

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

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Potential competing interests: No potential competing interests to declare.

Review:

1. The abstract is quite brief; it doesn't give a clear visualization to the reader. Rewrite the abstract in a better way, including a brief introduction about the topic. Elaborate the abstract.
2. Include the keywords after the abstract.
3. The author included 2016 and 2021 articles in the introduction section. Include more recent research articles and elaborate the introduction.
4. Dataset description is not needed.
5. Which technique is used for preprocessing?
6. The data balancing topic is not clear.
7. Reason for choosing the population as "20"?
8. How are these four algorithms combined for classification?
 - a. Random Forest (RF), K-Nearest Neighbor (KNN), AdaBoost, and Artificial Neural Network (ANN).
9. The article still needs a proofreading and correction by a technical expert.
10. Contributions should be stated more concisely and clearly.
11. Discuss more about practical implementation.
12. The author's focus is more on results & discussion and exploratory data analysis rather than implementation.
13. It is better to have figures and tables in the same font, colour, etc.