

31.12.2020

Dear TurkishBank Members,

Finally we are approaching the end of a socially and economically challenging year.

I will brief you, as is customary, the developments of the Group in 2020 as well as future plans. 2020 can be described as the year where pandemic conditions has inadvertently accelerated our Group Digital transformation Program.

I would like to congratulate and thank all of you who worked very hard under the those difficult conditions.

Although we have spend a good part of our time in trying to preserve our healths as well as of our customers, I beleive we are one of the few organisations to utilize pandemic conditions most efficently.

At first schoked by the annullating interests, in a very short time we did overcome the conditions.'020 was a year where a good time was spent on infrastructure projects thanks to reduced transaction volumes.

I do not want to repeat the projects on the charter for the Group, as I am sure you are closely watching Turkish Times for that.

I hope you had a chance to see on Bloomberg recently my appearance where I was mentioning widely T-Gate our most comprehensive and important project, for those who missed I am sure a copy of the footage will be available on TurkishBank youtube channel, bilingually.

This project that will be "live" beginning 2021 will certainly bring the competitive advantage, under the ever faster changing conditions of the markets, in which we operate.

The existence of many followers are already a strong health sign that we are on the right track. We have widely completed 2021 budgets, they indicate that 2021 will be a year of "leap frogging" for the Group.

We have already witnessed the first signs of this, with some Group member's Q4 2020 results., As usual I can guarantee you that hard work, strict adherence to our visions, missions and values, will certainly lead us to brighter results.

We shall definetly see a faster, a more; agile, participating, sharing, transparent and communicating, Turkish Group in 2021.

I wish all of you and to your loved ones a healthier, happier and peacefull new year.



Hakan Bortecene
Chairman