

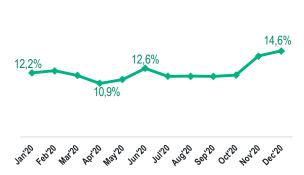
## AN UNPRECEDENTED YEAR

#### **GDP GROWTH**



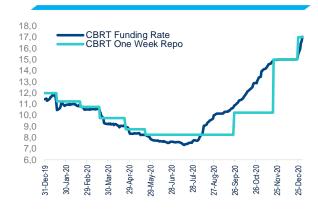
- Unprecedented impact on both supply and demand channels due to Pandemic
- Conventional and unconventional measures to tackle with the spill-overs of the Shock
- Turkey became one of the exceptions that achieved a positive growth rate last year

#### **INFLATION**



 Expansionary policies coupled with rapid currency depreciation, and strengthening domestic demand triggered inflation

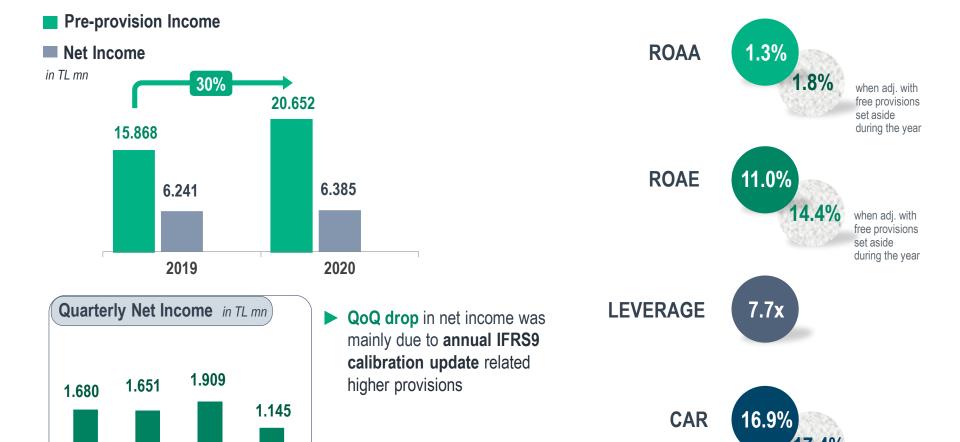
#### AVG. CBRT FUNDING COST



- Due to inflationary pressures, the CBRT started to tighten monetary policy since last July
- Economic policy reset in November: Much clearer tightening and guidance, complemented by marketfriendly normalization steps



# ROBUST PRE-PROVISION INCOME GENERATION CAPABILITY ENSURES SUSTAINABLE EARNINGS GROWTH POTENTIAL



Free provisions in the balance

TL 4,650 mn (TL 320mn in 4Q)

sheet reached

4Q20

3Q20

1Q20

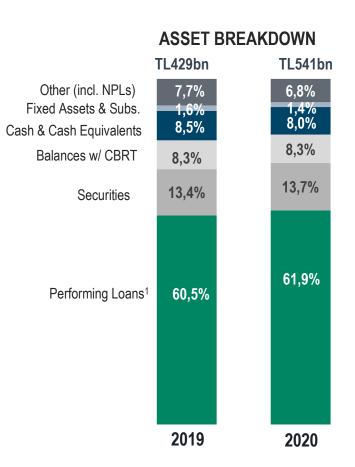
2Q20

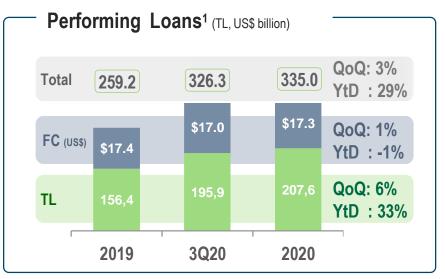
calculated with

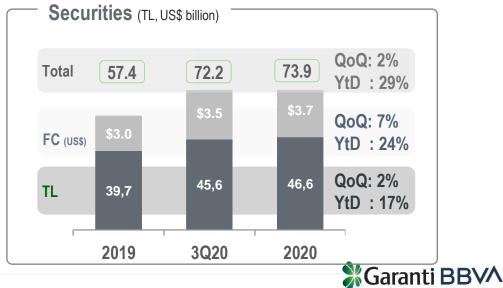
forbearance

BRSA's

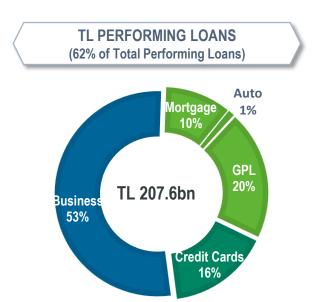
# HIGH WEIGHT OF CUSTOMER DRIVEN ASSETS SUPPORT SUSTAINABLE REVENUE STREAMS



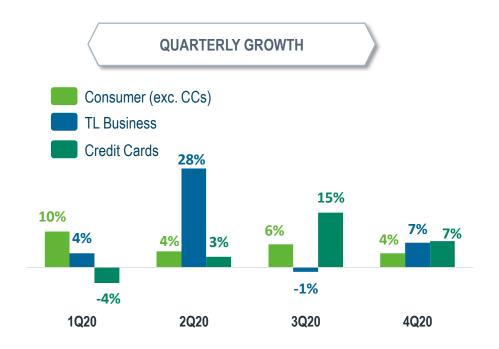




# MODERATED & BALANCED GROWTH IN LENDING DUE TO INCREASING MOBILITY RESTRICTIONS AND HIGHER INTEREST RATES



▶ TL Business Banking loans indicated a pickup and grew by 7% QoQ following a shrinkage in Q3.

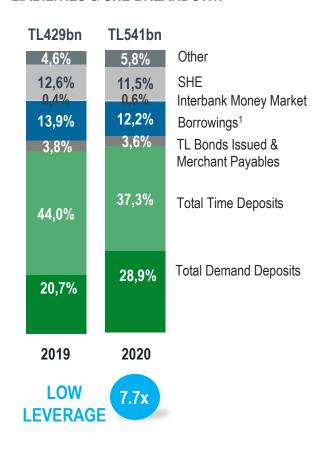


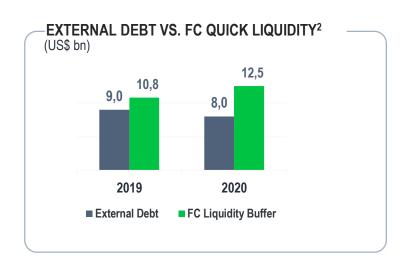
- **Acquired market share** in TL loans across the board.
- Growth in consumer loans & credit card utilization continued at a slower pace due to increased mobility restrictions
  - GPL growth: 4% in 4Q vs. 9% in 3Q
  - 50% of GPLs are granted to salary customers.
  - Mortgage growth: 1% in 4Q vs. 6% in 3Q.



# HIGHLY LIQUID BALANCE SHEET MAINTAINED

#### LIABILITIES & SHE BREAKDOWN





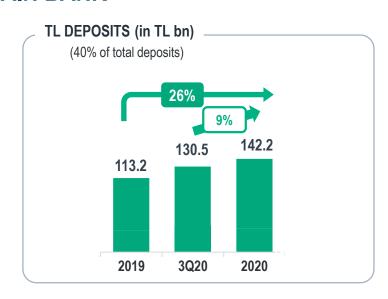
Total LCR	177%
Minimum Requirement	100%
FC LCR	364%
FC LCK	30470

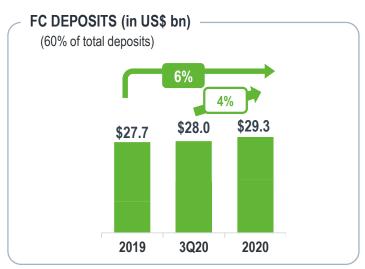
<sup>1</sup> Includes funds borrowed, sub-debt & FC securities issued

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

<sup>3</sup> Represents the average of December 2020. As per regulation dated 26 March 2020, min Required levels were suspended until 31 December 2020

# STRONG DEPOSIT BASE SHOWS CUSTOMERS' PREFERENCE AS THEIR MAIN BANK





#### **HIGH SHARE OF DEMAND DEPOSITS**



+12pp increase YtD **DEMAND DEPOSITS / TOTAL DEPOSITS:** +7pp YtD increase in the sector

TL DEMAND DEPOSITS / TL DEPOSITS:

> Sector: 21%

FC DEMAND DEPOSITS / **FC DEPOSITS:** 

> 56% Sector: 40%

#### STICKY & LOW COST DEPOSITS

SHARE OF SME & RETAIL DEPOSITS<sup>1</sup>

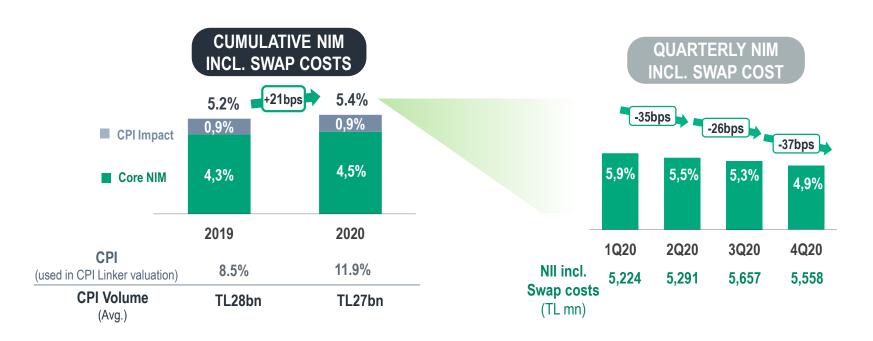
73% IN TL CUST. DEPOSITS

IN FC CUST. DEPOSITS



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

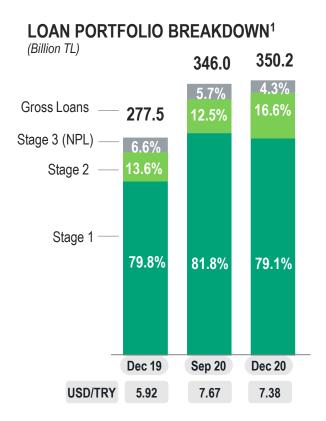
# CUMULATIVE NIM EXPANSION SUSTAINED DESPITE THE CONTRACTION IN QUARTERLY CORE MARGIN DUE TO HIGHER FUNDING COSTS



- NII remained resilient despite significant increase in funding cost
- Portion of the quarterly margin squeeze can be explained with increasing loan volumes
- **Lending growth in 1H20** was predominantly **short-term**; average maturity was ~1 year.
- Majority of the lower yielding TL loans will be maturing by the end of 2Q21
- **CPI linkers** continued to serve its **hedging purpose**

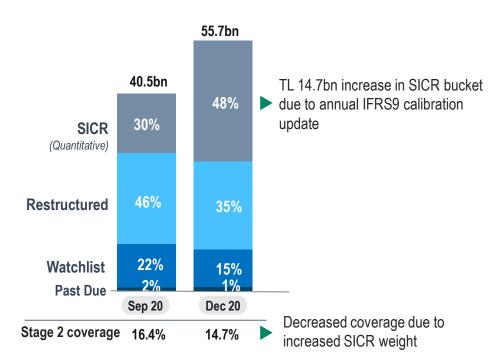


## COVERAGES FURTHER STRENGTHENED WITH MAINTAINED PRUDENT APPROACH



Increase in SICR portion post IFRS-9 model update, which affected probability of defaults of each file

## **UNCONSOLIDATED STAGE-2 BREAKDOWN**



- ▶ 90% of SICR is **not delinguent** at all (vs. 82% in 3Q20)
- ▶ 90-180 days files' balance TL 1.3bn at end of 4Q, following the temporary measure on NPL recognition days\*
- ▶ 30-90 days files' balance was TL 176mn at end of 4Q, followed under Stage-1 post the temporary regulation

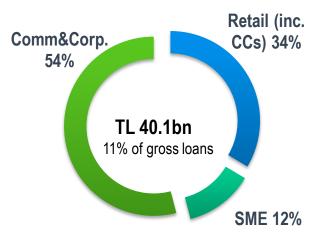


Note: SICR: Significant Increase in Credit Risk per our threshold for Probability of Default (PD) changes

<sup>\*</sup>Stage-2 past due definition changed to 90-180 days after regulation change of increased NPL recognition day to 180 days.

## DEFERRALS' PAYMENT EVOLUTION BETTER THAN EXPECTED





~57% of deferred loans are classified under Stage-2 with ~20% coverage



### **EXPIRED LOAN DEFERRALS' PAYMENT BEHAVIOR**



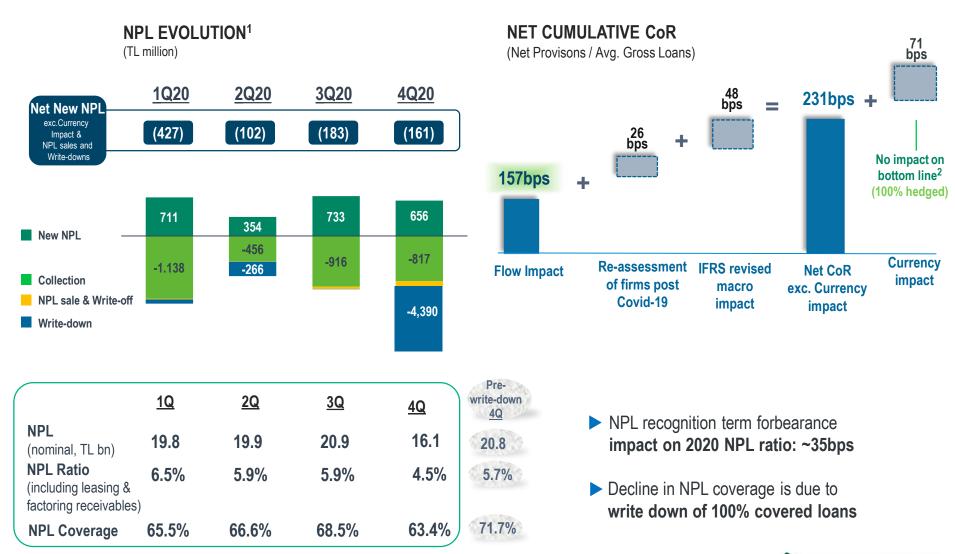
17% asked for 2<sup>nd</sup> deferrals 1/3 of 'solution in process' bucket has no delinquency & 1/3 has 1-30days past due

74% resumed payment

1/4 of the resumed payments paid their debt in full



# NET NEW NPL INFLOW CONTINUED TO BE NEGATIVE - PANDEMIC RELATED **FULL NPL HIT LIKELY TO BE SEEN IN 2021**

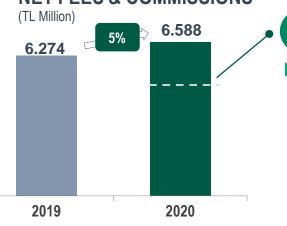


<sup>1</sup> NPL evolution excludes currency impact

<sup>2</sup> Currency depreciation impact of TL 2.3bn in 12M20 was fully offset via trading gain

# SUSTAINED STRONG NET FEES AND COMMISSIONS BASE EVEN AFTER **REGULATORY PRESSURES & COVID-19 IMPACT**

## **NET FEES & COMMISSIONS**

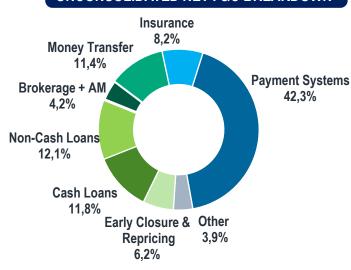


Impact on YoY 6pp Net F&C growth

Early closure & repricing fees supported the base in 2020, following lowered cap by regulation in March 2020.



#### UNCONSOLIDATED NET F&C BREAKDOWN<sup>1</sup>



#### **Annual Growth**

+39%

+76%

Insurance

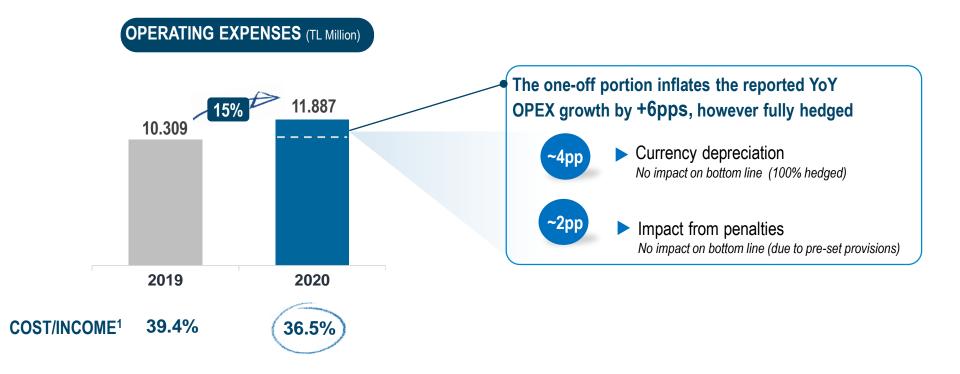
**Cash Loans** 

Payment Systems	-23%	Impact of merchant fee regulation effective as of Nov. 01, 2019 and regulation on cash advance fees, effective as of March 01, 2020
Money Transfer	-20%	YoY contraction due to introduced cap on Money transfer fees, effective as of March 01, 2020
Insurance	+39%	Easing measures to boost economic activity



supported insurance & cash loans fees.

## **OUTSTANDING COST MANAGEMENT – JAWS WIDE OPEN**





<sup>1</sup> Income defined as NII inc. Swaps + Net F&C + Dividend Income + Subsidiary Income

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

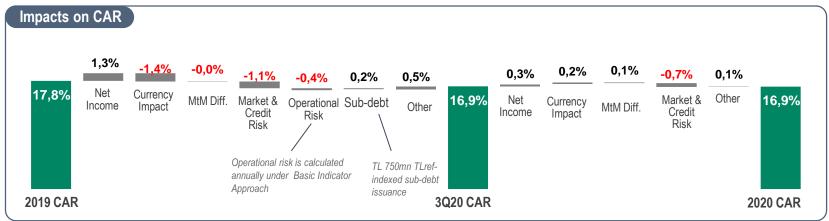
# CAPITAL REMAINED WELL ABOVE THE REQUIRED LEVEL EVEN WITHOUT BRSA FORBEARANCE MEASURES

#### **SOLVENCY RATIOS**

without BRSA's currency forbearance









# 2020 REALIZATION vs. GUIDANCE

	2020 Revised Guidance	2020 Realization (consolidated)	Vs. Guidance
TL Performing Loans	~25%	33%	Beat
FC Performing Loans (in US\$)	Shrinkage	Shrinkage	In-line
NPL Ratio	~6.5%	4.5% (5.7% when adjusted with TL4.7bn write-down)	Beat
Net Cost of Risk (excl. Currency impact)	<300bps	231bps	Beat
NIM incl. Swap excluding CPI	~50bps expansion	~14bps expansion (~21bps incl. CPI)	Miss due to higher than expected increase in funding costs and denominator impact
Fee Growth (yoy)	High single digit shrinkage	+5%	Beat
Opex Growth (yoy)	<10%	15% (Bottom-line impact: <9% due to hedging mechanism and pre-set provisions)	In-line
ROAE	Low-teens	11.0% 14.4% when adjusted with free provisions	<b>Beat</b> (when adj. with free provisions)



# **APPENDIX**

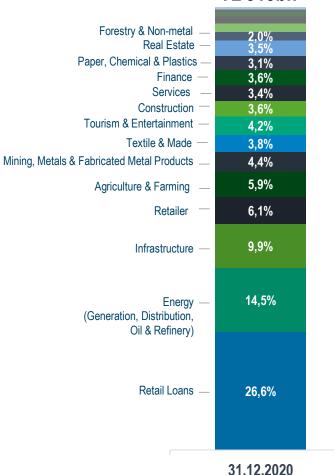
Pg. 17	Sector Breakdown of Gross Loans
Pg. 18	Staging and coverage ratios of key sectors
Pg. 19	Structure of FC Loan Portfolio
Pg. 20	Maturity Profile & Liquidity Buffers
Pg. 21	Adjusted L/D and Liquidity Coverage Ratios
Pg. 22	Consumer Loans & TL Business Banking Loans
Pg. 23	Securities portfolio
Pg. 24	Summary Balance Sheet
Pg. 25	Summary P&L
Pg. 26	Key Financial Ratios
Pg. 27	Quarterly & Cumulative Net Cost of Risk

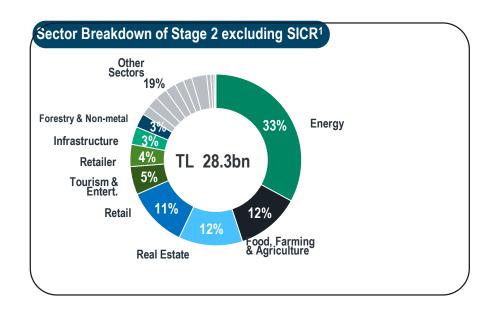


## APPENDIX: SECTOR BREAKDOWN OF GROSS LOANS

### **SECTOR BREAKDOWN** OF GROSS LOANS<sup>1</sup>







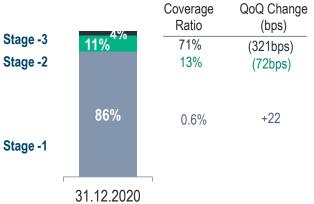


## APPENDIX: STAGING AND COVERAGE RATIOS OF KEY SECTORS









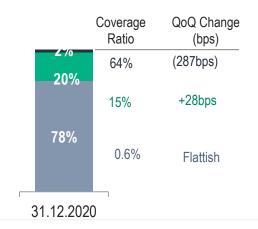
### **Energy Loans**

--- 14% of Gross Loans



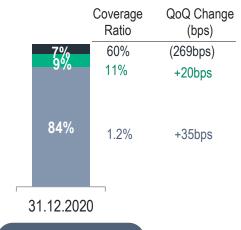
### Tourism & Entertainment

--- 4% of Gross Loans



#### Construction

--- 4% of Gross Loans



#### Real Estate

--- 4% of Gross Loans

	Coverage Ratio	QoQ Change (bps)
18%	51%	(292bps)
38%	22%	+4bps
44%	0.8%	+20bps

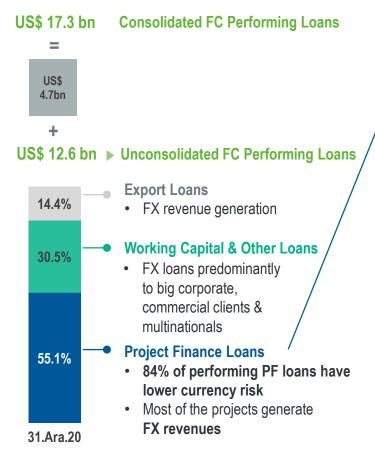
31.12.2020

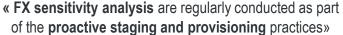


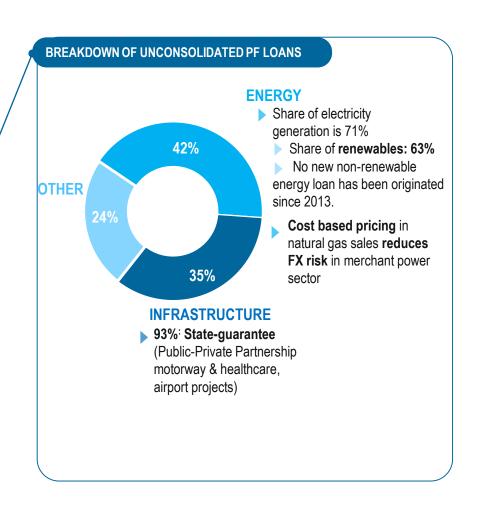
## APPENDIX: STRUCTURE OF FC LOAN PORTFOLIO

#### FC PERFORMING LOANS

- 38% OF TOTAL PERFORMING LOANS

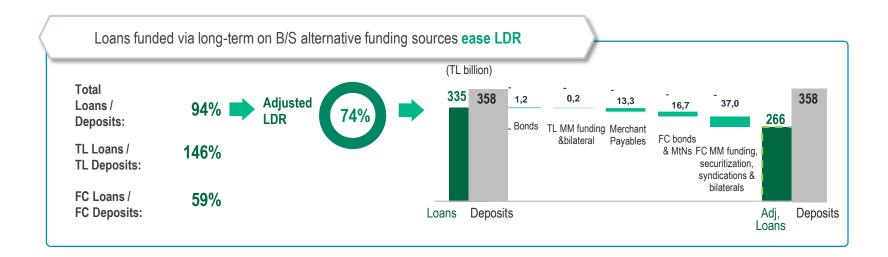








# APPENDIX: ADJUSTED LDR AND LIQUIDITY COVERAGE RATIOS



·	Total LCR	177%
-0.1.00	Minimum Requirement	100%
·C LCR 36	C LCR	364%



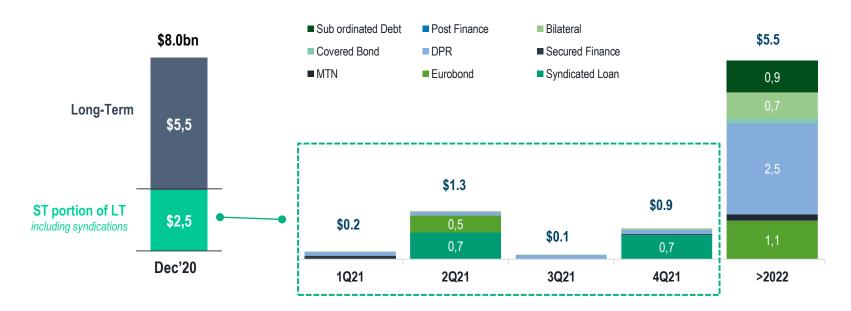
# APPENDIX: COMFORTABLE LIQUIDITY & MANAGEABLE EXTERNAL DEBT STOCK

#### GARANTI'S EXTERNAL DEBT1

#### MATURITY PROFILE OF EXTERNAL DEBT

(US\$ billion)

(US\$ billion)







## APPENDIX: CONSUMER & TL BUSINESS BANKING LOANS

## TL BUSINESS BANKING

(TL billion)

(TL billion)

Dec-19

YoY

**CONS. MORTGAGE LOANS** (TL billion)



#### 4% > 28% > (1%) > 7% 109,3 102.2 103.4 81.0 77,9 Mar-20 Dec-19 Jun-20 Sep-20 Dec-20



# **CONSUMER AUTO LOANS**

14%



(TL billion)

## **CONSUMER GENERAL** PURPOSE LOANS<sup>1</sup>

+39% YoY





### Market Shares<sup>3</sup>

	Dec '20	QoQ	Rank
Consumer Loans inc Consumer CCs	11.7%	+12bps	#1*
Cons. Mortgage	8.5%	+5bps	#1 <sup>*</sup>
Cons. Auto	26.5%	+20bps	#1*
Consumer GPLs	11.1%	+23bps	#2*
TL Business Banking	8.3%	+27bps	#2*
# of CC customers <sup>2</sup>	13.3%	-13bps	#2
Issuing Volume <sup>2</sup> (Cumulative)	17.6%	-19bps	#1
Acquiring Volume <sup>2</sup> (Cumulative)	16.9%	-15bps	#2
	* Ra	nkings are among	nrivate hanks

Rankings are among private banks as of September 20

### **CONSUMER CREDIT CARD BALANCES**

(TL billion)





Mar-20

BRSA weekly data as of 31.12.2020, for commercial banks

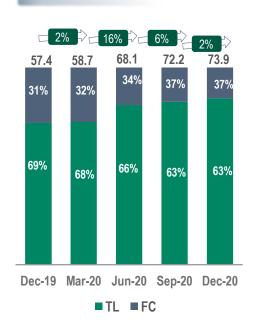


<sup>1</sup> Including other loans and overdrafts

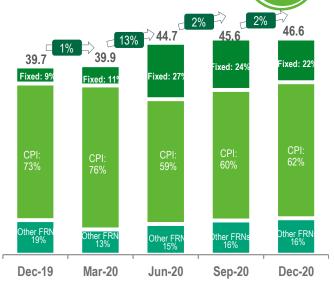
<sup>2</sup> Cumulative figures and rankings as of December 2020, as per Interbank Card Center data, 3 Sector figures used in market share calculations are based on bank-only

## **APPENDIX: SECURITIES PORTFOLIO**

### Total Securities (TL billion) 14% of Total Assets

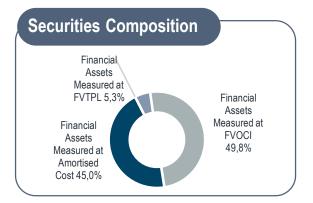


### TL Securities (TL billion)



### FC Securities (US\$ billion)





**CPI** 

Linkers:

TL 28bn



# **APPENDIX: SUMMARY BALANCE SHEET**

TL	Billion	

31.12.2019	31.03.2020	30.06.2020	30.09.2020	31.12.2020
36,6	23,8	31,8	44,4	43,1
35,6	50,2	35,5	34,2	44,7
57,4	58,7	68,1	72,2	73,9
286,1	307,1	336,5	356,5	360,7
167,0	174,1	199,6	206,3	215,5
10,6	10,6	10,5	10,4	7,8
156,4	163,5	189,2	195,9	207,6
18,7	18,9	18,7	18,2	18,3
		1,2	· · · · · · · · · · · · · · · · · · ·	1,0
				17,3
259,2	279,5	308,3	326,3	335,0
6,7	6,8	6,8	7,0	7,3
6,1	9,7	8,0	11,5	11,2
428,6	456,2	486,7	525,9	540,9
31.12.2019	31.03.2020	30.06.2020	30.09.2020	31.12.2020
277,3	295,9	306,9	345,7	358,1
88,9	102,9	135,1	158,8	156,1
32,5	33,9	45,4	40,5	36,0
9,5	10,5	13,1	15,4	16,3
188,4	193,1	171,8	186,8	202,0
80,7	84,2	83,5	90,0	106,3
18,2	16,6	12,9	12,6	13,0
1,8	2,9	16,7	3,1	3,2
21,0	21,5	22,4	23,5	22,8
44,7	47,3	46,8	52,8	49,4
29,7	33,5	35,4	40,1	45,1
54,1		•	•	62,4
•				
428,6	456,2	486,7	525.9	aranti Bl
	36,6 35,6 57,4 286,1 167,0 10,6 156,4 18,7 1,3 17,4 259,2 6,7 6,1 428,6 31.12.2019 277,3 88,9 32,5 9,5 188,4 80,7 18,2 1,8 21,0 44,7 29,7 54,1	36,6       23,8         35,6       50,2         57,4       58,7         286,1       307,1         167,0       174,1         10,6       10,6         156,4       163,5         18,7       18,9         1,3       1,2         17,4       17,7         259,2       279,5         6,7       6,8         6,1       9,7         428,6       456,2         31.12.2019       31.03.2020         277,3       295,9         88,9       102,9         32,5       33,9         9,5       10,5         188,4       193,1         80,7       84,2         18,2       16,6         1,8       2,9         21,0       21,5         44,7       47,3         29,7       33,5         54,1       55,1	36,6       23,8       31,8         35,6       50,2       35,5         57,4       58,7       68,1         286,1       307,1       336,5         167,0       174,1       199,6         10,6       10,6       10,5         156,4       163,5       189,2         18,7       18,9       18,7         1,3       1,2       1,2         17,4       17,7       17,4         259,2       279,5       308,3         6,7       6,8       6,8         6,1       9,7       8,0         428,6       456,2       486,7         31.12.2019       31.03.2020       30.06.2020         277,3       295,9       306,9         88,9       102,9       135,1         32,5       33,9       45,4         9,5       10,5       13,1         188,4       193,1       171,8         80,7       84,2       83,5         18,2       16,6       12,9         1,8       2,9       16,7         21,0       21,5       22,4         44,7       47,3       46,8         29,7	36,6       23,8       31,8       44,4         35,6       50,2       35,5       34,2         57,4       58,7       68,1       72,2         286,1       307,1       336,5       356,5         167,0       174,1       199,6       206,3         10,6       10,6       10,5       10,4         156,4       163,5       189,2       195,9         18,7       18,9       18,7       18,2         1,3       1,2       1,2       1,2         17,4       17,7       17,4       17,0         259,2       279,5       308,3       326,3         6,7       6,8       6,8       7,0         6,1       9,7       8,0       11,5         428,6       456,2       486,7       525,9         31.12.2019       31.03.2020       30.06.2020       30.09.2020         277,3       295,9       306,9       345,7         88,9       102,9       135,1       158,8         32,5       33,9       45,4       40,5         9,5       10,5       13,1       15,4         188,4       193,1       171,8       186,8

# **APPENDIX: SUMMARY P&L**

		Ql	JARTERLY P8	kL	CU	MULATIVE P&L	
TL N	illion	3Q20	4Q20	QoQ	2019	2020	YoY
(+)	Net Interest Income including Swap costs	5.657	5.558	-2%	17.776	21.731	22%
	(+) NII excluding CPI linkers' income	5.761	5.619	-2%	17.735	21.670	22%
	(+) Income on CPI linkers	838	1.492	78%	2.938	3.723	27%
	(-) Swap Cost	-942	-1.553	65%	-2.898	-3.662	26%
(+)	Net Fees & Comm.	1.678	1.722	3%	6.274	6.588	5%
(+)	Net Trading & FX gains/losses (excl. Swap costs and currency hedge)	842	152	-82%	457	2.032	345%
	info: Gain on Currency Hedge	1.348	-218	-116%	634	2.332	268%
(+)	Other income (excl. Prov. reversals & one-offs)	559	638	14%	1.517	2.188	44%
=	REVENUES	8.736	8.071	-8%	26.023	32.539	25%
(+)	Non-recurring other income	0	0	n.m	154	0	n.m
	(+) Administrative fine reversal	0	0	n.m	83	0	n.m
	(+) Gain from asset sale	0	0	n.m	71	0	n.m
(-)	OPEX	-2.883	-3.368	17%	-10.309	-11.887	15%
	(-) HR	-1.093	-1.153	5%	-4.188	-4.420	6%
	(-) Non-HR	-1.789	-2.216	24%	-6.121	-7.467	22%
=	PRE-PROVISION INCOME	5.853	4.703	-20%	15.868	20.652	30%
(-)	Net Expected Loss (excl. Currency impact)	-1.113	-2.743	146%	-6.840	-7.614	11%
	(-) Expected Loss	-3.747	-3.043	-19%	-11.492	-14.331	25%
	info: Currency Impact	-1.348	218	-116%	-634	-2.332	268%
	(+) Provision Reversal under other Income	1.286	519	-60%	4.017	4.385	9%
(-)	Taxation and other provisions	-2.831	-815	-71%	-2.787	-6.652	139%
	(-) Free Provision	-1.230	-320	n.m	-250	-2.150	n.m
	(-) Taxation	-865	-692	-20%	-1.931	-2.823	46%
_	(-) Other provisions (excl. free prov.)	-736	197	-127%	-606	-1.679	177%
=	NET INCOME	1.909	1.145	-40%	6.241	6.385	2%

# **APPENDIX: KEY FINANCIAL RATIOS**

	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20
Profitability ratios					
ROAE (Cumulative) <sup>1</sup>	12,4%	12,4%	13,1%	13,3%	11,0%
ROAA (Cumulative) <sup>1</sup>	1,5%	1,5%	1,6%	1,6%	1,3%
Cost/Income	39,4%	35,7%	35,8%	34,8%	36,5%
Quarterly NIM incl. Swap costs	5,5%	5,9%	5,5%	5,3%	4,9%
Quarterly NIM incl. Swap costs excl. CPI linkers	5,1%	5,0%	4,9%	4,5%	3,6%
Cumulative NIM incl. Swap costs	5,2%	5,9%	5,7%	5,5%	5,4%
Cumulative NIM incl. Swap costs excl. CPI linkers	4,3%	5,0%	4,9%	4,8%	4,5%
Liquidity ratios					
Loans / Deposits	93,5%	94,5%	100,5%	94,4%	93,6%
TL Loans / TL Deposits	138,1%	138,4%	146,8%	150,1%	146,0%
Adj. Loans/Deposits	68%	71%	80%	74%	74%
(Loans adj. with on-balance sheet alternative funding sources)	0070	1170	0070	1 170	7 170
TL Loans / (TL Deposits + TL Bonds + Merchant Payables)	121,0%	123,0%	129,9%	131,7%	128,4%
FC Loans / FC Deposits	62,7%	65,3%	66,9%	60,6%	59,0%
Asset quality ratios					
NPL Ratio	6,8%	6,5%	5,9%	5,9%	4,5%
Coverage Ratio	6,1%	6,4%	6,3%	6,5%	5,8%
+ Stage1	0,5%	0,6%	0,6%	0,6%	0,8%
+ Stage2	10,5%	13,8%	15,4%	15,7%	14,4%
+ Stage3	62,4%	65,5%	66,6%	68,5%	63,4%
Cumulative Net Cost of Risk (excluding currency impact, bps)	249	317	244	202	231
Solvency ratios					
CAR	17,8%	16,6%	17,4%	16,9%	16,9%
Common Equity Tier I Ratio	15,4%	14,0%	14,8%	14,2%	14,3%
Leverage	6,9x	7,3x	7,3x	7,7x	7,7x

<sup>1</sup> 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 9M19, 1Q20, 1H20 and 9M20.



# **APPENDIX: QUARTERLY & CUMULATIVE NET CoR**

(Million TL)				
Quarterly Net Expected Credit Loss	1Q20	2Q20	3Q20	4Q20
(-) Expected Credit Losses	5.038	2.503	3.747	3.043
Stage 1	1.330	454	623	342
Stage 2	1.925	1.278	1.628	2.070
Stage 3	1.783	771	1.497	631
(+) Provision Reversals under other				
income	1.949	631	1.286	519
Stage 1	833	238	144	102
Stage 2	463	176	816	190
Stage 3	653	216	325	227
(=) (a) Net Expected Credit Losses	3.089	1.872	2.461	2.524
(b) Average Gross Loans	296.602	321.780	346.512	358.607
(a/b) Quarterly Total Net CoR (bps)	419	234	283	280
info: Currency Impact <sup>1</sup>	102	57	155	-24
Total Net CoR excl. currency impact (bps)	317	177	128	304

(Million TL)	
Cumulative Net Expected Credit Loss	2020
(-) Expected Credit Losses	14.331
Stage 1	2.750
Stage 2	6.901
Stage 3	4.681
(1) Bussisian Bassarada undan ethoninaana	4 205
(+) Provision Reversals under other income	4.385
Stage 1	1.318
Stage 2	1.646 1.421
Stage 3  (=) (a) Net Expected Credit Losses	9.946
(b) Average Gross Loans	329.379
(a/b) Cumulative Total Net CoR (bps)	302
info: Currency Impact <sup>1</sup>	71
Total Net CoR excl. currency impact (bps)	231



<sup>1</sup> 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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