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

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Potential competing interests: No potential competing interests to declare.

This paper introduces an application of the Synthetic Minority Over Sampling Technique on a bank churn dataset. However, there are areas that could benefit from refinement before the manuscript attains publication readiness. I recommend that the authors meticulously address the following points in their revision:

1. The authors should rewrite the abstract because it does not adequately describe their work.

2. The introduction should be revised to clearly present the main ideas and motivations behind the proposed research. Please ensure that the research question and motivation of the proposed study are clearly stated. It is important to cover the research gap adequately.

3. Provide more explanation for Fig. 1 and clarify the meaning of each diagram.

4. Add a table of used symbols in the paper to improve readability.

5. Expanding the use of various datasets would strengthen your work. This will help demonstrate the versatility and effectiveness of your proposed method.

6. The equation variables must be described in all equations. Also, describe the presence of the equation and its action based on processing the data. Avoid undefined variables in the equations.

7. The authors should analyse how to set the parameters of the proposed methods in the framework. Do they have the “optimal” choice?

8. In the "Experiment" section, it would be good to have more information about how experiments have been conducted. What tools/software have been used?

9. Please provide a more detailed explanation of future work and address the weaknesses of the proposed method. Expanding on these aspects will provide a better understanding of the limitations of the current approach and shed light on potential areas for improvement.

10. The literature citation is not adequate, and the related work should be discussed:

1. Autoencoders and their applications in machine learning: a survey

2. A Deep Semi-Supervised Community Detection Based on Point-Wise Mutual Information