



TEB's assets reach TL 149.7 billion

TEB supports economic activity with TL 89.5 billion in lendings during the year's third quarter

Türk Ekonomi Bankası (TEB) has announced its Q3 2021 financial results. Loans, the most important indicator of TEB's support both for its customers and for the national economy, made up 60% of the bank's total assets in the third quarter.

Conducting its operations in line with its goal of fulfilling its responsibilities towards all of its stakeholders, in keeping with its "Good and Exemplary Bank" attitude Türk Ekonomi Bankası (TEB) continues to engage in efforts which create added value for stakeholders and which have a positive impact on society while also contributing to the national economy and supporting sustainable growth.

According to the bank's Q3 2021 financial results, as of 30 September 2021 TEB's total assets were worth TL 149.7 billion while its net profit weighed in at TL 1,043.8 million. Loans, the most important indicator of TEB's support both for its customers and for the national economy, made up 60% of the bank's total assets in the third quarter.

Giving importance to risk management and asset quality as it always does, TEB's total lendings reached TL 89.5 billion in Q3 2021 while the bank's total deposits amounted to TL 102.1 billion in value. Continuing to register solid growth with a strong capital structure while sustainably maintaining its profitability during the first nine months of the year, TEB's shareholders' equity was TL 12.7 billion as of 30 September 2021 while the bank's 17.01% capital adequacy ratio was well above the targeted 12% figure.

In the third quarter TEB signed a new cooperation agreement worth USD 50 million with the European Bank for Reconstruction and Development (EBRD) This agreement is intended to ensure the continuity of foreign trade while also continuing to provide for the needs of firms in the conduct of their foreign trade operations.

Known for supplying depositors and savers with alternative products, TEB supports its customers in their efforts to save while also promoting saving habits with its Marifetli Hesap, an account which earns interest on a daily basis and which thus provides the flexibility of making deposits and withdrawals at any time. With the addition of newly opened accounts, the total volume of TEB's Marifetli Hesap increased by 32% in the first nine months of 2021.

The growth in TEB's consumer loans also continued in the third quarter of the year. Offering its customers with alternative repayment plans along with three-month deferrals, TEB has realized most of these solutions through its digital channels. During this period, TEB extended 85% of its consumer loans through digital channels.

To help support businesses in areas suffering from disastrous forest fires and floods, in the third quarter of the year TEB granted three-month interest-free deferrals on such customers' installment current commercial loan, KMH (overdraft account), and credit card repayments. In addition, TEB also takes part in the Small and Medium Enterprises Development Organization (KOSGEB)

Emergency Support Loan Program, in which banks supply the principal and KOSGEB covers the interest on loans. Within the program, companies demonstrating that they have been affected by forest fires or floods are given access to up to TL 250 thousand in credit with an initial grace period of 12 months and 36-month repayment terms in equal quarterly installments.

Since the introduction of “Remote Customer Acquisition” procedures at the beginning of May this year, one out of three of TEB’s newly-acquired customers have been signed up within a matter of minutes by means of video calls through the bank’s CEPTETEB mobile app. The number of TEB customers making active use of the bank’s digital banking channels surpassed 2 million in the third quarter of 2021 while the number of customers making use only of its mobile banking channel increased by 23% as compared to the same period of the previous year.

Making another addition to the lineup of innovative products that are made available to TEB’s private banking customers, TEB Private Banking introduced TEB Private Infinite Card Limited Edition, a new and distinctive credit card equipped with a variety of select domestic and international features. Black in design and fashioned from metal, TEB Private Infinite Card Limited Edition is also distinguished by the opportunities that it provides its users with. The exclusive practices and successful services provided by TEB Private Banking to its customers have made it the recipient of numerous awards and recognitions from various organizations in the business of international finance. TEB Private Banking once again earned the “Best Private Banking” accolade in Global Finance magazine’s 2021 series of Private Banking Awards.

TEB received awards in three different categories as “Best Call Center”, “Best Use of Technology”, and “Best Customer Experience” at the Contact Center World 2021 Awards organized by Contact Center World, a global association with more than 200,000 members worldwide in the field of contact center and customer engagement best practices. The customer experience-enhancing voice guidance, enhanced self-service functions, and speech recognition and analysis features of the TEB Call Center have earned the bank many awards. A recent addition to the roster of awards is a gold medal in the “Best Use of Technology” category for the Call Center’s TELEPATİ chatbot. TELEPATİ is a personal banking assistant equipped with an identity-verification capability that makes it possible for customers to take care of a great deal of their banking business quickly and conveniently.

During the third quarter of 2021 TEB once again continued to support production and employment in Turkey by standing by the small and medium-sized businesses (SME) that are the engines of the country’s economy. Following the relaxation of full lockdown rules, TEB offered customers loans on up to 36-month terms with an initial three-month grace period to help them meet their financial needs. The bank also provided a number of products with features specially designed for SME such as “KOBİ Dört Dörtlük” and “KOBİ PRATİK” while also forgoing normal charges on their day-to-day banking transactions.

TEB Startup Business Banking continues to support innovative, value-adding technology companies during their growth stages with both financing support and non-financial services. The number of ventures receiving support through the acceleration programs provided by TİM-TEB Startup Houses in seven cities to address the needs of techs has reached 1,300. TEB has also introduced a roster of fee and charge advantages that makes it possible for techs to take care of their day-to-day banking needs more practicably.

In line with the digital transformation products initiated by Global Trade Solutions in 2021, TEB launched the Export Value Acceptance Certificate (IBKB) that makes it possible for its exporter customers use the service through digital channels. Similarly in line with its goal of providing

products, solutions, and services compatible with its customers' digital transformation processes, TEB launched its Digital Supplier Financing System, which not only offers suppliers a range of cost-effective financing options but also gives buyers the benefit of uninterrupted procurements management. Through its online banking channel, TEB makes it possible for buyers and vendors to select and display invoices and to view credit limits and use with the additional advantage of incorporating such information into their own accounting systems. Among other things, this allows TEB customers to quickly convert their invoice-based future receivables into the cash they need now in order to continue their manufacturing and service-provision activities without interruption. In a recent addition to TEB's online corporate banking services, exporter customers may also issue Export Value Acceptance Certificate (IBKB) through that channel and view those which have already been issued.

TEB Cash Management has introduced a service that enables its corporate customers to make payments through SWIFT SCORE (Standardized Corporate Environment). SWIFT SCORE is a closed messaging system that allows firms to interact with financial institutions and to issue payment orders. TEB customers who are members of this system can issue Turkish lira and FX payment orders using the MT101 or FileAct formats by sending them to a bank from their registered SWIFT address.

Selected Financial Results & Indicators as of 30 September 2021:

Net profit: TL 1,043.8 million	Total deposits: TL 102.1 billion
Total assets: TL 149.7 billion	Total lendings: TL 89.5 billion
Capital adequacy ratio: 17.01%	NPL ratio: 3.27%