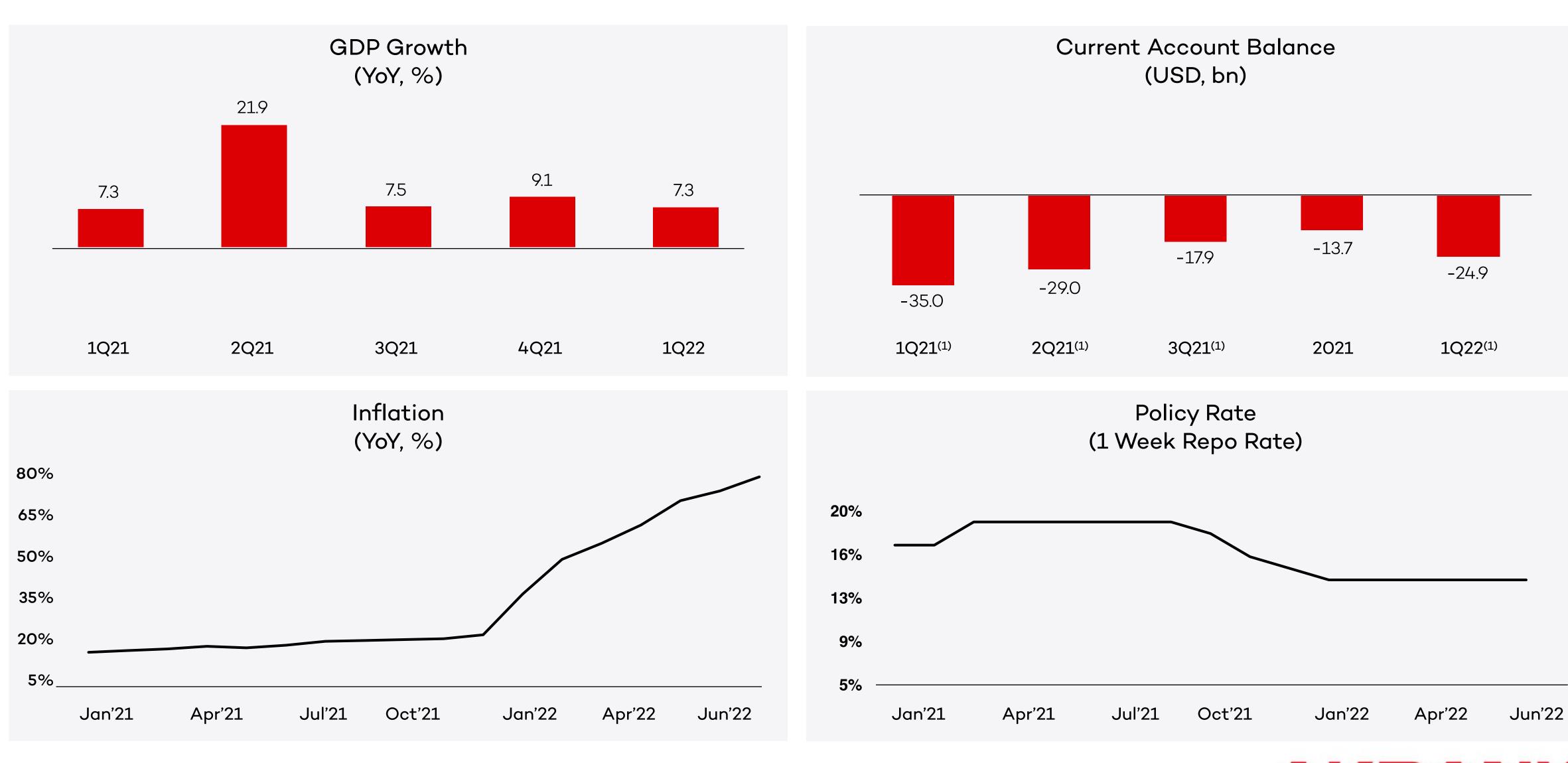
# **2Q22** Consolidated Financial Results

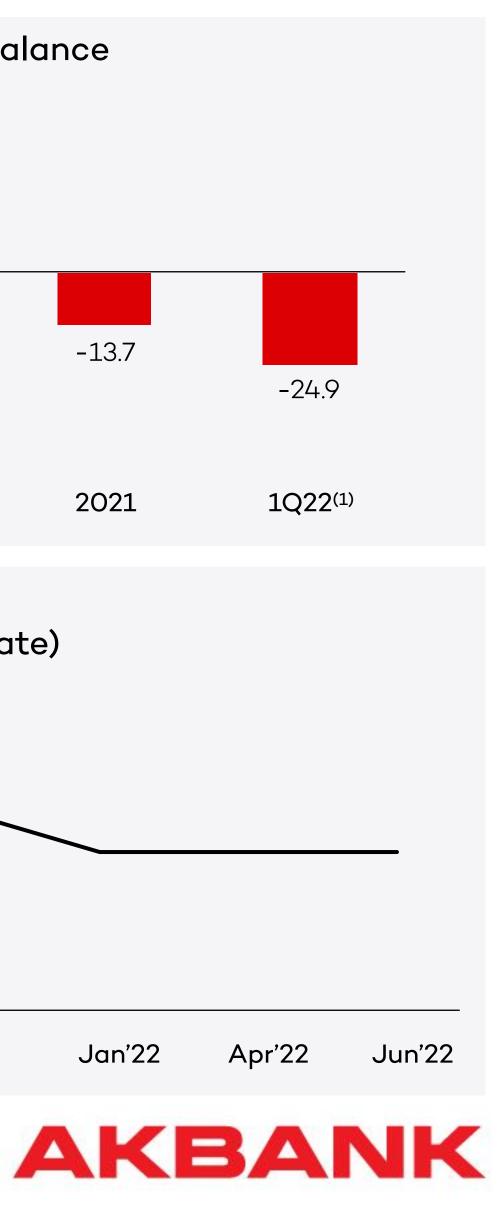




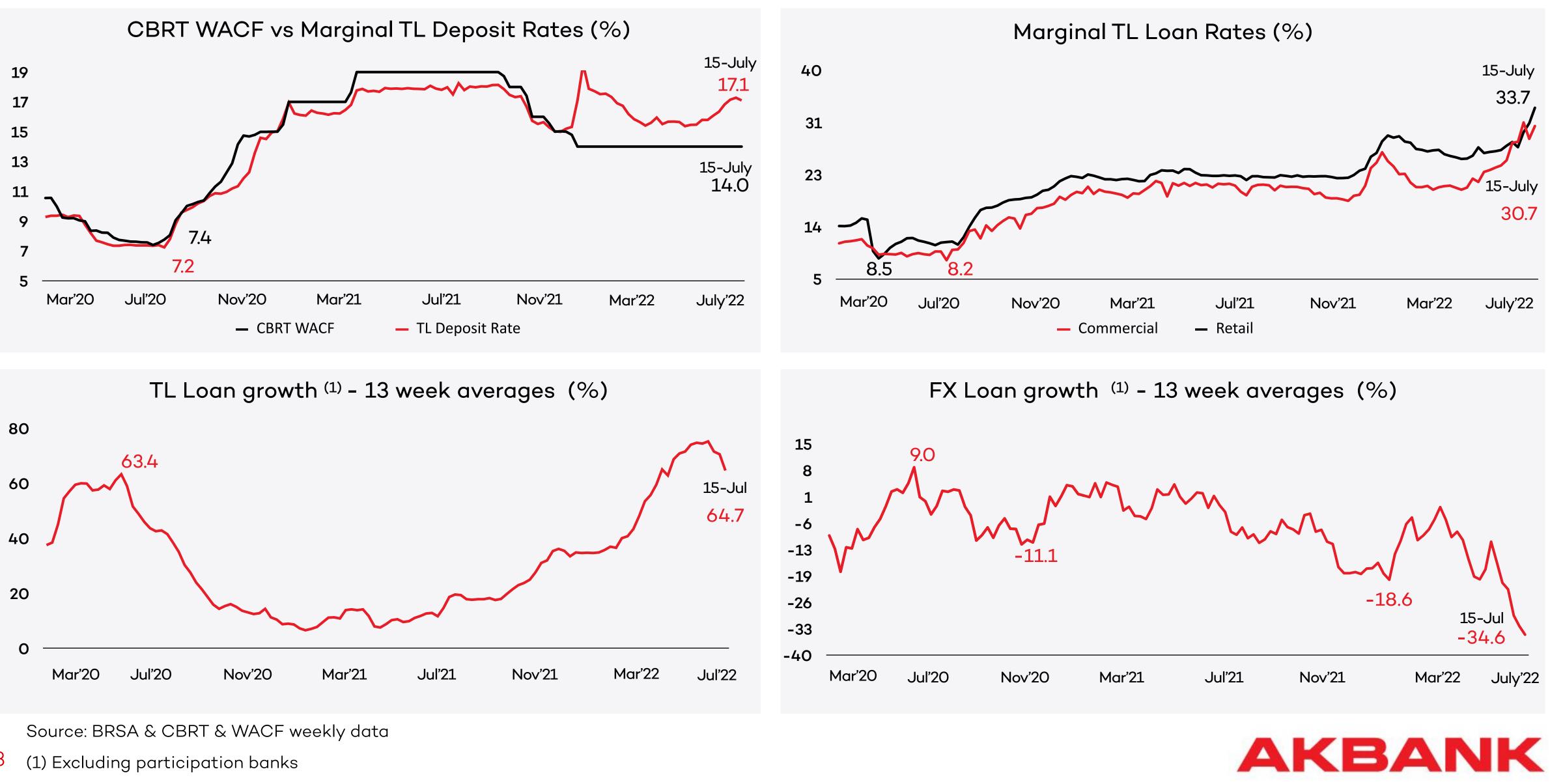


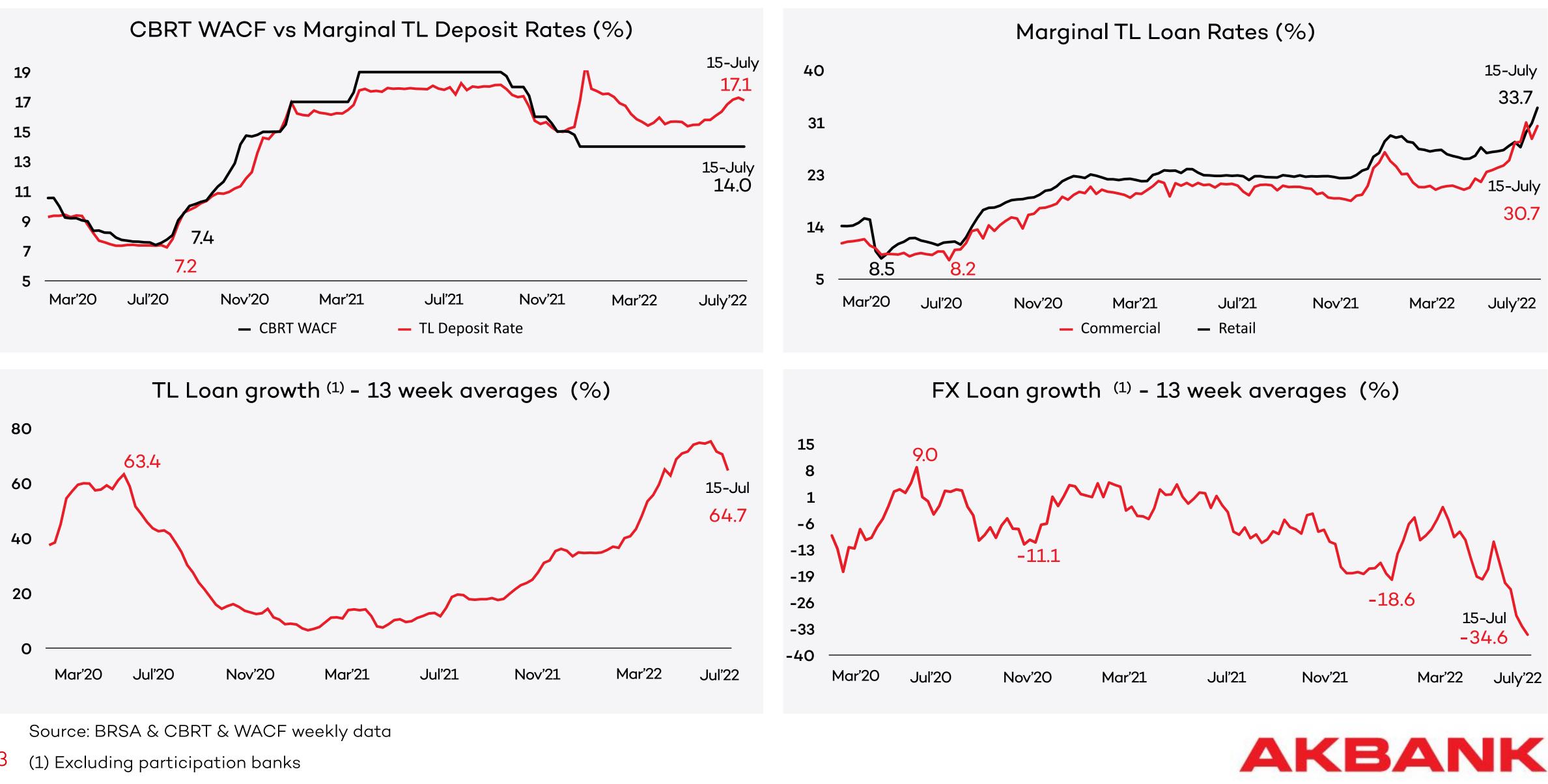
### Turkish Economy Overview





### **Banking Sector: Key indicators**





3



### Solid core operating performance with stellar customer acquisition

Reached an outstanding 5.7% quarterly RoA & 18.0% CAR  $^{(1)}$ 

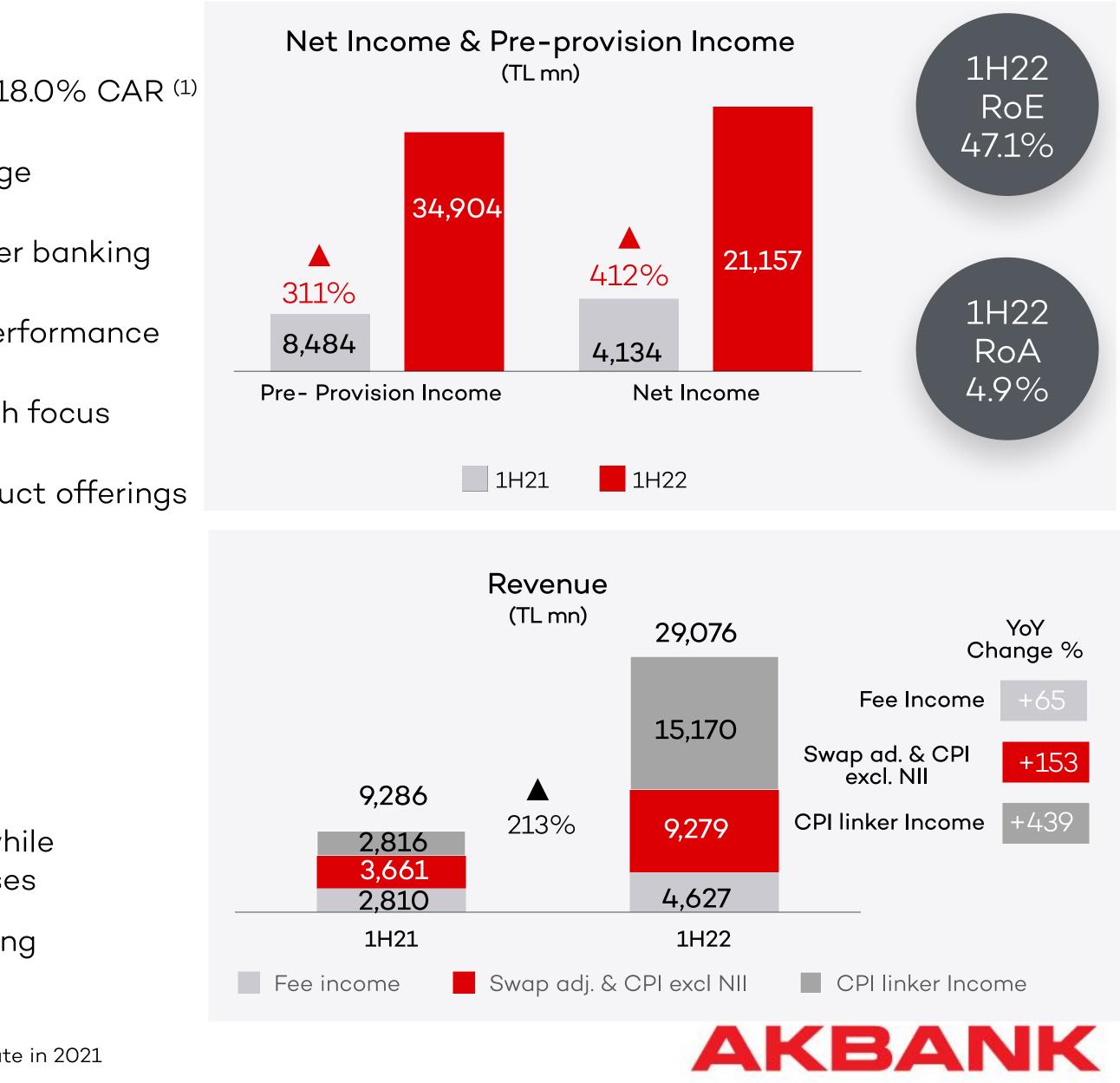
- Recorded 54.2% quarterly RoE with 9.6x Leverage
- Achieved market share gains in SME & consumer banking
- Generated across the board outstanding fee performance
- Continued prudent ALM with maturity mismatch focus
- Increased customer business & diversified product offerings lead to strong trading income

- Preserve / gain market share with sustainable profitability in focus
- Maintain momentum in customer acquisition while putting customer experience first in all processes
- Mitigate environmental footprint while increasing positive impact

4<sup>(1)</sup> w/o forbearances: Fixing MtM losses of securities & FX rate for RWA calculation to YE FX rate in 2021

2Q22 Summary

2022 Strategic Priorities



## Across the board TL Loan growth with maturity mismatch in focus

- Gained YtD market share in small ticket TL loans among private banks:
  - c. 100 bps YtD (1) in SME loans
  - c. 60 bps YtD <sup>(2)</sup> in consumer loans (c. 60 bps in GPLs, c. 70 bps in Mortgage, c. 300 bps in Auto)

#### Gained c. 50 bps YtD market share in TL business loans among private banks <sup>(2)</sup>

- Excellence in consumer credit decision systems supported by digital & AI capabilities
  - Almost 100% automated loan decision process
  - Real time analytical insight on customer behavior

#### TL Loan Growth: >50%

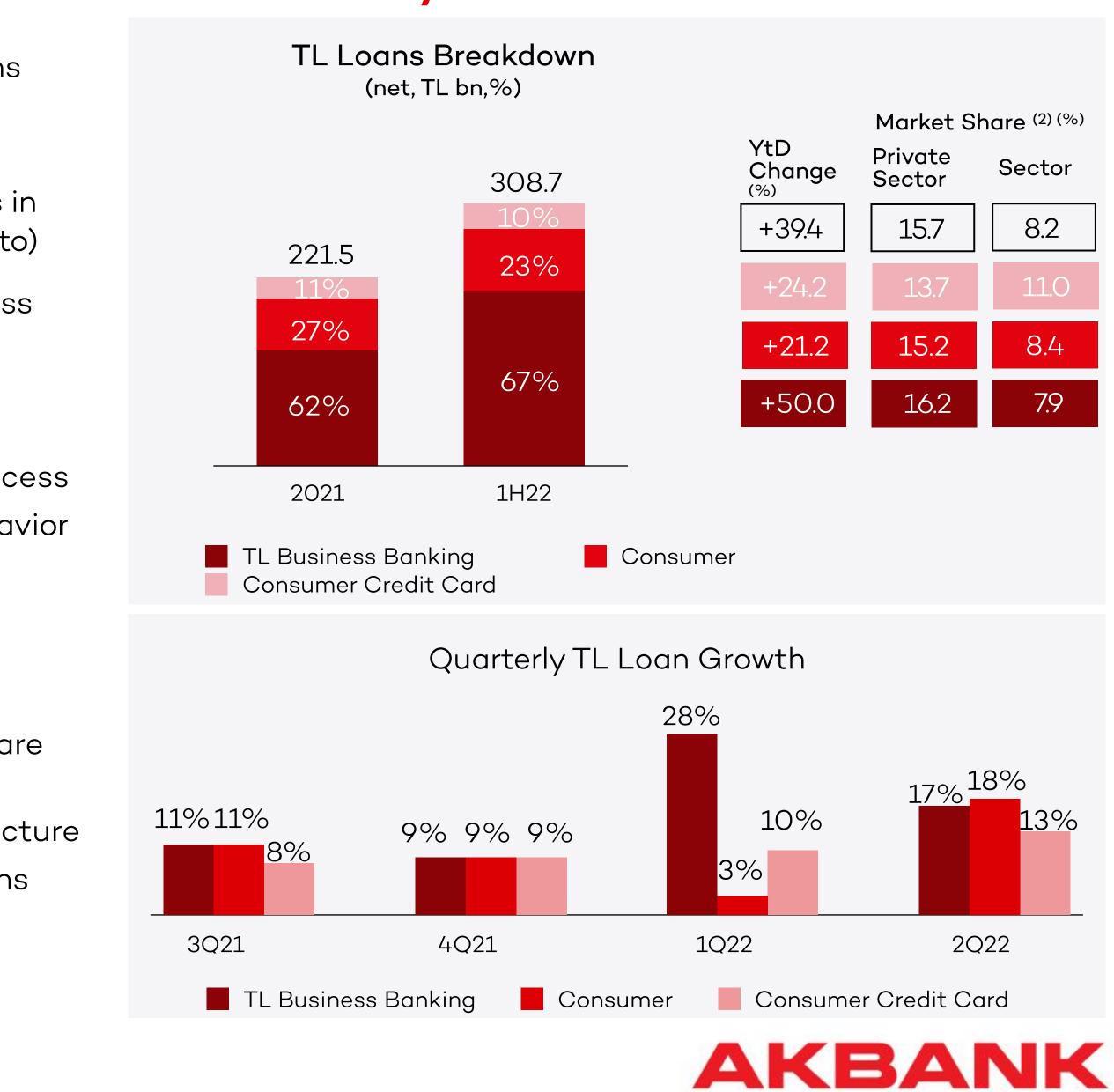


In 1H22

- Sustainable profitability and healthy market share gain in focus
  - Customer-oriented new organizational structure
  - New competitive products & digital solutions empowering SMEs

<sup>(1)</sup> Market share data based on bank only BRSA monthly data as of May 2022

5 <sup>(2)</sup> Market share data based on bank only BRSA weekly data as of July 1, 2022



### Disciplined FX lending policies support resilience

- Muted demand in FX loans continued
- FX lending limited to corporates with adequate FX revenue generation
- Significantly mitigated FX risk
  - FX loan book down from ~USD 22 bn to ~USD 11 bn since 2017
  - FX provisions are fully hedged

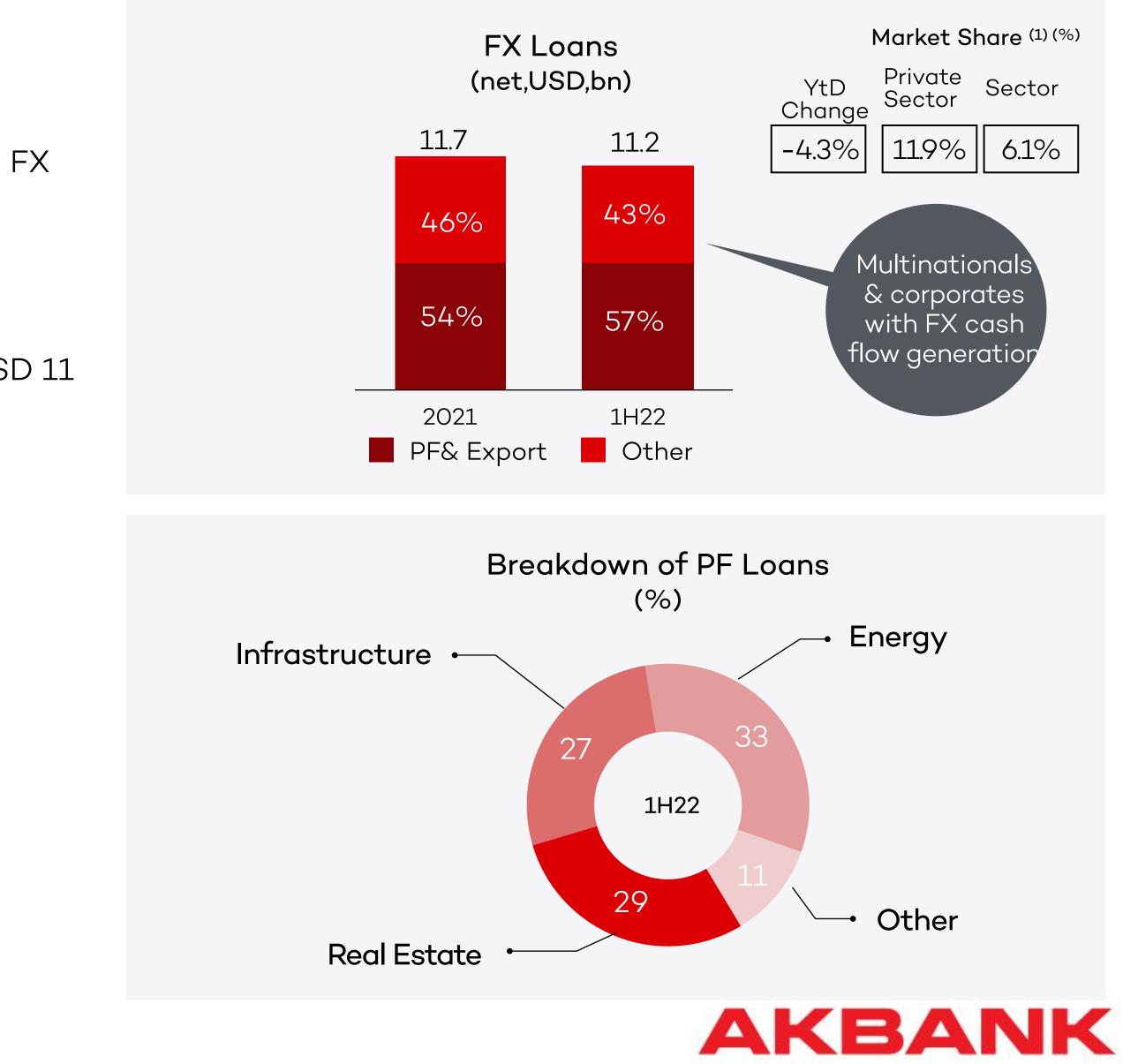


FX Loan Growth: Shrinkage

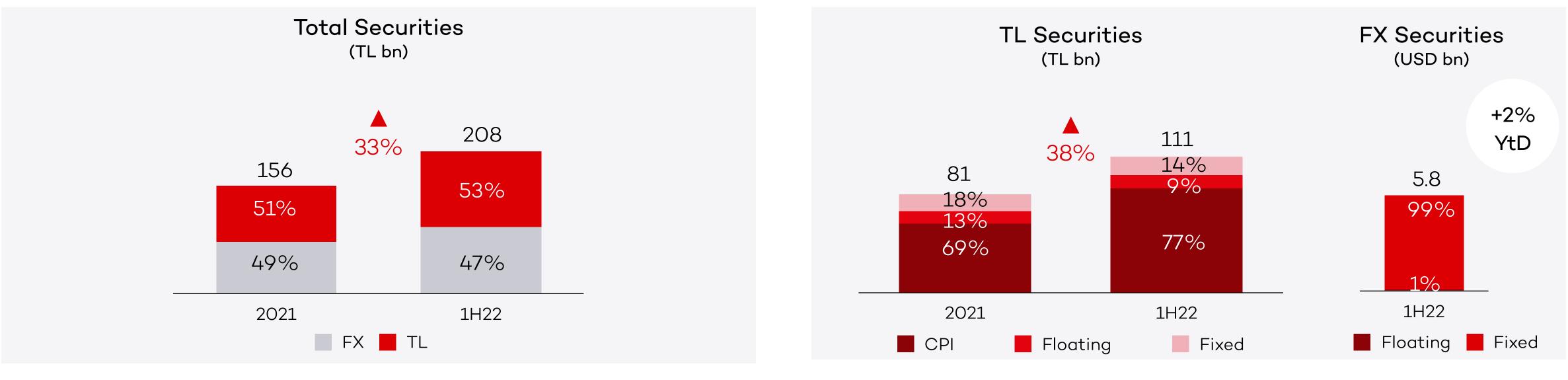
Demand expected to remain muted

<sup>(1)</sup> Market share data based on bank only BRSA weekly data as of July 1, 2022

#### In 1H22



### Proactively built CPI-linker portfolio provides hedge against higher inflation backdrop

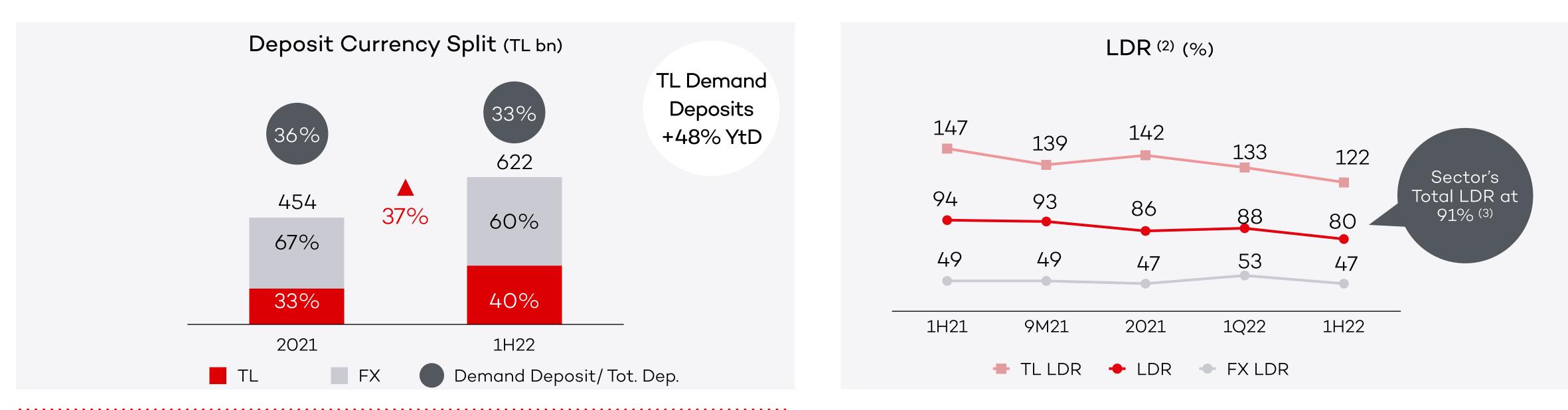


- CPI linkers & FRN 86% of TL Securities
- CPI linkers at TL 85 bn reaching 83% of equity
- Majority classified under Financial Assets Measured at Amortized Cost
- To mitigate negative impact of inflation accounting, once implemented
- 2022 Oct-Oct CPI linker valuation estimate: 50%
- Every +1% CPI has c. TL 430 mn NI and +7 bps NIM & +40 bps ROE impact





## Significant improvement in TL LDR



- Solid deposit base main source of funding with 63% share in liabilities
- Sticky & low cost TL Deposits' <sup>(1)</sup> up +46% YtD & Share in Total TL Deposit is c. 60%
- 20 pp improvement in TL LDR YtD thanks to strong deposit franchise & new deposit scheme
- ► Total LDR at 80%, remains 11 pp below sector's Total LDR <sup>(3)</sup>

- <sup>(2)</sup> Bank-only. TL LDR includes domestic TL bond issuances and merchant payables
- <sup>(3)</sup> Based on BRSA weekly data dated July 1, 2022

#### New Deposit Scheme:

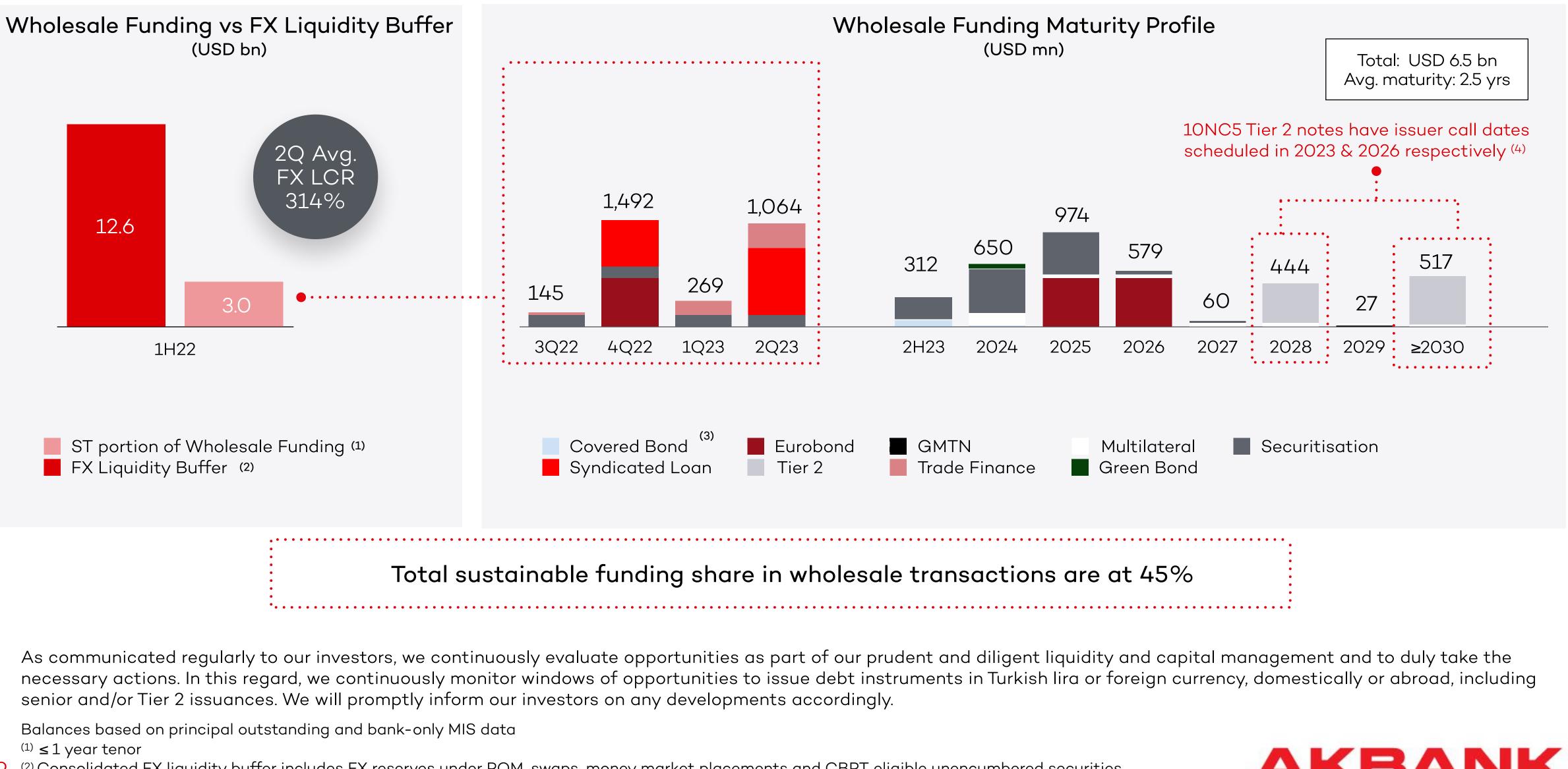
- ▶ c. 40% of TL Time Deposits
- c. 65% from TL to TL
- c. 35% from FX to TL
- Maturity profile of 3-6 months contributes positively to ALM
- Acting as an anchor for TL deposit rates & supportive for overall funding costs





<sup>&</sup>lt;sup>(1)</sup> Consumer & SME according to MIS segmentation

# ESG remains key priority in wholesale funding



- 9 <sup>(2)</sup> Consolidated FX liquidity buffer includes FX reserves under ROM, swaps, money market placements and CBRT eligible unencumbered securities <sup>(3)</sup> USD equivalent of TL 1.4 bn Covered Bond issuances
  - <sup>(4)</sup> Call exercise in year 5 is subject to BRSA approval



## Solid NIM performance indicates beat to FY guidance

- Robust NIM improvement of 293 bps YtD to 6.16% in 1H
  - Benign funding costs & ongoing asset repricing
  - Strategically built CPI-linker portfolio

#### Every +1% CPI has c. TL 430 mn NI and +7 bps NIM & +40 bps ROE impact

2022 Oct-Oct CPI linker valuation estimate: 50% in 2Q • c. 185 bps quarterly NIM impact vs 35% estimate in 1Q

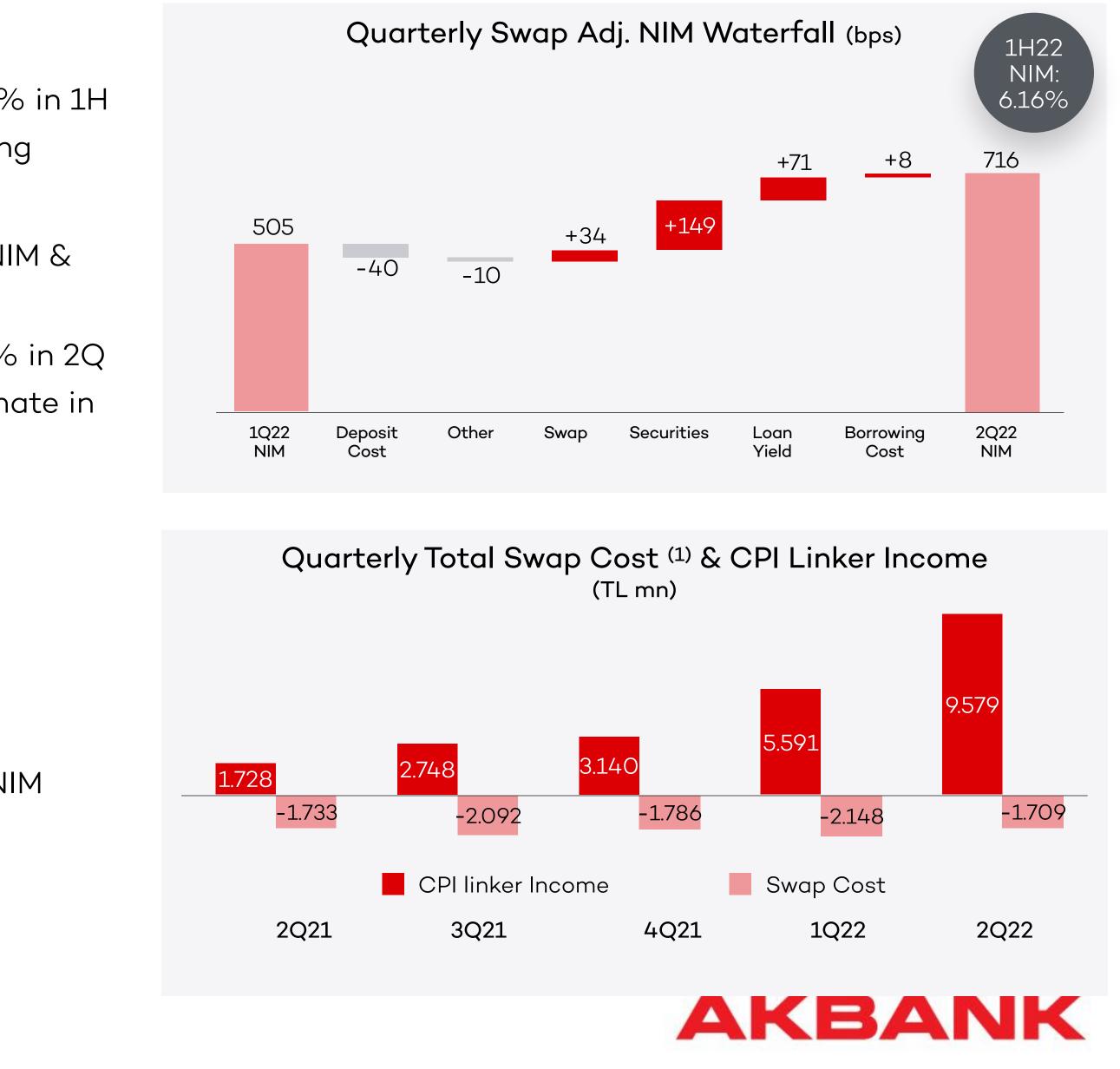
#### NIM (Swap Adj.): ~ 7.0%

- Asset repricing to continue
  - Dynamic maturity mismatch management
  - Growth in high margin segments to support NIM
- Proactive securities management

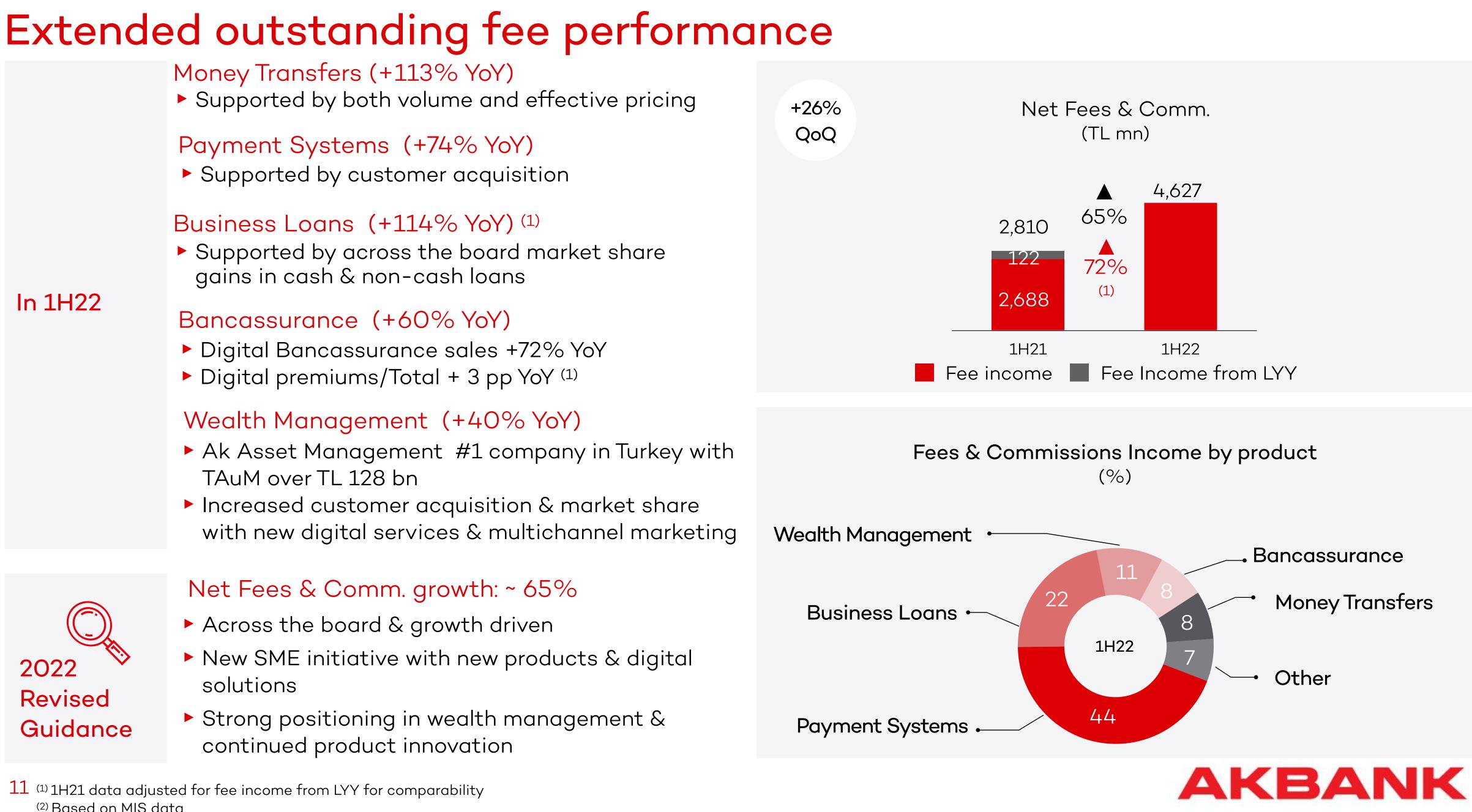
10 <sup>(1)</sup> Includes short and long-term swaps



In 1H22

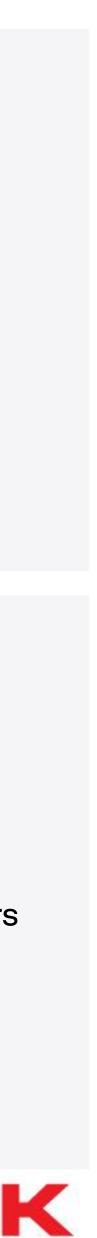




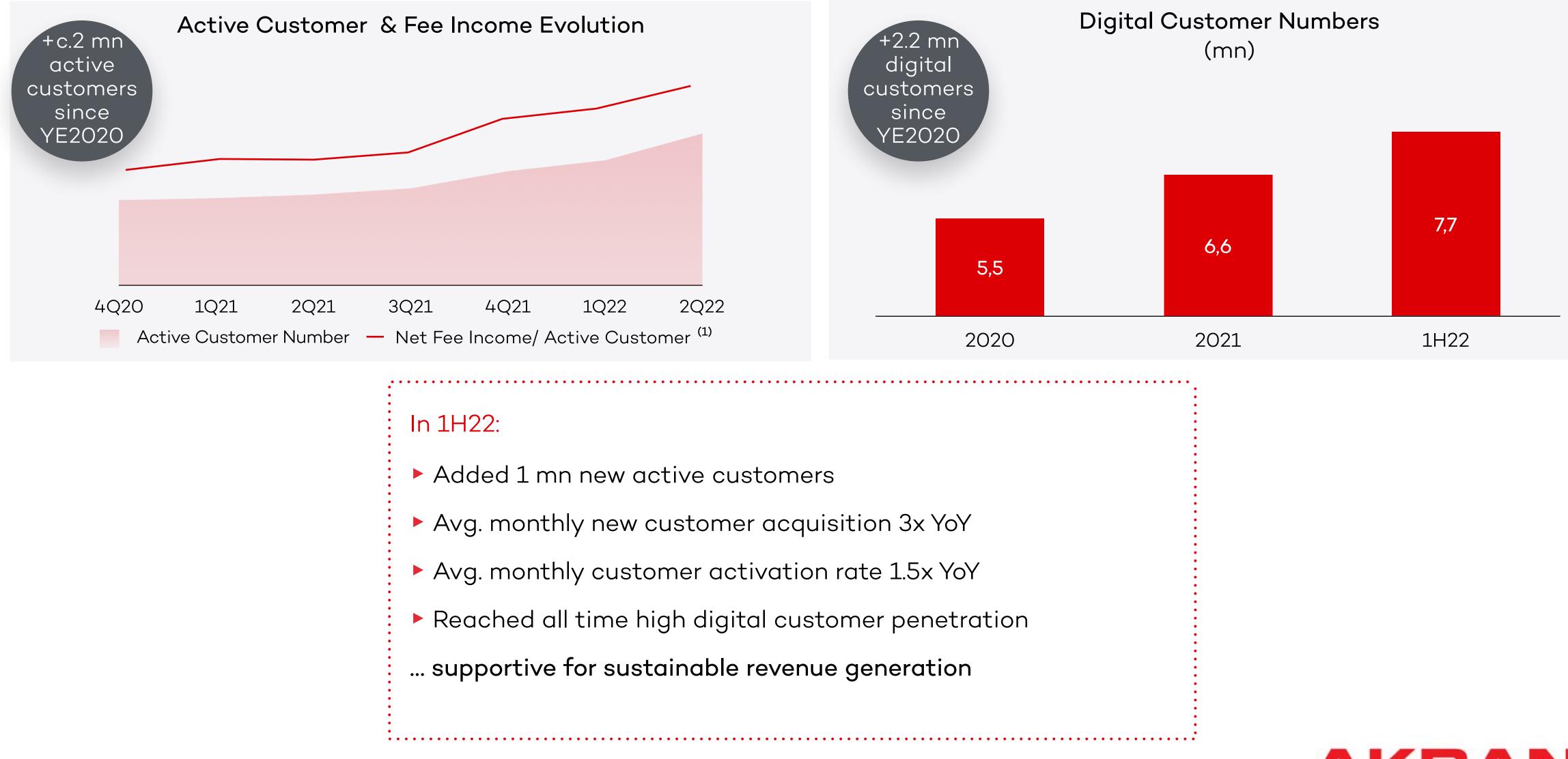




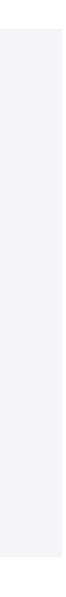
<sup>(2)</sup> Based on MIS data



## All time high quarterly customer acquisition









# Enhancing bottom-line impact through digital transformation

#### DIGITAL ONBOARDING

### ~ 1/2

New to Bank Customer Acquisition via DoB (1)

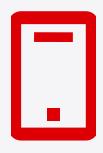
#### +1 mn

Customer acquisition via DoB<sup>(2)</sup>

- Mobile penetration: +17 pp higher <sup>(1)</sup>
- Boosting customer acquisition through new offerings
- ~ 2X higher monthly average new customer acquisition in 2022 vs 2021
- ▶ 1/3 of NTB customers refer Akbank to their friends & relatives <sup>(1)</sup>

#### CUSTOMER INTERACTION

### 7.7 mn



Active Digital Customers

+45%

Monthly app login <sup>(3)</sup>

#### +36%

*#* of mobile customers conducting financial transactions <sup>(3)</sup>

13 (1) In 2Q22

<sup>(2)</sup> Since May 1st, 2021. New customer acquisition and dormant customer activations

<sup>(3)</sup> YoY

#### FINANCIAL ENGAGEMENT

#### PERFORMANCE

#### +39%



# of financial transactions through mobile <sup>(3)</sup>

► +34% Payments <sup>(3)</sup>

► +63% Money transfers <sup>(3)</sup>

### +1pp

Share of mobile in financial transactions (3)

- +4pp share in payments <sup>(3)</sup>
- +3pp share in money transfers <sup>(3)</sup>

### **2**x



Digital customer x-sell compared to non-digital

### 83%

GPLs sold through digital channels

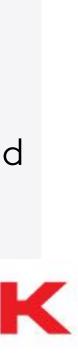
#### 53%

Credit cards sold through digital channels

#### 58%

Bancassurance products sold through digital channels





### CIR to remain best-in-class underlining stable financial business

CIR eased to historically low level of 18.4% <sup>(1)</sup> thanks to strong revenue growth

#### In 1H22

- Low opex base compared to peers creates significant advantage in current environment
- Cost discipline to remain in focus during inflationary environment

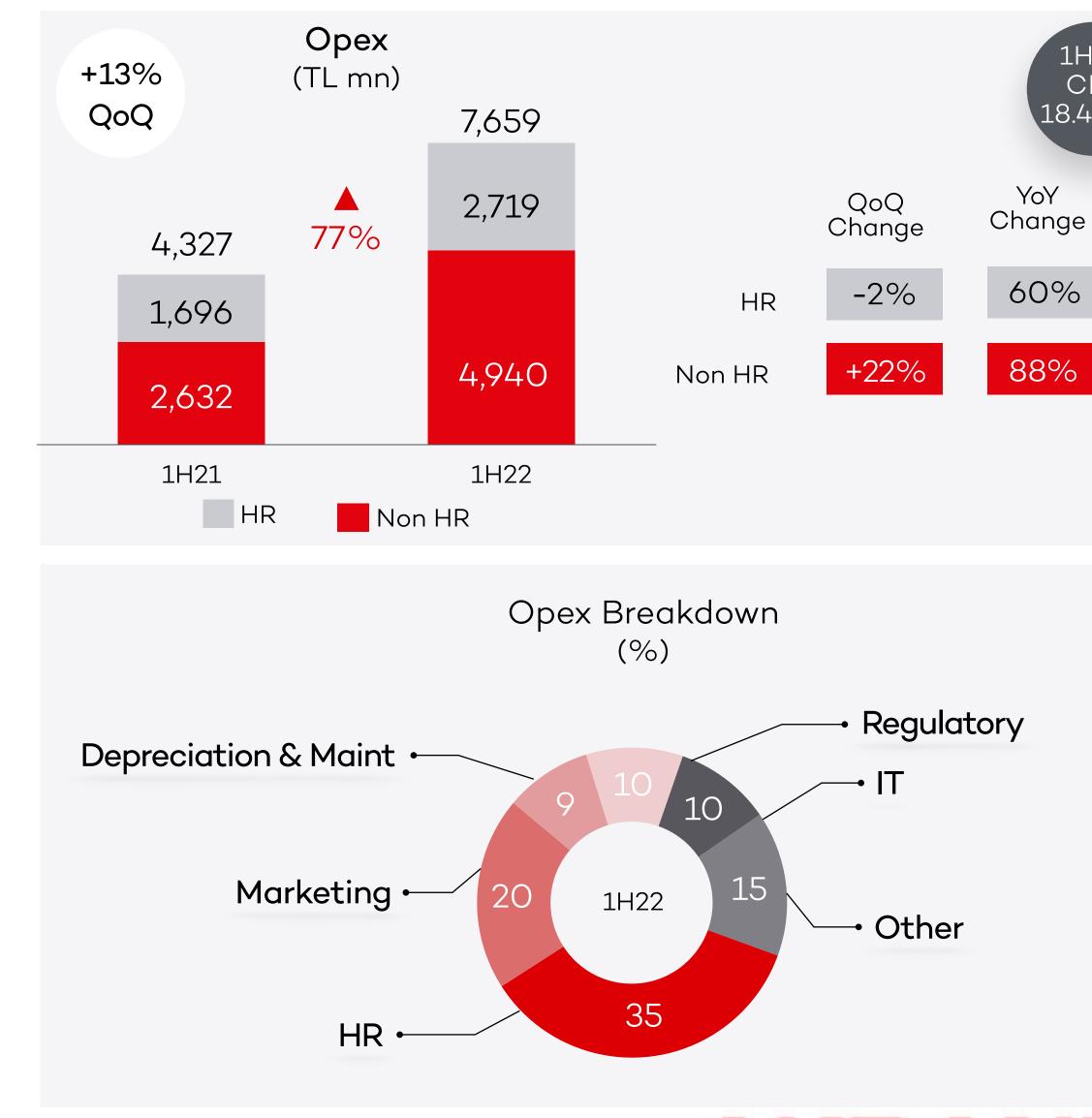
#### Opex Growth: Avg. CPI

Low Opex base provides significant flexibility



CIR: < 25%

Improving trend in CIR with solid revenue contribution from all business lines





# Healthy loan portfolio composition

- Asset quality performance remains sound as guided
- Strong repayment performance & no net inflow into Stage 2 excluding currency impact, for which provisions are hedged
- Broad- based solid collection performance continues

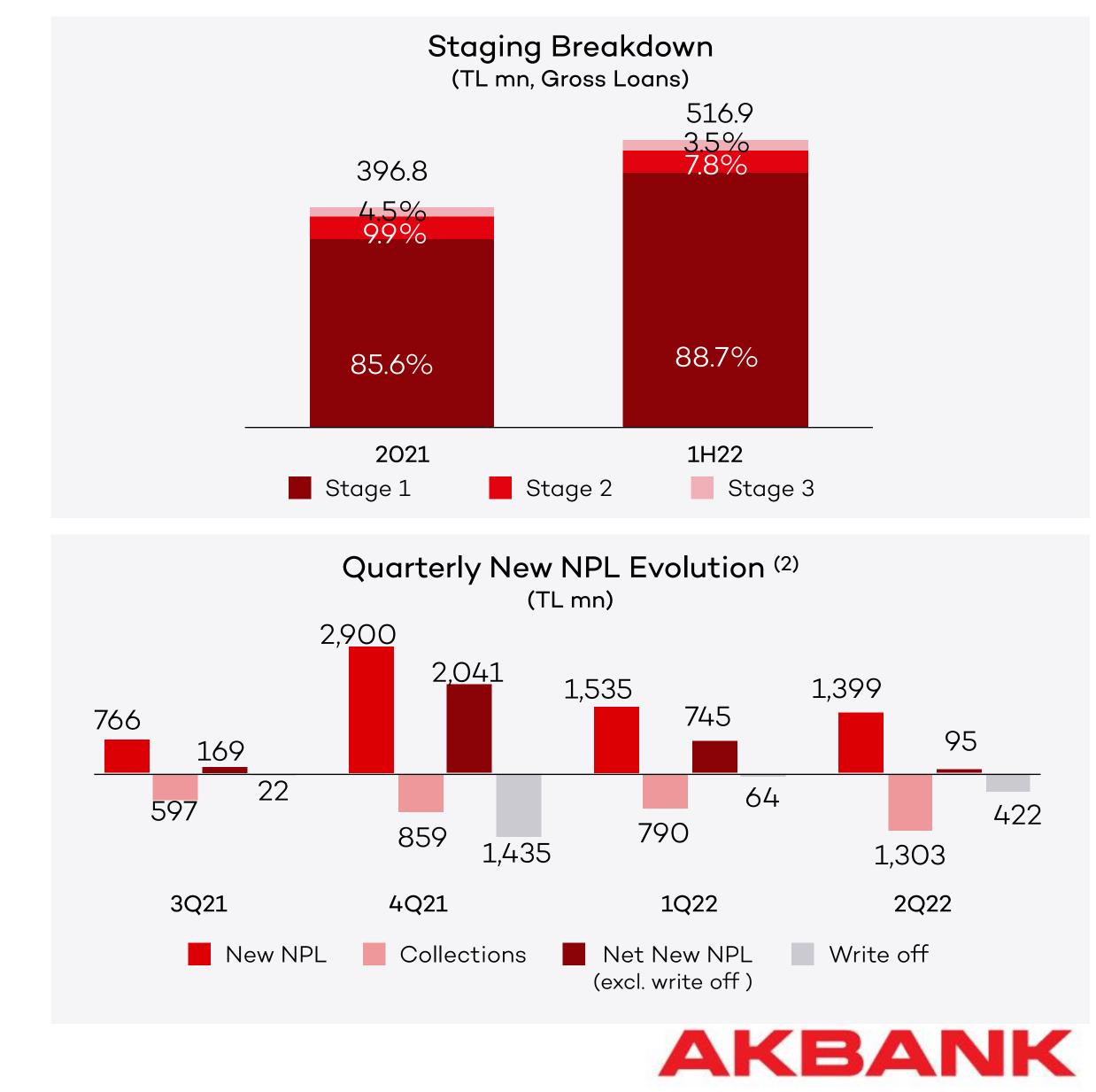
#### 2022 FY NPL ratio: <4% <sup>(1)</sup>



- We do not expect a material increase in NPL inflow
- Collection performance expected to remain robust

1H22 NPL ratios by segment: Business 3.6%, Consumer: 2.8%, Credit Cards: 3.7%
 (1) Including potential write-off & NPL sales
 (2) Bank-only

#### In 1H22



### CoC evolution demonstrates long-term proactive risk management

- CoC performance underlines proactive provisioning & healthy portfolio composition
  - Positive impact coming from improved collateral values & ongoing strong collections
  - 20 bps impact in CoC due to model recalibration
- Maintained solid coverage ratios with further provision build
- FX provisions are hedged

#### 2022 CoC (excl. Currency): ~ 100 bps

- Significant provision build & solid collateral values to limit additional provision need
- No change expected in coverages

<sup>(1)</sup> Adjusted for TL 1.4 bn write-off in 4Q21 Stage 3 Coverage ratio is 67.9% 16 <sup>(2)</sup> Excluding MtM for LYY & free provisions

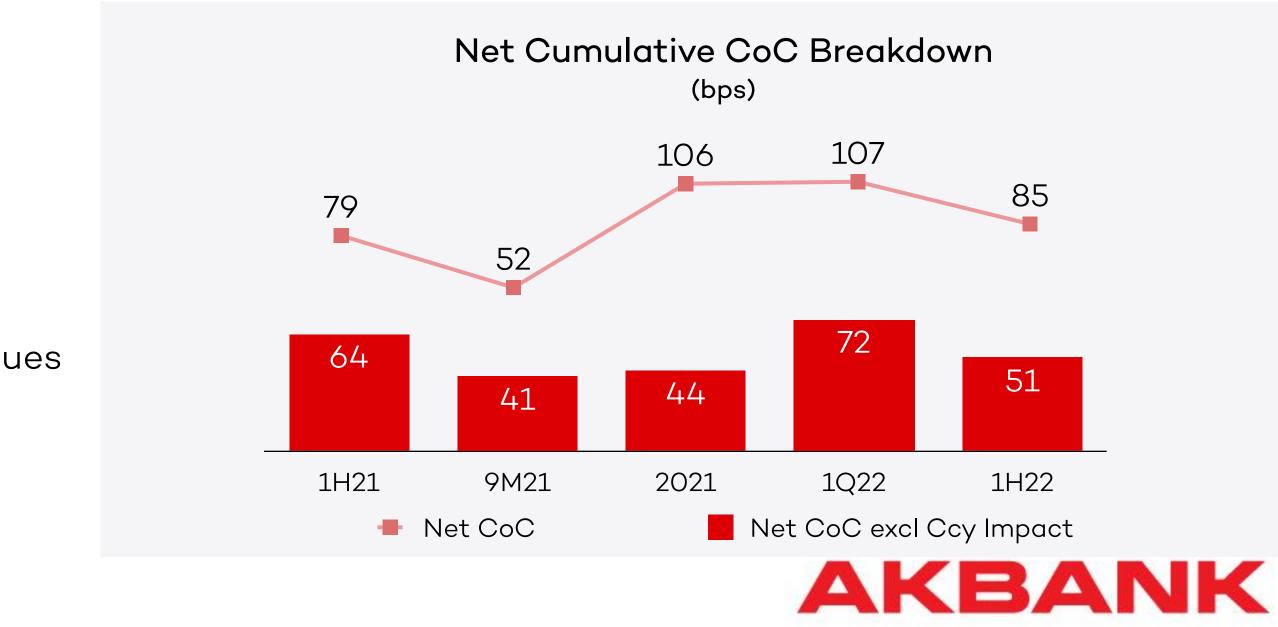
#### In 1H22

2022

Revised

Guidance

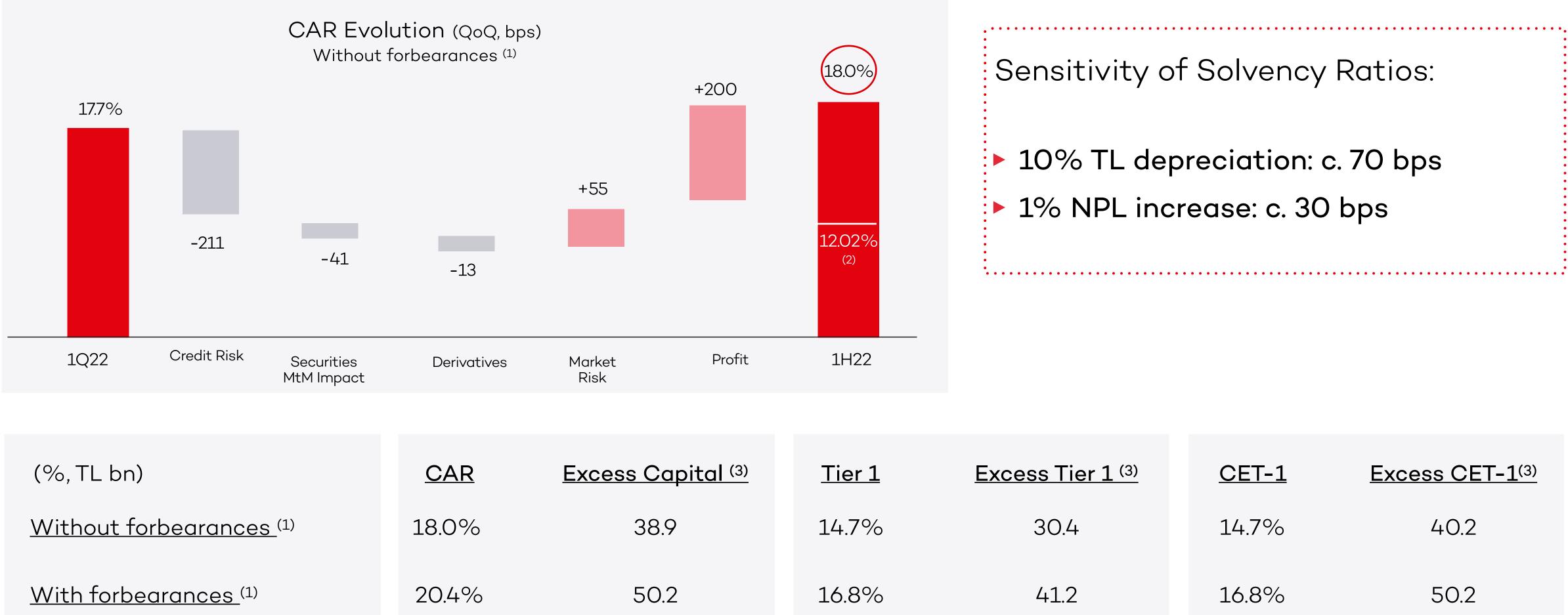
(%)	<u>2021</u>	<u>1H22</u>
Stage 1 Coverage	0.5	0.5
Stage 2 Coverage	14.0	15.5
Stage 3 Coverage <sup>(1)</sup>	65.3	68.2
Free Provisions	TL 1,400 mn	TL 1,400 mn
Total Provision Build <sup>(2)</sup>	TL 18.7 bn	TL 20.9 bn







# Superior capital buffers provide significant competitive advantage to unlock franchise power



- (1) Fixing MtM losses of securities & FX rate for RWA calculation to YE FX rate in 2021
- Min Basel III required: Including buffers (Capital Conservation Buffer: 2.50%, D-SIB Buffer: 1.50%, (2) Countercyclical Capital Buffer: 0.02%)
- 17 Basel III min. requirements: CAR: 12.02%, Tier-1: 10.02%, CET-1 8.52% (3)

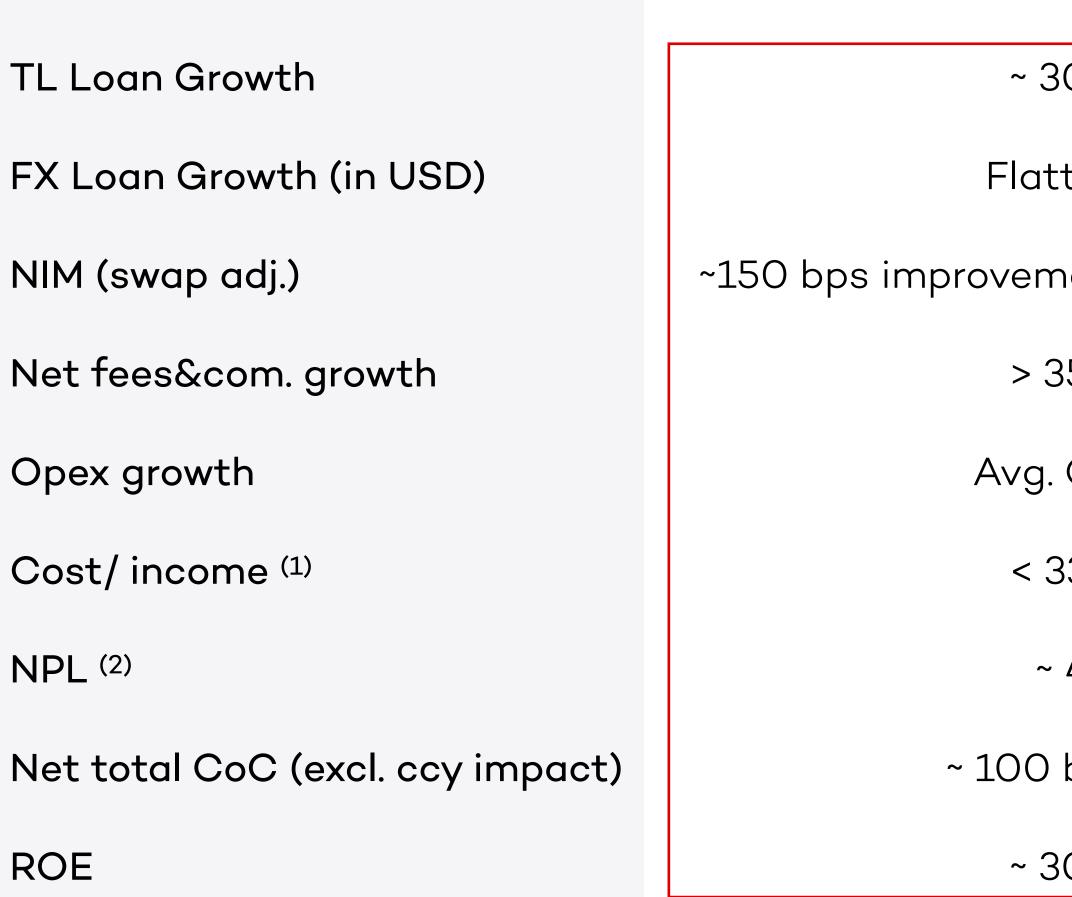
(3)	<u>Tier 1</u>	Excess Tier 1 (3)	<u>CET-1</u>	Excess CET-1
	14.7%	30.4	14.7%	40.2
	16.8%	41.2	16.8%	50.2





### 2022 Revised Outlook: Financial strength & operational resilience remains intact

Previous 2022B



18 <sup>(1)</sup> CIR calculation excludes FX gain from hedge position related with stage 1&2 provisions and LYY exposure <sup>(2)</sup> Including potential write-off & NPL sales

	Revised 2022B	1H22
30%	> 50%	39.4%
tish	Shrinkage	-4.3%
nent	~ 7.0%	6.2%
35%	~ 65%	64.7%
CPI	Avg. CPI	77.0%
33%	< 25%	18.4%
4%	< 4%	3.5%
bps	~ 100 bps	51 bps
30%	~ 50%	47.1%



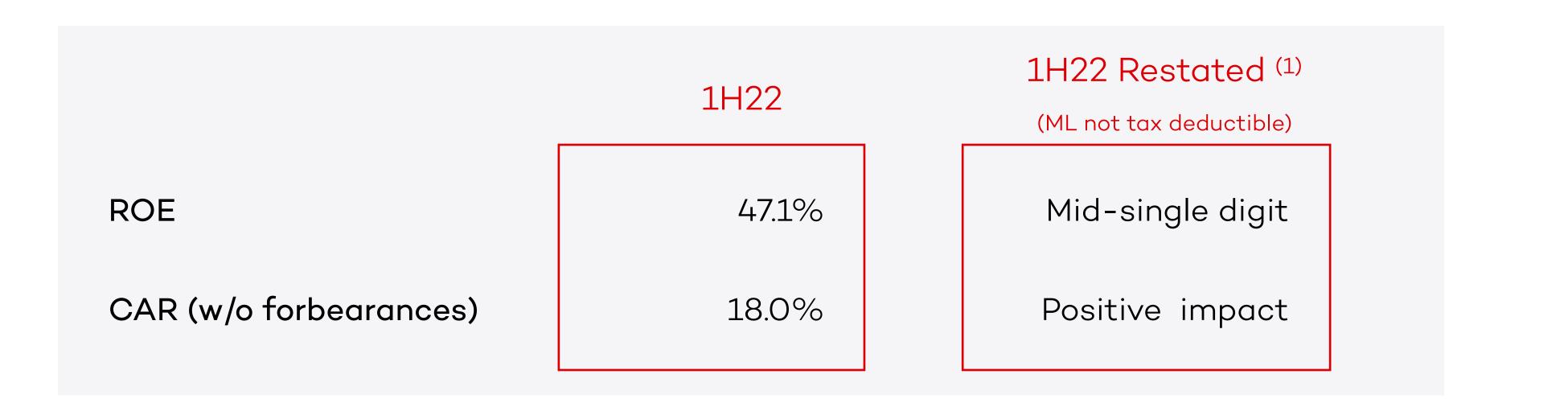


# Inflation accounting key highlights

Non-monetary items are restated by applying change in CPI index since acquisition date & balance sheet date

- Restatement of Non-monetary assets (e.g. Fixed Assets, Intangibles) Monetary Gain (MG)
- Restatement of Non-monetary liabilities (e.g. Paid in Capital, Retained Earnings) P Monetary Loss (ML)
- MG- ML = Net Monetary Gain/ (Loss)

Monetary items (Cash, Securities, Loans, Other Receivables, Deposits, Financial Liabilities, Other Liabilities) are not restated as they are already at the measuring unit at balance sheet date







# Sustainable finance for green & inclusive transformation

On track for long-term goals in sustainable finance

- Provided TL 13 bn in sustainable finance <sup>(1)</sup>
- Completed ESG training of all corporate & commercial branch employees
- Total ESG-themed funds AuM at TL 2.6 bn, with close to 55K investors

#### Pioneered ESG-linked funding transactions, over USD 810 mn

- ESG-linked syndicated loan with roll-over over 100%, criteria linked to environmentally-friendly credit cards use and renewable energy purchase
  - 2021 Allocation Report published

#### Recognized for leadership by Global Finance

- Received 3 awards, including "Leader in Sustainable Finance" in Turkey
- More innovative solutions in lending & investment products

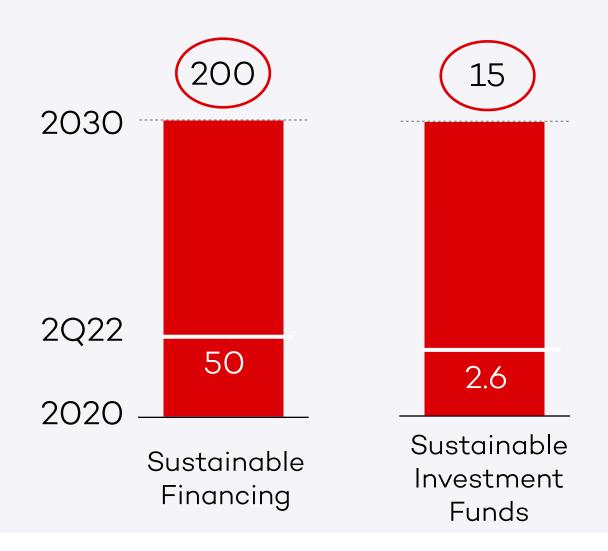


- Further enhance sustainable Finance Framework
- Continue to focus on ESG-linked funding
- Publish Responsible Investment Policy
- <sup>(1)</sup> Based on bank-only MIS data, includes: Granted SME loans (assessed through ESMS) & renewable loans, other green and social loans in line with Sustainable Framework, and ESG-type Eurobond & syndicated loan purchases <sup>(2)</sup> Ak Asset Management



1H22

#### Progress on Sustainable Finance Targets (TL bn)











### Innovative products & services to enhance businesses and financial health

#### Empowered SMEs with financial support

- Over TL 500 mn provided to women-owned SMEs with EBRD cooperation
- New partnerships with e-commerce giants Hepsiburada, Çiçeksepeti

#### Extended non-financial support for SMEs

- 2022
- E-SME Program for women entrepreneurs with TOBB and Akbank Transformation Academy

#### Helped youth in achieving financial health through digitalization

30% increase in active FAV users



1H22

- Launched first of its kind, comprehensive SME Movement Package in Turkey, empowering SMEs through digital solutions
- Akbank Transformation Academy to offer seminars, customized training programs, networking opportunities and collaborations for SMEs, to support their digital & green transformation

21

Launched "SME Eco-transformation Package": 1st comprehensive sustainability package in Turkey for SMEs

"Green transformation" themed seminars with UNDP and industry organizations Turkonfed & KAS to continue in

Collaboration with Frankfurt School and EBRD for woman-owned SMEs, with mentorship and thematic workshop









### Empowering our people and communities

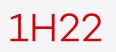
Further strengthened Diversity & Inclusion

- Strong gender balance: ~ 50% of CEO's direct reports women
- Zero Tolerance to Violence Guide published
- Expanded paid parental leave to 10 days for men
- Entered Bloomberg Gender Equality Index for 2nd time Akbank Youth Academy upskilled our youth for the job market
- Reached 11K young people, partnerships with Microsoft, Pearson & UPSchool

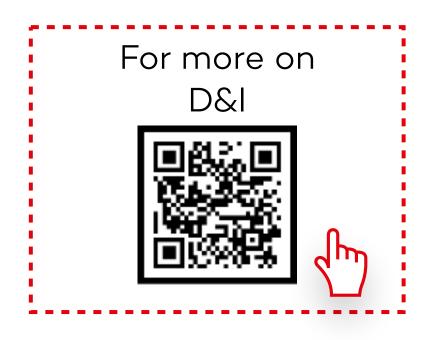
Enacted impact-driven projects for our communities

- Endeavor Boost the Future Accelerator Program
- Social Impact Assessment completed for Akbank Youth Academy & Good State of the City
- - Flagship projects include "Strong Women in Technology" and "Accessible Akbank"
- Publish first impact report on community investments
- Launch digital platform for Akbank volunteers





Continue efforts for a more diverse & inclusive workplace, with focus on women, youth, vulnerable groups







### Advance efforts to mitigate environmental footprint & manage climate risk

Net Zero Commitment by 2050

E&S Risk Framework & Procedures updated in line with best practices, needs of stakeholders

Enhanced Environmental & Social Policies to mitigate portfolio exposure

TCFD-aligned sectoral heat map physical & transition risks completed

- On track to become carbon-neutral in operational emissions by 2025 80% of the bank's electricity sourced from renewable resources
- **Environmental Policy published**
- Sun panels installed at Data & Living Center, supplying 5% of electricity use ISO 50001 (Energy Management) & 14001 (Environmental Management) trainings completed in 250 branches in 2022 (c. 300 branches in total)



1H22

- Further integration of climate risks & opportunities to minimize portfolio exposure
- Expand ISO 50001 & 14000 certificates to include to more branches







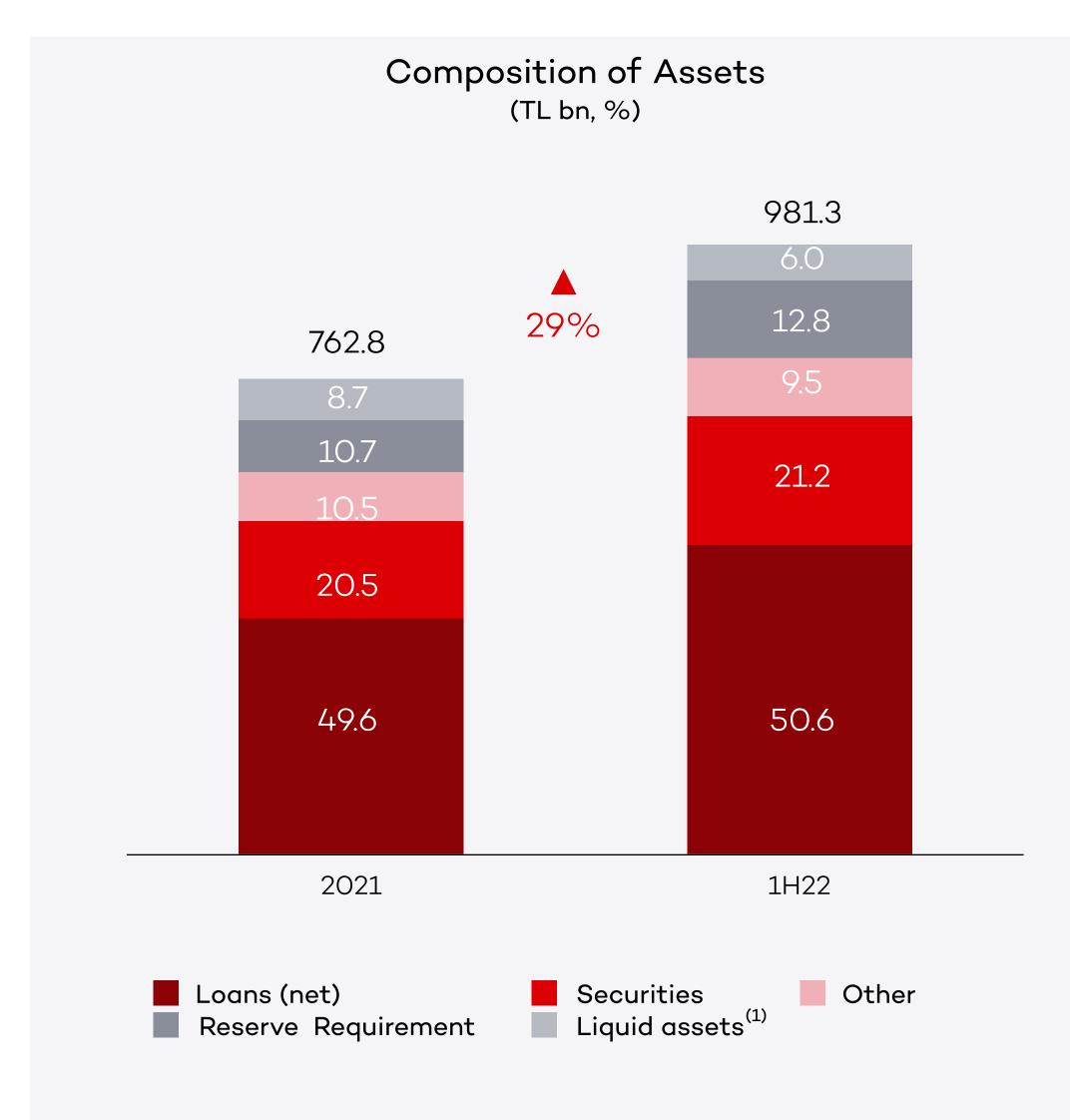


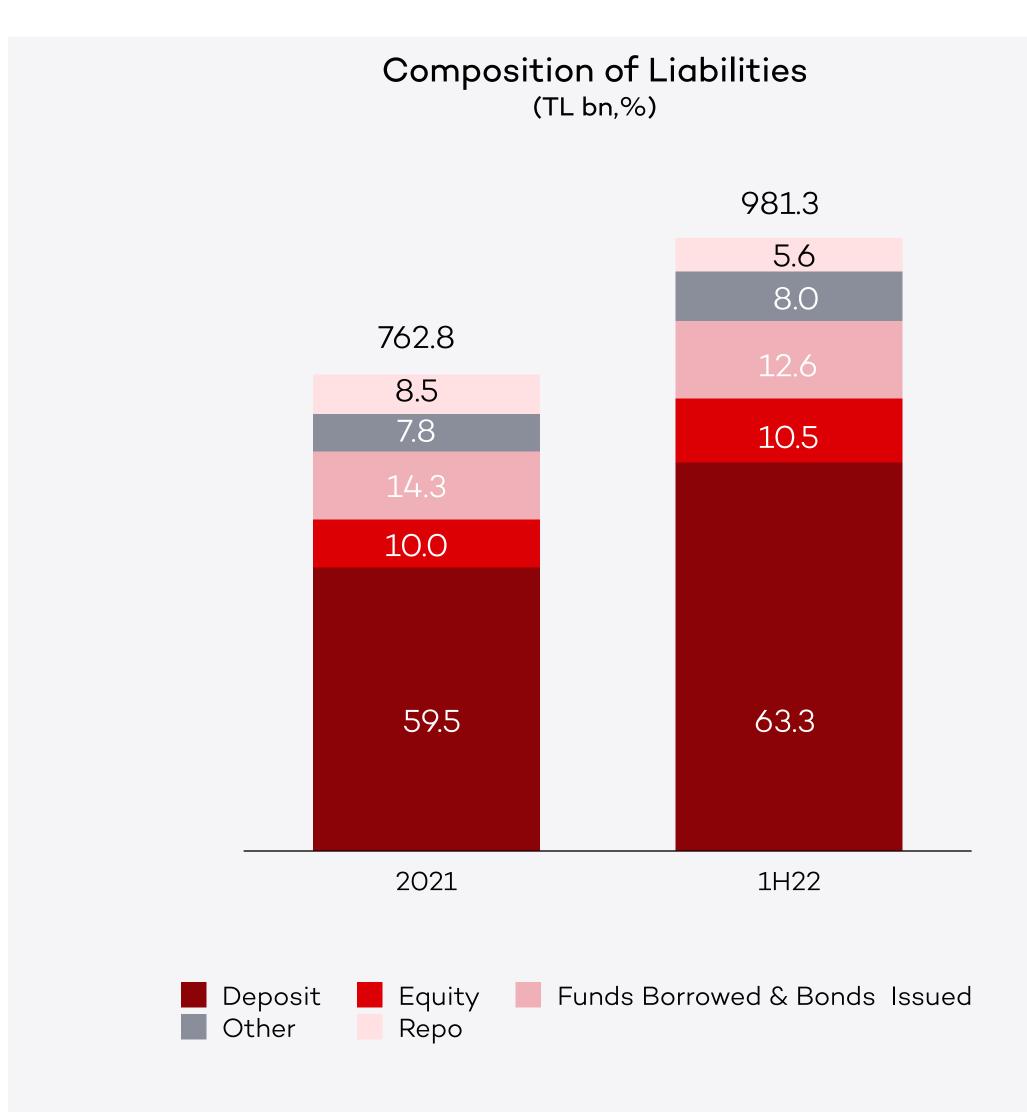






### Balanced asset allocation drives sustainable long-term shareholder value



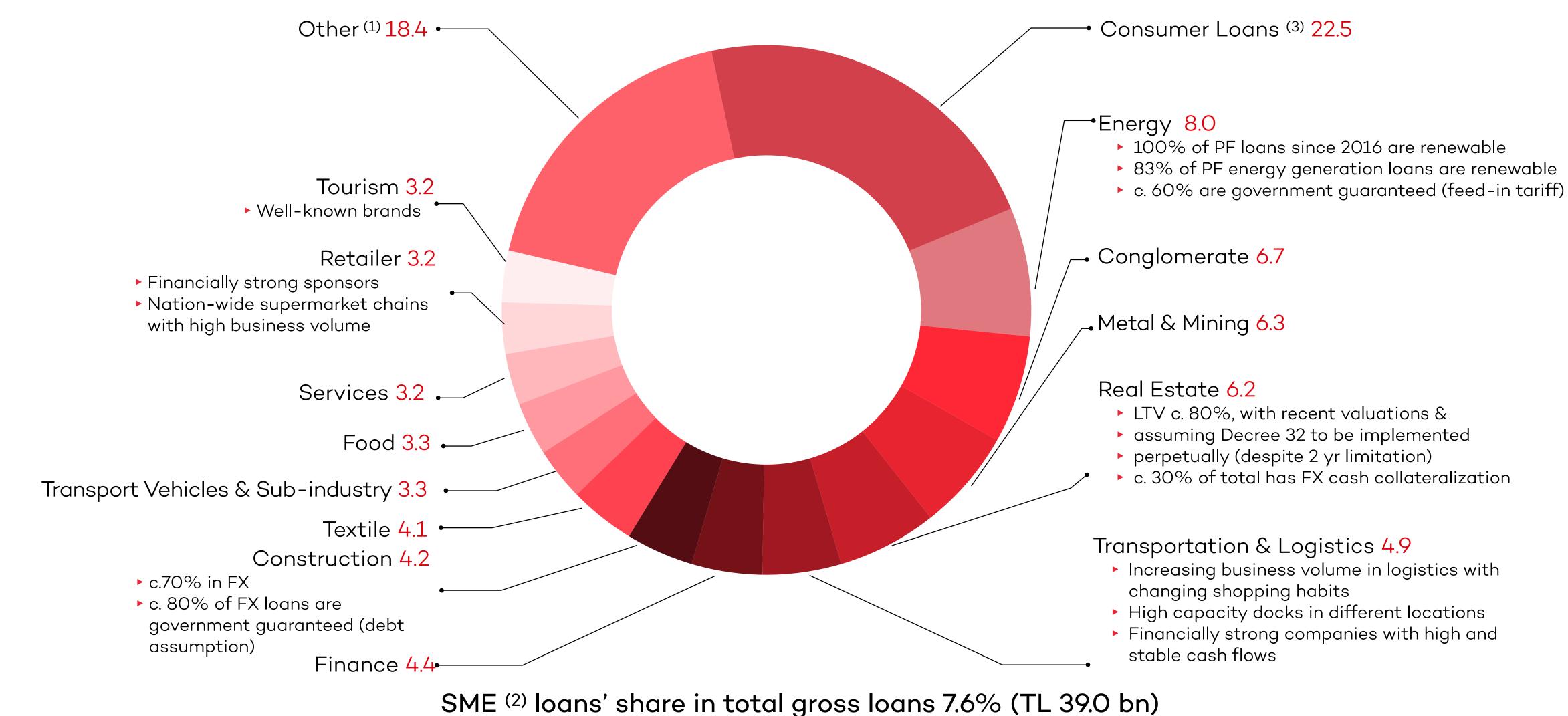








### **Gross Loan Sector Breakdown**



Consists of consolidated performing and non-performing cash loans & excludes leasing receivables <sup>(1)</sup> Loan concentration below 2%

- <sup>(2)</sup> According to MIS segmentation
- <sup>(3)</sup> Including credit cards

26



### Successful Wholesale Borrowings

	Sustainable Tier 2 2Q21	<ul> <li>USD 500 million, 10NC5, priced at 6.80%</li> <li>First benchmark sustainable Tier 2 issuand</li> <li>Intra-day execution with c. 3x oversubscr</li> <li>Book attracted c. USD 1.4 bn demand fro</li> <li>39% of the issuance was allocated to ES</li> </ul>
	Syndicated Loans	<ul> <li>April 2022 Syndicated Loan ~ USD 700 million, 367 days tranche @ Selection 32 banks (3 new) from 15 countries partiele Akbank's first Sofr facility, priced without</li> <li>Akbank's third ESG-linked loan, improving KPI of replacing credit cards with recycle</li> <li>October 2021 Syndicated Loan ~ USD 700</li> <li>USD 460 million, 367 days tranche @ Lible</li> <li>Received USD 900 mn demand from 36</li> <li>Akbank's second ESG-linked loan with partiele</li> </ul>
07	IFI Loans 2H21	<ul> <li>Asian Infrastructure Investment Bank (All         <ul> <li>Covid-19 Crisis Recovery Facility, USD 1</li> <li>First depository bank in the Turkish bank</li> </ul> </li> <li>EBRD         <ul> <li>Turkey Women in Business II ("TurWiB II")</li> <li>Aiming to support financing for women I</li> </ul> </li> <li>IFC         <ul> <li>Refugee Impacted Area Facility, USD 50</li> <li>Supporting MSMEs loggted in 22 pauth of</li> </ul> </li> </ul>
27		Supporting MSMEs located in 22 south c

- (same as the senior eurobond issued in July 2020)
- nce among Turkish deposit banks
- ription
- om more than 150 investors
- SG investors

#### hillion

- Sofr+2.75% & EUR 329.3 million, 367 days tranche @ Euribor+2.10%
- ticipated with final-over ratio at 108% and renewal amount of ~ USD 700 million
- ut a credit adjustment spread
- ing on prior performance criteria of energy sourcing of the Bank and utilizing a new cled PVC credit cards

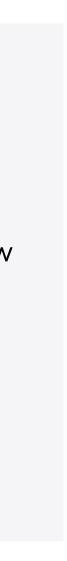
#### 0 million

- ibor+2.15% & EUR 206.8 million, 367 days tranche @ Euribor+1.75%
- banks (7 new) from 20 countries
- performance criteria similar to April'21 facility

#### IIB)

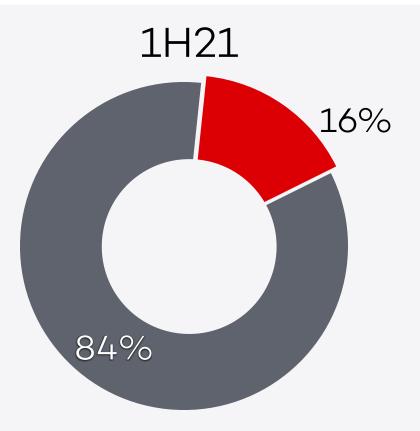
- 100 million, maturity 7 years
- nking sector to receive a loan from AIIB
- "), USD 50 million, maturity 2.5 years
- led SMEs to promote women entrepreneurship in Turkey
- 0 million, maturity 3 year 1 week and southeastern provinces of Turkey



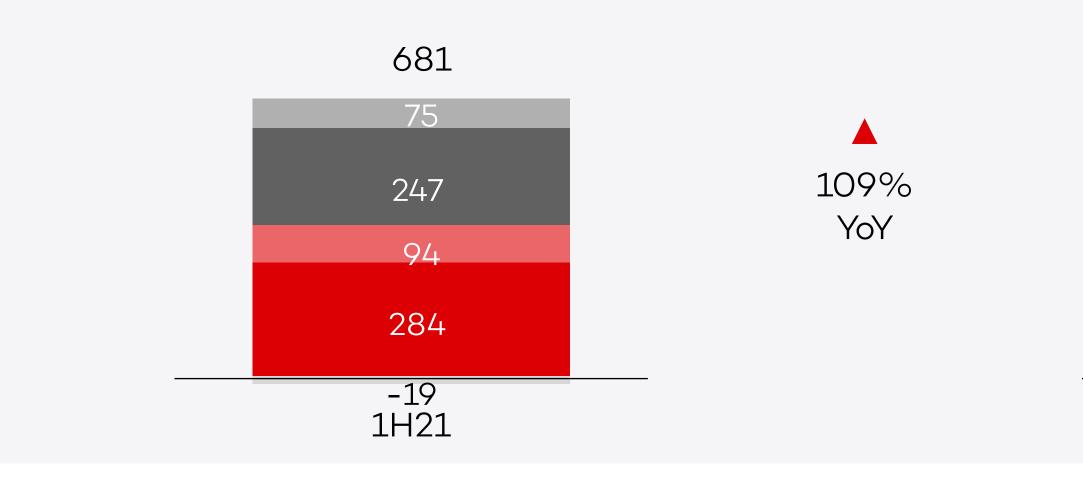


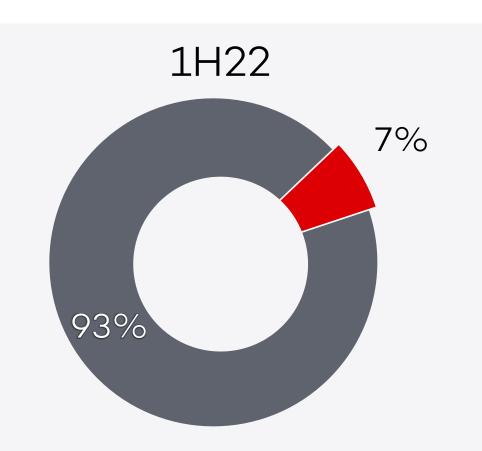


### Subsidiaries' contribution



#### Subsidiaries' Net Income (TL mn)





Bank-only net income • Subsidiaries' Contribution

-37 1H22







### **Snapshot of Results**

Profitability (%) ROE ROE, Quarterly ROA ROA, Quarterly Swap Adj. NIM Swap Adj. NIM, Quarterly CIR <sup>(1)</sup> CIR, Quarterly	1Q21 12.9 12.9 1.6 1.6 2.48 2.48 40.0 40.0	1H21 12.8 12.9 1.6 1.6 2.71 2.92 39.8 39.6	2021 17.9 26.2 2.1 2.8 3.23 4.04 34.8 29.6	1Q22 38.6 38.6 4.0 4.0 5.05 5.05 5.05 23.5 23.5	1H22 47.1 54.2 4.9 5.7 6.16 7.16 18.4 16.4
(%) Total LDR <sup>(2)</sup> TL <sup>(2)</sup> FX Leverage (x)	95 147 51 8.2	94 147 49 8.0	86 142 47 10.0	<b>88</b> 133 53 <b>9.4</b>	80 122 47 <b>9.6</b>
Asset Quality (%) NPL Ratio Stage 3 Coverage Stage 2/ Total Gross Loans Stage 2 Coverage Net CoC Net CoC, Quarterly Net CoC (excl. Currency), Quarterly	5.8 63.7 9.5 16.8 1.01 1.01 0.92 0.92	5.5 65.2 11.1 16.1 0.79 0.59 0.64 0.37	4.5 65.3 9.9 14.0 1.06 2.46 0.44 0.53	4.0 65.7 8.7 14.3 1.07 1.07 0.72 0.72	3.5 68.2 7.8 15.5 0.85 0.65 0.51 0.32
Solvency <sup>(3)</sup> (%) CAR CET-1 Tier-1	18.5 15.5 15.5	20.0 16.0 16.0	17.2 12.9 12.9	17.7 14.4 14.4	18.0 14.7 14.7

<sup>(1)</sup> CIR calculation excludes FX gain from hedge position related with stage 1&2 provisions and LYY exposure
 <sup>(2)</sup> Bank-only, TL LDR includes domestic TL bond issuances and merchant payables
 <sup>(3)</sup> w/o forbearances: Fixing MtM losses of securities & FX rate for RWA calculation to average last 12 month FX rate for 1Q21 & 2021; for 1Q22 Fixing MtM losses of securities & FX rate for RWA calculation to average FX rate in 2021; fixing FX rate for RWA calculation to average last 12 month FX rate for RWA calculation to average last 12 month FX rate for 1H22; for 1H22 Fixing MtM losses of securities & FX rate for RWA calculation to Average FX rate for RWA calculation to Average last 12 month FX rate for 1H22; for 1H22 Fixing MtM losses of securities & FX rate for RWA calculation to YE FX rate in 2021

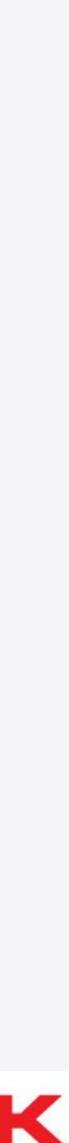




### **Balance Sheet Highlights**

	2021	1H22	YtD (%)
Consolidated (TL mn)			
Cash and due from Banks	148,206	183,821	24
Securities	156,363	207,955	33
TL	80,501	111,078	38
FX (USD)	5,692	5,814	2
Loans (net)	378,053	496,053	31
TL	221,504	308,686	39
FX (USD)	11,745	11,246	(4)
Other	80,176	93, 472	17
Total Assets	762,798	981,302	29
Deposits	453,551	621, 525	37
TL	151,449	250,529	65
FX (USD)	22,665	22,267	(2)
Funds Borrowed and Bonds Issued	108,982	123,940	14
Repo	64,637	54,594	(16)
Other	59,669	78,510	32
Equity	75,959	102,733	35
Total Liabilities and S/H Equity	762,798	981,302	29





### Income Statement Highlights

Consolidated (TL mn)	1Q22
Net Interest Income incl. swap cost	9,411
NII	11,559
o/w CPI-linker income	5,591
Swap Cost	(2,148)
Fees and Commissions (Net)	2,048
Net Trading Gain (Loss)	5,712
LYY hedge gain/ (loss)	1,627
ECL hedge gain/ (loss)	366
Other	3,720
Other Income	276
Operating Expense	(3,600)
Pre- Provision Income	13,846
Provision for Loan Losses, net of collections	(1,123)
Stage 1+2 (net)	(265)
Stage 3	(1,153)
Stage 3 Recoveries	661
Currency Impact (fully hedged)	(366)
Other Provisions	(2,059)
LYY MtM gain/ (loss)	(1,518)
Free Provisions	-
Other	(541)
Income Before Tax	10,664
Tax	(2,615)
Net Income	8,049

2Q22	QoQ(%)	1H21	1H22	YoY(%)
15,038	60	6,476	24,449	278
16,747	45	9,530	28,306	197
9,579	71	2,816	15,170	439
(1,709)	(20)	(3,054)	(3,857)	26
2,579	26	2,810	4,627	65
7,149	25	3,199	12,862	302
1,835	13	1,541	3,462	125
394	8	216	760	252
4,920	32	1,443	8,640	499
349	27	326	625	92
(4,058)	13	(4,327)	(7,659)	77
21,058	52	8,484	34,904	311
(780)	(31)	(1,123)	(1,903)	69
(391)	47	(700)	(656)	(6)
(824)	(29)	(1,138)	(1,977)	74
829	25	930	1,490	60
(394)	8	(216)	(760)	252
(2,328)	13	(1,761)	(4,387)	149
(1,946)	28	(1,751)	(3,464)	98
-	-	-	-	-
(382)	(29)	(10)	(923)	-
17,950	68	5,600	28,615	411
(4,843)	85	(1,466)	(7,458)	409
13,107	63	4,134	21,157	412





### Initiatives & indices











finance initiative





















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