

**T. GARANTİ BANKASI A.Ş.
MAIN QUESTIONS AND ANSWERS FROM THE
ORDINARY GENERAL ASSEMBLY MEETING DATED 31 MARCH 2026**

1- What is the impact of the assessment of credit portfolio exposure to risks in sectors covered by the Carbon Border Adjustment Mechanism (CBAM), namely iron and steel, cement, electricity, fertilizers, aluminum and hydrogen, on the Bank's operations?

Garanti BBVA manages the risks associated with its credit portfolio exposure to sectors covered by the Carbon Border Adjustment Mechanism (CBAM) (iron and steel, cement, electricity, fertilizers, aluminum and hydrogen) through concrete tools and processes within the framework of sustainability and risk management.

In this context, the Bank:

- Conducts detailed analysis and monitoring in credit processes, particularly for CBAM sectors, through its Environmental and Social Loan Standard,
- Measures and monitors portfolio-based emissions, regularly tracking financed emissions,
- Actively manages risks in carbon-intensive sectors by integrating sectoral decarbonization targets into credit policies and portfolio management.

In addition, to ensure more effective management of climate-related risks:

- Portfolio-based risk measurement tools are utilized, and climate scenario analyses at the client level, along with their financial impacts, are assessed,
 - Climate transition risks are taken into account in credit evaluation processes,
 - The decarbonization pathway of the portfolio is regularly monitored.
- From an operational perspective:
- The Bank increases its focus on renewable energy, energy efficiency and low-carbon investments within the scope of sustainable finance activities,
 - Supports clients operating in carbon-intensive sectors through transition finance and sustainability advisory services.

As a result, Garanti BBVA not only monitors risks related to CBAM sectors but also actively manages them by embedding measurement, target setting, integration into credit processes, and client transition support into its operations.

2- Could you provide information on digital transformation, innovation and artificial intelligence initiatives?

Garanti BBVA places digital transformation, innovation and artificial intelligence at the core of its strategy, considering these areas as key drivers to enhance customer experience, improve operational efficiency and support sustainable growth.

In this context, the Bank leverages an advanced analytics infrastructure consisting of approximately 900 AI models to analyze customer behavior and strengthen decision-support processes. AI is actively utilized across a wide range of areas, including customer experience, risk management, operational processes and product development.

As part of its digital transformation efforts, all customer touchpoints—particularly mobile and digital channels—are continuously redesigned to deliver hyper-personalized services. In this regard, the Bank's generative AI-powered digital assistant UGİ provides customers with services across more than 300 use cases, offering proactive recommendations and real-time solutions based on customer needs.

AI and machine learning models are also widely used in credit allocation processes, pre-approved offer mechanisms, collections and credit capacity assessments. In addition, they play a critical role in transaction-level fraud detection by enabling early identification of potential risks and strengthening preventive control mechanisms through the analysis of customer behavior and transaction data.

Furthermore, Garanti BBVA focuses on enhancing employee capabilities to support a sustainable AI transformation. Through its AI Academy, the Bank improves employees' skills in artificial intelligence, data analytics and automation. In 2025, AI-focused training programs reached 21,932 participations and a total of 87,121 training hours. The Bank also extends its customer-centric approach to employee experience by developing AI solutions that facilitate daily work and support career, learning and development journeys.

All these initiatives are implemented in line with data security, ethical use and transparency principles. Garanti BBVA continues to enhance its banking services by making them faster, more accessible and more customer-centric through its investments in digital transformation and artificial intelligence.

In addition, data-driven decision support systems powered by artificial intelligence are utilized in external fraud prevention efforts, aiming to minimize both bank and customer losses.

3- Could you provide information on the Bank's initiatives regarding customer data security?

Garanti BBVA considers customer data security as a fundamental component of all its operations and manages this area through a strong technology infrastructure, effective risk management and robust control mechanisms.

In this context, all systems are monitored 24/7 through the Cyber Defense Center (CDC), where artificial intelligence-based analytics, automation and proactive threat hunting capabilities are employed to identify and prevent potential cyber risks at an early stage.

In the field of information security:

Advanced cybersecurity infrastructures and automation systems are implemented, Fraud prevention and transaction security solutions are continuously enhanced, Real-time monitoring and early warning mechanisms are applied across all critical systems.

Additionally, to ensure the protection of customer data:

Data security and privacy processes are conducted in full compliance with applicable regulations, including data protection legislation,

Principles such as accuracy, impartiality, transparency and data privacy are embedded across all systems, including AI applications, Data access and usage are governed through strict governance and control mechanisms.

Moreover, the Bank strengthens transaction security through continuously updated security protocols, advanced analytics-based risk monitoring models and multi-layered control structures, ensuring a secure digital banking environment.

As a result, Garanti BBVA continues to provide secure and uninterrupted banking services by supporting customer data security with advanced technology, proactive risk management and a strong governance framework.

4-Could you provide information on initiatives regarding employee engagement and satisfaction?

Garanti BBVA positions employee engagement and satisfaction at the core of its Talent and Culture strategy, considering it a key driver of sustainable performance. In this context, the Bank manages employee experience through a holistic approach and systematically transforms feedback obtained from regular employee engagement surveys into concrete action plans.

Within the scope of its Talent and Culture strategy:

- Continuous learning and development programs are implemented to enhance employee competencies,
- Talent management practices supported by performance and career management processes are carried out,
- Well-being programs focusing on work-life balance are implemented,
- Diversity and inclusion initiatives are strengthened.

Furthermore, the Bank has adopted the Radical Employee Perspective approach to enhance employee experience, ensuring that employee feedback is directly reflected in business processes and service design. A participatory corporate culture is supported through recognition and reward mechanisms such as VIVA and SPOT programs.

In addition, digitalization and AI applications are leveraged to reduce employees' operational workload, enabling them to focus on higher value-added tasks, thereby improving both efficiency and employee satisfaction.

As a result, Garanti BBVA continues to support sustainable success by building its Talent and Culture strategy on employee experience, development and engagement, fostering a strong corporate culture and high employee satisfaction.

5-Could you provide information about the amount of international funding?

- Our diversified and liquid funding mix is also backbone of our success.
- Total external debt was at USD 9.8 billion, of which USD 3.5 billion was short term as of 2025 year-end. Against this, Garanti BBVA maintained a comfortable and strong foreign-currency liquidity buffer of USD 7.1 billion.

- With two new transactions successfully completed in 2025, the total volume of subordinated bond issuances over the past two years reached USD 2.45 billion. As a result, Garanti BBVA has been a bank with the largest subordinated bond issuance in recent years.
- Garanti BBVA achieved another major milestone by issuing Türkiye's first Biodiversity and Blue-Themed Bond. The Bank also secured a syndicated loan from international markets in compliance with the Bank's Sustainable Debt Financing Framework, with diversified maturities. This year, the Bank introduced a 3-year tranche for the first time, and a 2-year tranche for the first time since 2017.
- Information regarding the structure and maturity breakdown of external funding can be accessed from "Presentation on the Financial Results for 2025" available at the [link](#).

6-Could you provide information on capital adequacy ratios, asset-liability distribution, and market shares?

- As Garanti BBVA, we always aim for capital-generating growth; in this direction, we continue to maintain adequate and high capital buffers.
 - With support from strong profitability and Tier-2 issuances, Capital Adequacy Ratio (CAR) remained solid at 17.5%. This level is significantly above the Basel III minimum adequacy level set for the year 2025 at 12.16%. Excluding the BRSA's forbearances, the Bank has an excess capital of TL 179 billion according to legal limits.
- Garanti BBVA's total assets reached TL 4.5 trillion in 2025.
 - Loans represented 58% of total assets, while securities make up 12%, and the remaining 30% consists of banks, fixed assets, and the Central Bank account.
 - Deposits remained as the Bank's main source of funding, that total share of deposits in liabilities is 69% as of year-end 2025. SHE is 10% of total liabilities, while the remaining 21% consists of TL bonds and Merchant Payables, interbank money market, and borrowings.
- You can find the market shares in the table below. For more detailed information, you may review the document titled "Presentation on the Financial Results for 2025" available at the [link](#).

Market Shares among private banks ¹	Dec-24	Sep-25	Dec-25	QoQ Δ	YoY Δ	Rank
TL Performing Loans	21.8%	22.0%	22.1%	7 bps	28 bps	#1*
FC Performing Loans	15.4%	15.9%	16.1%	21 bps	62 bps	#2*
Consumer Loans inc. Consumer CCs	22.7%	23.1%	23.5%	36 bps	74 bps	#1*
Cons. Mortgage Loans	27.7%	29.6%	29.8%	19 bps	209 bps	#2*
Consumer Auto Loans	33.3%	38.2%	38.9%	77 bps	565 bps	#1*
Cons. General Purpose Loans	19.5%	20.8%	21.6%	79 bps	209 bps	#2*
TL Business Banking	20.2%	19.6%	18.8%	-79 bps	-135 bps	#2*
TL Micro & Small Enterprises ²	22.9%	23.9%	24.1%	20 bps	120 bps	-
TL Customer Deposits	20.5%	20.4%	21.1%	70 bps	60 bps	#2*
FC Customer Deposits	18.0%	18.9%	18.9%	1 bps	92 bps	#2*
Payment Systems Market Share	Dec-24	Sep-25	Dec-25	QoQ Δ	YoY Δ	Rank
# of CC customers ³	14.2%	14.5%	14.7%	15 bps	51 bps	#1
Issuing Volume (Cumulative) ³	17.0%	17.3%	17.3%	4 bps	28 bps	#1
Acquiring Volume (Cumulative) ³	16.6%	15.8%	15.8%	-3 bps	-84 bps	#1