

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

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Potential competing interests: No potential competing interests to declare.

1. The current title is descriptive but lacks specificity. A more informative title could highlight the key contributions or findings of the research. For example: **"Enhancing Bank Customer Churn Prediction with SMOTE and Feature Selection: A Comparative Analysis of Machine Learning Algorithms"**.
2. The abstract provides a clear overview of the research, outlining the motivation, methodology, and key findings of the study. But it doesn't provide insight into the reasons behind the superior performance of the KNN model, which could enhance the understanding of the research.
3. While the introduction outlines the importance of data mining techniques such as classification and attribute selection, it could benefit from providing more specific details about how these techniques are applied in the context of churn prediction.
4. While citations are essential for supporting claims and providing evidence, the introduction heavily relies on them without integrating the information smoothly into the text.
5. Kindly check the following statement on page 13: "Table 3 presents the performance metrics of different classification models in predicting bank customer churn, focusing on precision, recall, and F1-score, alongside the corresponding training and testing accuracy." It is deemed unnecessary to include detailed methodological reports for each method in the appendix, as they do not significantly contribute to the core findings of the research. Hence, their omission is considered appropriate to maintain the focus and relevance of the study.