

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

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Potential competing interests: No potential competing interests to declare.

Overall, the article is excellent with a comprehensive discussion. However, I would like to advise the authors that the article would be better if they also discussed and presented the most important features that impact Bank customer churn prediction according to this case study. In addition, sometimes, readers can easily observe the findings results by using a graphic, either a bar chart, a line chart, etc. I would like to suggest the authors provide comparison results with previous studies as presented in Table 6 by using a bar chart.