rankings as of December 2019, as per Interbank Card Center data,

³ Sector figures used in market share calculations are based on bank-only

APPENDIX: SECURITIES PORTFOLIO





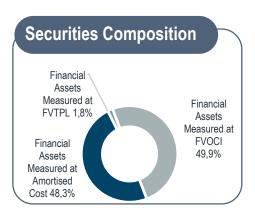
TL Securities (TL billion)



FC Securities (US\$ billion)



- Garanti's total redemption in 2020 is ~TRY 10 Bn (TRY 5.5 Bn CPI Linker, TRY 3.7 Bn FRN, TRY 0.8 Bn Fixed Coupon Bond)
- Sizeable FRN and CPI Linker redemptions are in Mar & Apr. with a total amount of ~TRY 9 Bn.
- Hence, there will be capacity for re-investment



CPI

Linkers:



APPENDIX: SUMMARY BALANCE SHEET

TL Billion

ASSETS	31.12.2018	31.03.2019	30.06.2019	30.09.2019	31.12.2019
Cash & Cash Equivalents	31.4	35.7	35.8	42.2	36.6
Balances at CBRT	35.8	42.8	48.9	38.0	35.6
Securities	52.4	54.2	56.4	55.9	57.4
Gross Loans + Leasing & Factoring Receivables	265.6	282.1	274.4	268.0	286.1
+TL Loans	153.5	162.9	155.7	157.8	167.0
TL Loans NPL	7.3	8.2	8.6	10.3	10.6
info: TL Performing Loans	146.2	154.6	147.1	147.4	156.4
+FC Loans (in US\$ terms)	19.5	19.6	19.2	18.2	18.7
FC Loans NPL (in US\$)	1.0	1.0	1.0	1.2	1.3
info: FC Performing Loans (in US\$)	18.5	18.6	18.1	17.0	17.4
+TL Leasing & Factoring Receivables	3.6	3.4	2.8	3.0	3.1
TL Leasing & Factoring Stage-3	0.5	0.5	0.4	0.5	0.6
+FC Leasing & Factoring Receivables (in US\$)	1.1	1.0	1.0	0.9	0.9
FC Leasing & Factoring Stage-3 (in US\$)	0.1	0.1	0.1	0.1	0.1
info: Performing Loans (TL+FC)	243.5	259.0	251.4	242.9	259.2
Fixed Assets & Subsidiaries	5.6	6.6	6.7	6.6	6.7
Other	8.4	2.0	0.2	0.6	6.1
TOTAL ASSETS	399.2	423.3	422.3	411.2	428.6

LIABILITIES & SHE	31.12.2018	31.03.2019	30.06.2019	30.09.2019	31.12.2019
Total Deposits	244.2	262.8	260.1	257.8	277.3
+Demand Deposits	64.2	76.1	76.8	80.2	88.9
TL Demand	22.5	25.5	25.1	28.1	32.5
FC Demand (in US\$ terms)	7.9	9.0	9.0	9.3	9.5
+Time Deposits	180.1	186.7	183.3	177.7	188.4
TL Time	81.6	77.9	76.5	76.8	80.7
FC Time (in US\$ terms)	18.7	19.4	18.6	18.0	18.2
Interbank Money Market	2.6	1.6	2.0	1.5	1.8
Bonds Issued	26.9	29.7	30.8	22.8	21.0
Funds Borrowed	49.6	52.9	49.4	43.3	44.7
Other liabilities	28.9	27.8	29.5	34.0	29.7
Shareholders' Equity	46.9	48.4	50.6	51.8	54.1
TOTAL LIABILITIES & SHE	399.2	423.3	422.3	411.2	428.6



APPENDIX: SUMMARY P&L

		QU	ARTERLY F	P&L	CU	MULATIVE P8	kL
TL	Million	3Q19	4Q19	QoQ	2018	2019	YoY
(+)	Net Interest Income including Swap costs	4,382	4,847	11%	17,934	17,776	-1%
	(+) NII excluding CPI linkers' income	4,555	5,209	14%	14,955	17,735	19%
	(+) Income on CPI linkers	637	374	-41%	5,922	2,938	-50%
	(-) Swap Cost	-810	-736	-9%	-2,943	-2,898	-2%
(+)	Net Fees & Comm.	1,662	1,637	-2%	5,103	6,274	23%
(+)	Net Trading & FX gains/losses (excl. Swap costs and currency hedge)	70	453	544%	328	457	39%
	info: Gain on Currency Hedge	-159	355	-323%	1,469	634	-57%
(+)	Other income (excl. Prov. reversals & one-offs)	359	510	42%	1,141	1,518	33%
=	REVENUES	6,474	7,447	15%	24,506	26,024	6%
(+)	Non-recurring other income	20	25	28%	157	153	-3%
	(+) Administrative fine reversal	0	0	n.m	0	83	n.m
	(+) Gain from NPL sale	20	25	28%	157	71	-55%
(-)	OPEX	-2,508	-2,912	16%	-8,769	-10,309	18%
	(-) HR	-1,043	-1,050	1%	-3,645	-4,188	15%
	(-) Non-HR	-1,465	-1,862	27%	-5,124	-6,121	19%
=	PRE-PROVISION INCOME	3,985	4,560	14%	15,894	15,868	0%
(-)	Net Expected Loss (excl. Currency impact)	-2,168	-2,218	2%	-5,562	-6,840	23%
	(-) Expected Loss	-2,971	-3,000	1%	-9,258	-11,492	24%
	info: Currency Impact	159	-355	-323%	-1,469	-634	-57%
	(+) Provision Reversal under other Income	962	427	-56%	2,227	4,017	80%
(-)	Taxation and other provisions	-487	-1,099	125%	-3,626	-2,787	-23%
	(-) Free Provision	0	-150	n.m	-1,090	-250	n.m
	(-) Taxation & Other Provision	-487	-949	95%	-2,536	-2,537	0%
=	NET INCOME	1,330	1,243	-7%	6,707	6,241	-7%

¹ Neutral impact at bottom line, as provision increase due to currency depreciation are 100% hedged (FX gain included in Net trading income line

APPENDIX: KEY FINANCIAL RATIOS

	Dec-18	Mar-19	Jun-19	Sep-19	Dec-19
Profitability ratios					
ROAE (Cumulative) ¹	15.0%	15.6%	15.3%	13.5%	12.4%
ROAA (Cumulative) ¹	1.7%	1.8%	1.8%	1.6%	1.5%
Cost/Income	35.6%	38.6%	40.0%	39.5%	39.4%
Quarterly NIM incl. Swap costs	6.3%	5.1%	4.9%	5.0%	5.5%
Quarterly NIM incl. Swap costs excl. CPI linkers	2.6%	3.9%	3.8%	4.3%	5.1%
Cumulative NIM incl. Swap costs	5.3%	5.1%	5.0%	5.1%	5.2%
Cumulative NIM incl. Swap costs excl. CPI linkers	3.5%	3.9%	3.9%	4.1%	4.3%
Liquidity ratios					
Loans / Deposits	99.7%	98.6%	96.7%	94.2%	93.5%
TL Loans / TL Deposits	140.5%	149.6%	144.7%	140.5%	138.1%
Adj. Loans/Deposits	68%	68%	63%	68%	71%
(Loans adj. with on-balance sheet alternative funding sources)					
TL Loans / (TL Deposits + TL Bonds + Merchant Payables)	122.8%	127.7%	121.2%	121.0%	121.0%
FC Loans / FC Deposits	69.4%	65.5%	65.8%	62.4%	62.7%
Asset quality ratios					
NPL Ratio	5.2%	5.4%	5.7%	6.7%	6.8%
Coverage Ratio	5.0%	5.2%	5.5%	6.2%	6.1%
+ Stage1	0.5%	0.5%	0.5%	0.5%	0.5%
+ Stage2	10.4%	11.2%	11.6%	11.1%	10.5%
+ Stage3	59.1%	59.0%	58.5%	62.3%	62.4%
Cumulative Net Cost of Risk (excluding currency impact, bps)	204	201	181	227	249
Solvency ratios					
CAR	16.5%	15.5%	16.4%	18.1%	17.8%
Common Equity Tier I Ratio	14.2%	13.3%	14.1%	15.7%	15.4%
Leverage	7.5x	7.7x	7.4x	6.9x	6.9x

¹ Excludes non-recurring items when annualizing Net Income for the remaining quarters of the year in calculating Return On Average Equity (ROAE) and Return On Average Assets (ROAA) for 1Q19, 1H19 and 9M19



APPENDIX: QUARTERLY & CUMULATIVE NET CoR

(Million TL)				
Quarterly Net Expected Credit Loss	1Q19	2Q19	3Q19	4Q19
(-) Expected Credit Losses	3,387	2,134	2,971	3,000
Stage 1	719	256	147	446
Stage 2	1,615	937	231	223
Stage 3	1,053	941	2,592	2,332
(+) Provision Reversals under other income	1,732	897	962	427
Stage 1	599	269	132	157
Stage 2	774	346	482	130
Stage 3	358	282	348	141
(=) (a) Net Expected Credit Losses	1,655	1,238	2,009	2,573
(b) Average Gross Loans	264,438	269,363	262,830	268,654
(a/b) Quarterly Total Net CoR (bps)	245	178	294	368
info: Currency Impact ¹	44	20	- 23	51
Total Not Call avail augrenov import (hara)	204	450	247	240
Total Net CoR excl. currency impact (bps)	201	158	317	318

(Million TL)	
Cumulative Net Expected Credit Loss	12M19
(-) Expected Credit Losses	11,492
Stage 1	1,568
Stage 2	3,006
Stage 3	6,918
	4.64=
(+) Provision Reversals under other income	4,017
Stage 1	1,157
Stage 2	1,731
Stage 3	1,129
(=) (a) Net Expected Credit Losses	7,474
1) (a) Not Expected Orean Losses	1,414
(b) Average Gross Loans	266,409
(a/b) Cumulative Total Net CoR (bps)	272
(www.community.community.com/	LIL
info: Currency Impact ¹	23
Total Net CoR excl. currency impact (bps)	249



¹ Neutral impact at bottom line, as provisions due to currency depreciation are 100% hedged (FX gain included in Net trading income line

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