

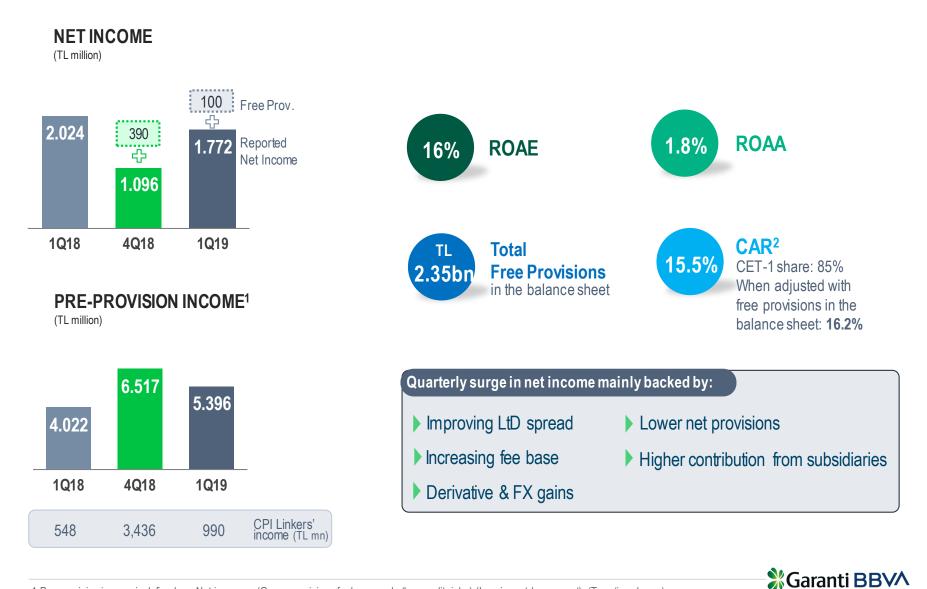
1Q19 EARNINGS PRESENTATION

Based on IFRS Consolidated Financials





SUSTAINED STRONG EARNINGS PERFORMANCE



1 Pre-provision income is defined as; Net income – (Gross provisions for loans and other credit risks)-(Impairment losses, net)- (Tax ation charge)

2 Based on BRSA Consolidated Financials

INVESTOR RELATIONS 1Q19 IFRS EARNINGS PRESENTATION

Note: In the calculation of Return On Average Equity (ROAE) & Return On Average Assets (ROAA), non-recurring items are excluded when annualizing Net Income for the remaining guarters

1Q19 HIGHLIGHTS

Strong start to the year in...

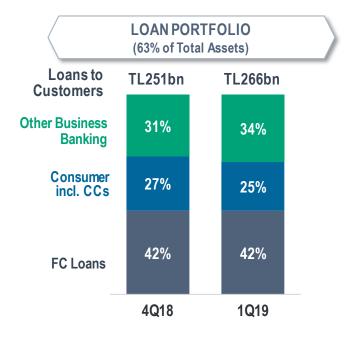


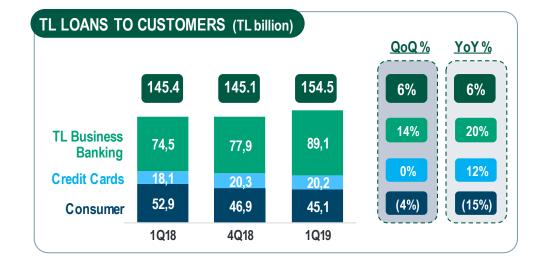
creates a cushion to comfortably meet our full year guidance.

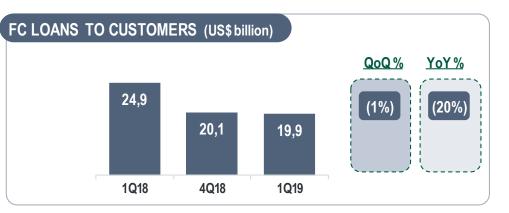


Note: 2019 operating plan guidance is based on BRSA Bank-only financials

TL BUSINESS BANKING DRIVEN LOAN GROWTH





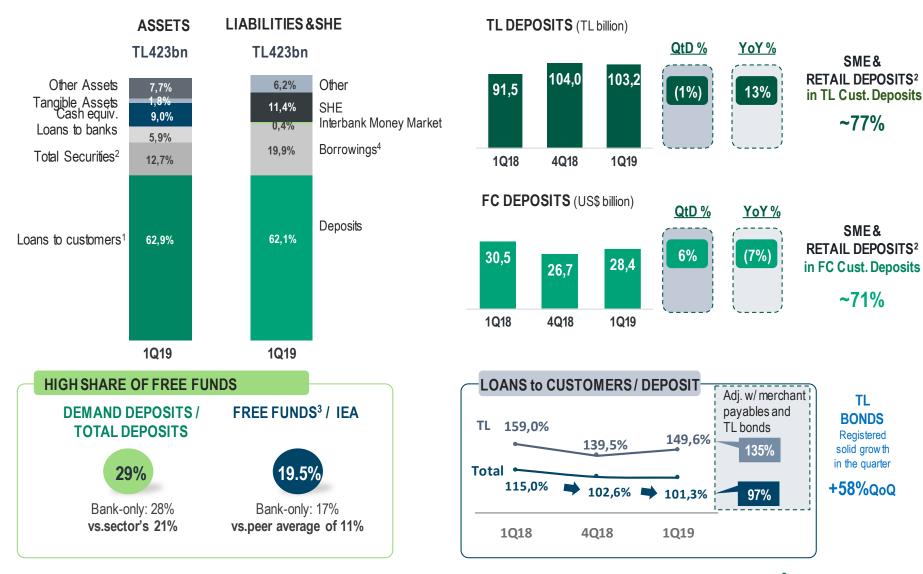


- New originations in Consumer Loans were not sufficient to compensate the maturing book
- Better than expected TL Business Banking loan growth driven by CGF loans and ST business loans

Note: Business banking loans represent total loans excluding credit cards and consumer loans

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ASSETS ARE PREDOMINANTLY FUNDED WITH DEPOSITS

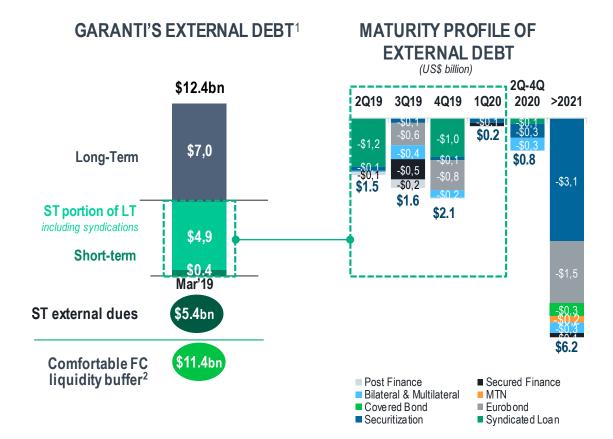


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1 Includes factoring and leasing receivables 2 Excludes Telcom file related loan that measured at fair value through P&L

3 Based on BRSA Consolidated Financials. Free funds=SHE-Net NPL-Subsidiaries-Fixed Assets-Reserve Requirements+Demand Deposits INVESTOR RELATIONS | 1Q19 IFRS EARNINGS PRESENTATION 4 Borrowings include Loans and advances from banks& other institutions, Debt Securities Issued, Subordinated liabilities & Financial liabilities at fair value through profit or loss 5 Note: Sector data is based on BRSA weekly data, for commercial banks only. Peer average represents five peers' average as of 2018YE.

COMFORTABLE LIQUIDITY & MANAGEABLE EXTERNAL DEBT STOCK



Lower dependency on external borrowing due to shrinking FC loan portfolio since 2013: CAGR: FC loans: -6% vs. FC borrowings: -5%

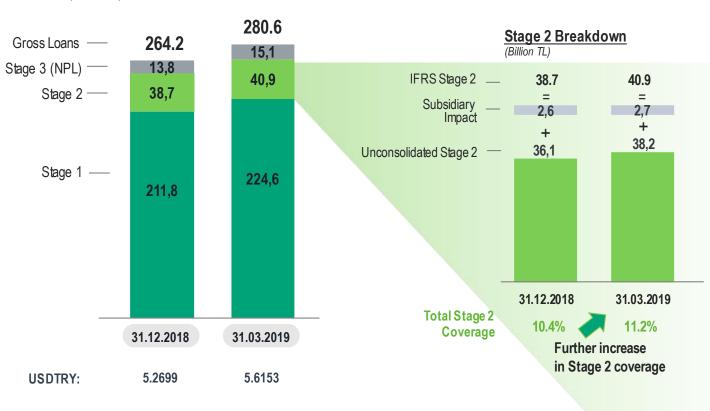
1 Bank-only external debt. Includes TL covered bonds and excludes on balance sheet IRS transactions 2 FC Liquidity Buffer includes FC reserves under ROM, swaps, money market placements, CBRT eligible unencumbered securities

INVESTOR RELATIONS | 1Q19 IFRS EARNINGS PRESENTATION

PRUDENT APPROACH ON STAGING

LOAN PORTFOLIO BREAKDOWN

(Billion TL)





Not comparable among banks mainly due to:

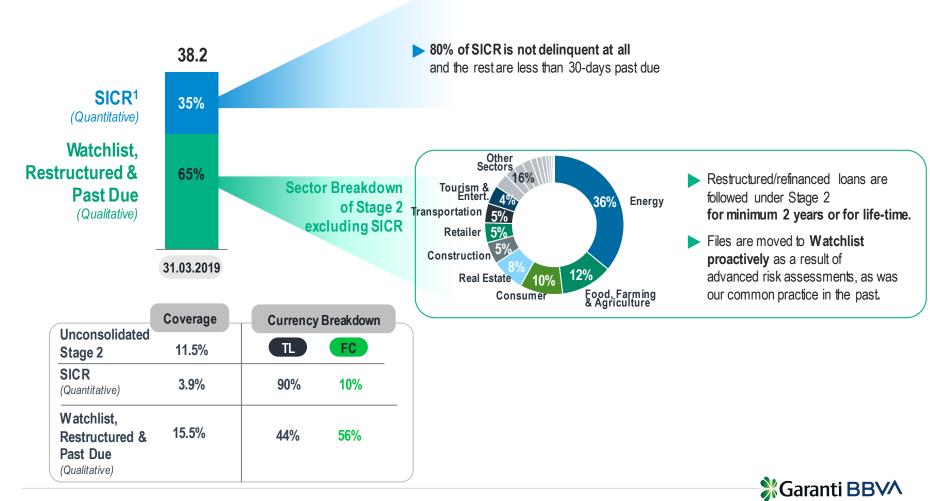
- Differentiation in quantitative assessment criteria (SICR¹ definition)
- Approach difference for qualitative assessment as was the case in the past for watch-list classification.

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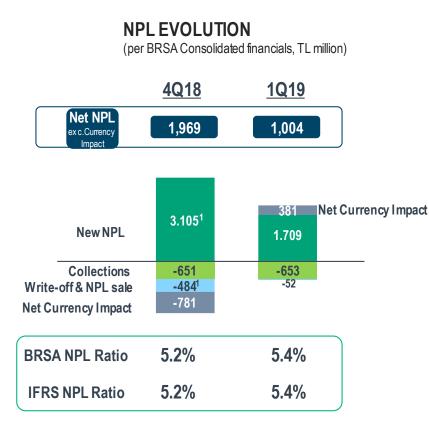
PRUDENT APPROACH ON STAGING

UNCONSOLIDATED STAGE 2 BREAKDOWN

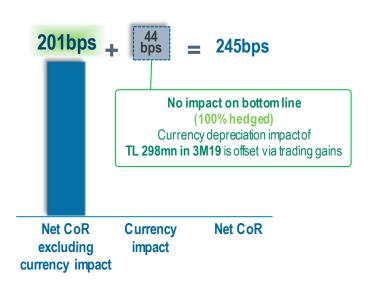
(Billion TL)



LOWER QUARTERLY NET NEW NPL INFLOWS, AS EXPECTED



NET CUMULATIVE CoR (per BRSA Consolidated financials)



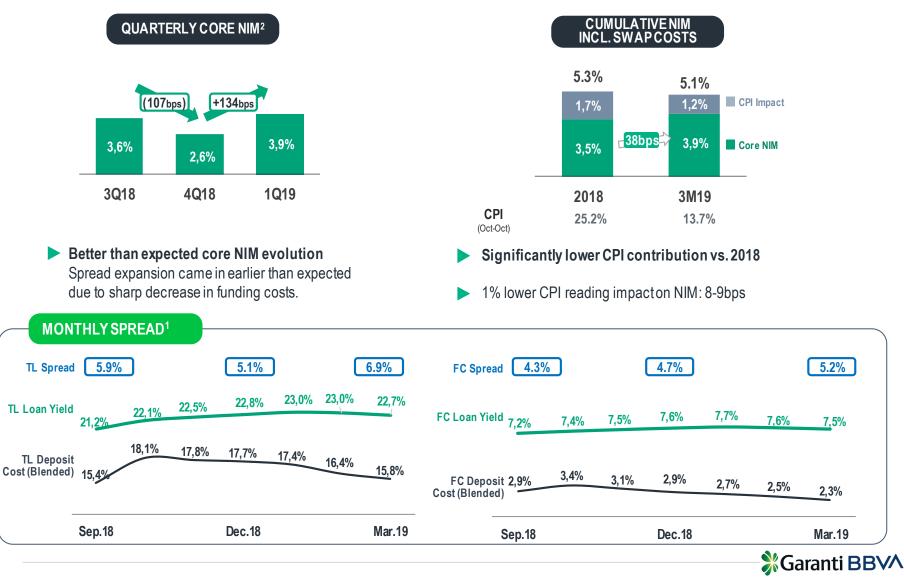
New NPL inflows decreased 46% QoQ.

Retail inflows constitute 2/3 of the new inflows

1 33% of Telcom file, corresponding to USD 385mn, has been written off in 4Q. This amount inflated both new NPL and write off balances in reported financial statements dated 31 Dec 2018

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STRONG RECOVERY IN CORE NIM

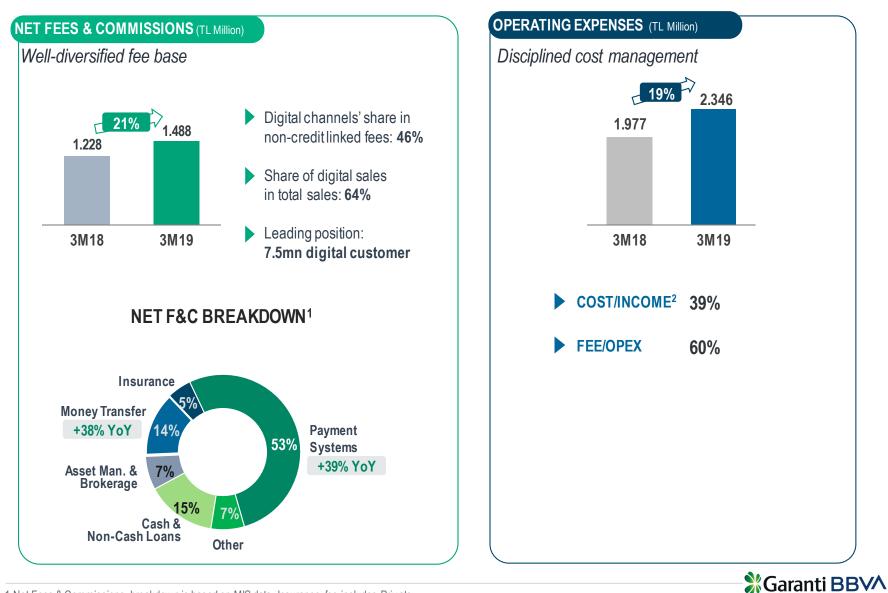


Note: NIM calculation is based on BRSA Consolidated Financials.

1 Based on MIS data.

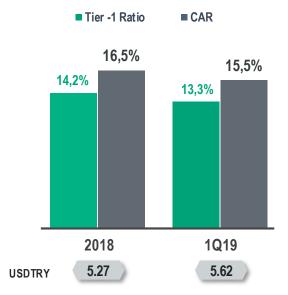
2 Core NIM = NIM including Swap costs and excluding CPI linker gains

SUSTAINED CORE BANKING REVENUES



1 Net Fees & Commissions. breakdow n is based on MIS data. Insurance fee includes Private Pension & Life insurance fee income w hereas it is accounted for under «other income» in consolidated financials. 2 Income defined as NII + Net F&C +Trading gains/losses + Other income

STRONG SOLVENCY PRESERVED



SOLVENCY RATIOS



Impacts on	CAR-3M	19 vs. 2018	8				
16,5%	+0.48% Net Income	-0.35% Currency Impact	-0.42% Operational Risk	-0.64% Market & Credit Risks	-0.11% MtM Difference	+0.04%	15.5%
2018 CAR							1Q19 CAR

Note: Figures are per BRSA Consolidated financials

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**\$
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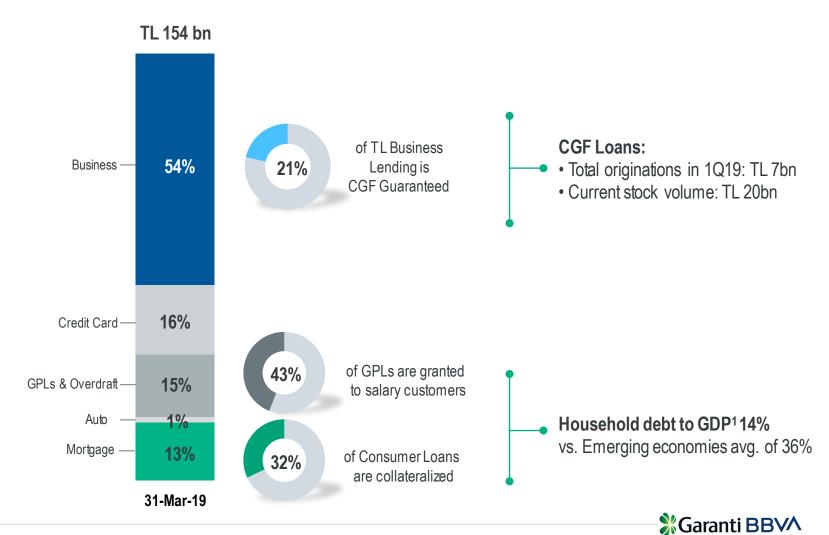
- Structure of TL Loan Portfolio Pg. 14
- Pg. 15 Structure of FC Loan Portfolio
- Pg. 16 Consumer Loans
- Pg. 17 Securities portfolio
- Pg. 18 Summary Balance Sheet
- Pg. 19 Summary P&L



APPENDIX: STRUCTURE OF TL LOAN PORTFOLIO

TL PERFORMING LOANS

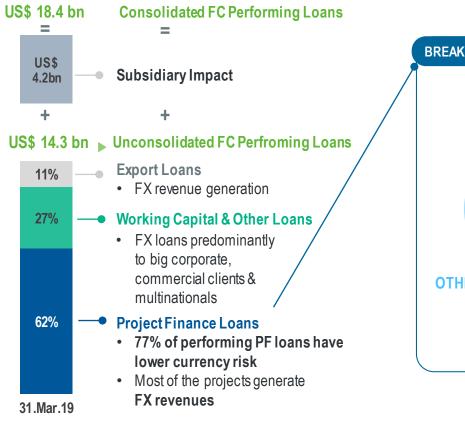
per BRSA bank-only financials



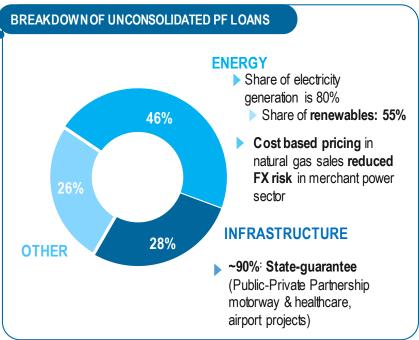
1 Based on 1Q 2019 expected GDP. Emerging economies average is based on 2018 GDP. Source: BIS

FC PERFORMING LOANS

per BRSA bank-only financials

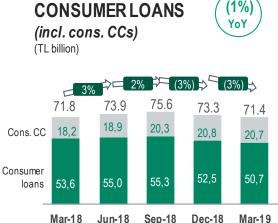


« FX sensitivity analysis are regularly conducted as part of the proactive staging and provisioning practices»



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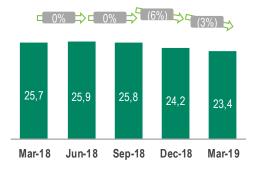
APPENDIX: CONSUMER LOANS



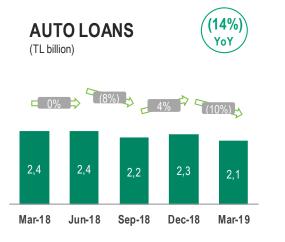


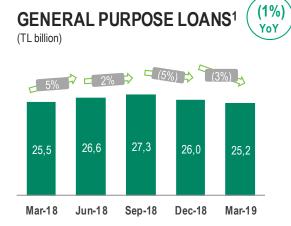


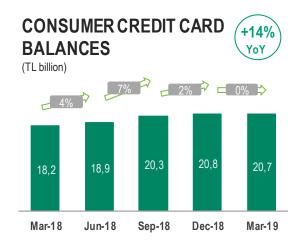




	Mar'19	QoQ	Rank
Consumer Loans	17.1%	+bps	#1 *
Cons. Mortgage	12.1%	-36bps	#1*
Cons. Auto	40.6%	-96bps	#1*
Consumer GPLs	10.9%	+23bps	#1*
# of CC customers ²	14.2%	-15bps	#1
Issuing Volume ²	18.9%	-12bps	#1
Acquiring Volume ²	18.6%	-34bps	#2







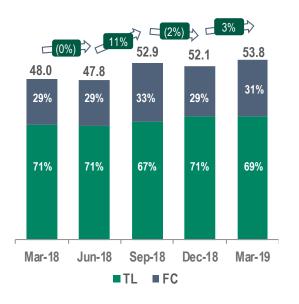
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Note: Figures are per BRSA Consolidated financials 1 Including other loans and overdrafts 2 Cumulative figures and rankings as of March 2019, as per Interbank Card Center data. 3 Sector figures used in market share calculations are based on bank-only BRSA weekly data as of 28.12.2018, for commercial banks

APPENDIX: SECURITIES PORTFOLIO

Total Securities (TL billion)

13% of Total Assets



Maintained

FRN heavy portfolio

FRN weight

in total: 58%

TL Securities (TL billion)

34.0

Fix ed: 21%

CPI: 60%

FRNs:

Haz.18

34.3

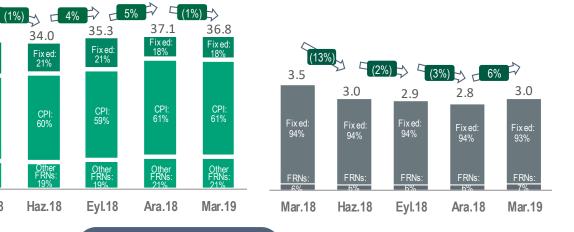
Fixed: 24%

CPI: 57%

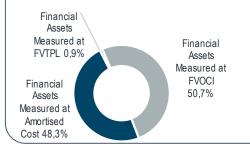
Other FRNs: 19%

Mar.18

FC Securities (USD billion)



Securities Composition



Unrealized MtM loss¹ (pre-tax) ~TL 1,940mn loss as of March'19

Note: Fixed - Floating breakdown of securities are based on bank-only MIS data 1 Based on BRSA consolidated financials

ΤL

FRN:

82%

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APPENDIX: SUMMARY BALANCE SHEET

TL Million

ASSETS	31.03.2018	31.12.2018	31.03.2019
Cash&Cash equivalents ¹	25,374	51,322	62,845
Securities ²	47,997	52,059	53,804
Loans to Customers	243,620	251,144	266,029
Tangible Assets	6,263	6,595	7,574
Other	34,939	35,451	32,584
TOTAL ASSETS	358,192	396,571	422,836
LIABILITIES & SHE	31.03.2018	31.12.2018	31.03.2019
Deposits from Customers	31.03.2018 207,885	31.12.2018 238,730	31.03.2019 254,977
			254,977
Deposits from Customers Deposits from Banks	207,885	238,730	
Deposits from Customers Deposits from Banks Repo Obligations	207,885 3,909	238,730 6,162	254,977 7,680
Deposits from Customers Deposits from Banks Repo Obligations	207,885 3,909 7,515	238,730 6,162 2,635	254,977 7,680 1,617 83,977
Deposits from Banks Repo Obligations Borrowings ³	207,885 3,909 7,515 75,704	238,730 6,162 2,635 77,921	254,977 7,680 1,617

1 Includes Loans to banks

2 Excludes Telcom file related loan that is measured at Fair Value through P&L (FVTPL) 3 Includes Loans and advances from banks& other institutions, Debt Securities Issued, Subordinated liabilities & Financial liabilities at fair value through profit or loss INVESTOR RELATIONS | 1Q19 IFRS EARNINGS PRESENTATION

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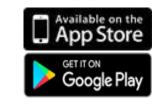
ΤL	Million	1Q18	4Q18	1Q19
(+)	Net Interest Income	3,510	5,832	4,030
	(+) NII excluding CPI linkers' income	2,961	2,396	3,041
	(+) Income on CPI linkers	548	3,436	990
(+)	Net Fees & Comm.	1,228	1,351	1,488
(-)	Provisions for loans and other credit risks, net	-803	-2,849	-1,348
(-)	OPEX	-1,977	-2,340	-2,346
=	OPERATING INCOME	1,958	1,994	1,825
(+)	Net Trading & FX gains/losses	269	-116	276
(+)	Other income	371	299	274
	(+) Gains from asset sale	143	61	37
	(+) Net Insurance Business Income	136	137	141
	(+) Other	92	101	96
(-)	Taxation and other provisions	-574	-1,080	-604
	(-) Free Provision	0	-390	-100
	(-) Other Provision & Taxation	-574	-690	-504
=	NETINCOME	2,024	1,096	1,772

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