Review of: "Bank Customer Churn Prediction Using SMOTE: A Comparative Analysis"

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Bank customer churn prediction has always been an important issue that requires in-depth research. The author conducted an interesting study and carried out extensive work. I suggest accepting this manuscript after revision. The modification suggestions are as follows:

1. The novelty of the paper is unclear.
2. The author should emphasize the importance of this research more in the INTRODUCTION. Condense the introduction while highlighting the problem, motivation, and contributions. The introduction does not fully introduce the development of machine learning and deep learning. Must add more recent articles in the introduction.
3. Add more articles in Related Work and summarize them in table form.
4. Fig. 1 is not clearly visualized and lacks explanation.
5. A formal description of new aspects in the solution is needed.
6. Pseudocode for algorithms is missing.
7. Discuss the complexity and efficiency of the proposed solution.
8. The experiments have been carried out with only one dataset. It is necessary to add more datasets to make the experiments more convincing.
9. The authors should explain clearly what the differences are between the prior work and the solution presented in this paper. It is important to better explain the design decisions (e.g., why the solution is designed like that).
10. The author should expand discussions around experimental outcomes.
11. Authors should discuss the future work or research opportunities.