

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

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Potential competing interests: No potential competing interests to declare.

It is not recommended to add an abbreviation in the title; no one will expect the meaning.

Please review your language carefully; for example, "The selective features were evaluated using four (4)."

Figure 1 brings ambiguity to anyone who will read your paper. After applying SMOTE, you mixed its output with the raw data; this means exactly that you have either lost the effect of your method or you have only distorted part of the data.

The details of the specific GA are absent. There is no claim of the type of the fitting function.

The used classification methods are out of date, and there are many, many methods that can easily beat them.

The high value of your measures might be a result of the structure of the data rather than the value of your proposed method.