

TRUST:

Süleyman Sözen, Chairman

For me, trust is the foundation of banking. The rise of banking, as a matter of fact, goes hand in hand with people's need to search for trustworthy people. Trust is the *sine qua non* of banking. This trust is a feeling that needs to be conveyed to the society, employees, shareholders and customers. It is the employees and shareholders that initiate, protect, and maintain trust. In my opinion, we as Garanti, accomplished this task and built this trust. We became one of the most trusted entities of the community.

Recep Baştuğ, President & CEO

For me, trust represents the close tie between loyalty, confidentiality, consistency and reputation. The most important notion our Bank sustained throughout many years, has been conveying the feeling of trust to its employees, customers, shareholders and its homeland. Our trust to each other relies on the most significant part of our business, that is the foundation of the bond we establish with our customers. To sustain this fragile and vital bond, and to build a customer experience based on trust, is the utmost priority for all of us at Garanti BBVA.

Sema Yurdum, Independent Board Member

For me, trust is an impression spoken in one breath, but fills our heart kindly and leaves a warm feeling. It includes endurance, resilience, stability, open communication, sharing, honesty, love and respect. Trust, the combination of all these concepts, is of course founded with long-lasting, intense efforts and works, both in our personal lives and our professional lives. Considering corporate life in particular, as we pay close attention during the course of establishing the corporate culture, we hold the notion of trust as the focal point and we achieve more reliable bonds living together with our stakeholders. I believe Garanti BBVA has founded this relation very strongly and fostered the notion of trust in its interactions with all counterparties, and I have full confidence that it will sustain it for many more years to come.

Canan Özsoy, Independent Board Member

For me, trust is a very strong notion, a very precious word. Hard to build, easy to destroy. Trust... we establish in decades through love, open communication and honesty. The core element of sustainability is trust. As our ancestor Atatürk stated, "Turk! Be proud. Work. Trust".

M. Cüneyt Sezgin, Ph.D., Board Member

For me, trust is the most significant element in life. The truth is, universe, nature, all of our life is based on uncertainty and unpredictability. This is why we spend a life-time in search of something to trust and put all our effort into it. Just like individuals, communities' and corporates' primary aim is to provide this trust and sustain it in a relentless way. The

prerequisite for the real existence of trust depends on the mutuality. As a big family with our employees, customers and all of our stakeholders, first, we need to create the relationship of mutual trust, and afterwards establish a structure that promotes and provides trust in each other , and only then we will fulfill the prerequisite and the assurance of our long-lasting success.