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

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Dear authors, the paper Bank Customer Churn Prediction Using SMOTE: A Comparative Analysis is well written with a good research framework. However, some things should be improved for the research to be credible. Other reviewers gave you useful comments, and here are the things that I consider to be the most important.

1. It is not sufficient to present the approach on one dataset. For the research to be more general, several datasets should be compared.

2. In your research, the main metric is the classification matrix, which you have provided only for the SMOTE dataset. It should be provided for both the original and SMOTE datasets, and I suggest that it be provided in the form of tables. Here, the most important number is the misclassification of the minor class. For better comprehension of the table, I suggest that the numbers are given both as absolute values and as percentages.

3. The conclusion should be extended with more comprehensive elaboration of research limitations and future research directions.