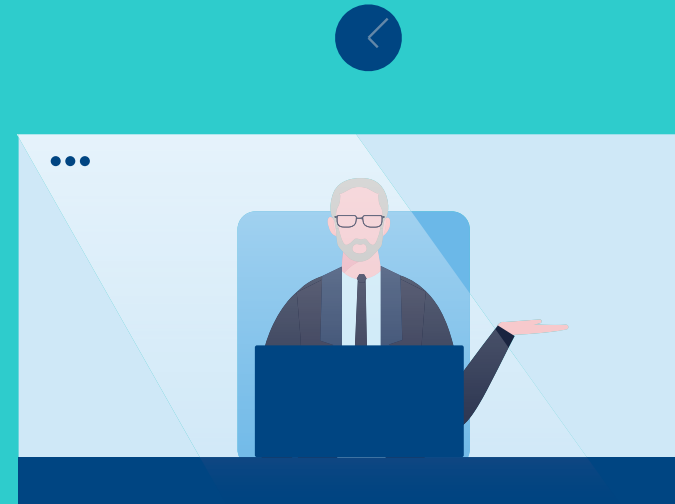


About the Report

09



GRI 101: Foundations 2016, 102-5, 102-45, 102-49, 102-50

The 2020 Annual Report contains the initiatives, activities and results of **Grupo Financiero BBVA Bancomer**, S.A. de C.V. The information reported covers the period between January 1 and December 31, 2020 and includes issues in **economic, social and environmental matters**, aligned with the Group's Responsible Banking strategy. The report is available for consultation on its website.



About the Report



Coverage and Denomination

Unless otherwise stated, the Annual Report covers the following companies that make up Grupo Financiero BBVA Bancomer, S.A. de C.V.:

- BBVA Bancomer, S.A.
- Casa de Bolsa BBVA Bancomer, S.A. de C.V.
- BBVA Bancomer Servicios Administrativos, S.A. de C.V.
- BBVA Bancomer Operadora, S.A. de C.V.
- BBVA Bancomer Gestión, S.A. de C.V.
- Seguros BBVA Bancomer, S.A. de C.V.
- BBVA Bancomer Seguros Salud, S.A. de C.V.
- Pensiones BBVA Bancomer, S.A. de C.V.

For the purpose of this report, Grupo Financiero BBVA Bancomer, S.A. de C.V., will be called Grupo BBVA México and/or the Institution. If the information reported does not correspond to all its affiliates, a clarification will be made about the affiliates to which the information is related. In this report, Grupo BBVA corresponds to the integration of Banco Bilbao Vizcaya Argentaria (BBVA) and all its international acquisitions.

Standards used

GRI 102-46, 102-54

This report has been prepared in accordance with the Comprehensive option of the GRI Standards and under the following reporting principles, both of quality and content:

Quality

- Precision
- Balance
- Quality
- Comparability
- Reliability
- Punctuality

Content

- Inclusion of stakeholders
- Sustainability context
- Materiality
- Completeness



Independent review

GRI 102-56

The Grupo BBVA México's 2020 Annual Report was independently reviewed by the firm KPMG.



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Independent Limited Assurance Report on the Contents of the Standards *Global Reporting Initiative ("GRI")* (Non-Financial Information)

To the Department of Corporate Responsibility and Reputation
Grupo Financiero BBVA Bancomer, S.A. de C.V.:

We were engaged by the Management of Grupo Financiero BBVA Bancomer, S.A. de C.V. (hereinafter "BBVA Bancomer") to report on the Contents of the Global Reporting Initiative ("GRI") (Non-Financial Information), prepared and presented by the Corporate Responsibility and Reputation Department of BBVA included in BBVA Bancomer 2020 Annual Report for the period from January 1 to December 31, 2020 (the "Annual Report"), that are detailed in Annex A attached to this report (the "Contents"), in the form of an independent conclusion of limited assurance, regarding whether, based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Contents are not prepared in all material respects, in accordance with the Standards of the Global Reporting Initiative (GRI).

Management responsibilities

The Management of BBVA Bancomer, through its Corporate Responsibility and Reputation Department is responsible for the preparation and presentation of the information subject to our review and the information and statements contained within it.

The Corporate Responsibility and Reputation Department of BBVA Bancomer is responsible for designing, implementing, and maintaining the relevant internal control for the preparation and presentation of the information subject to our review, which is free from material errors, whether due to fraud or error. Likewise, the Management of BBVA Bancomer, through its Risk Management, Legal Counsel and Audit units, are responsible for preventing and detecting fraud, as well as identifying and ensuring that BBVA complies with the laws and regulations applicable to its activities

The Management of BBVA Bancomer, through its Corporate Responsibility and Reputation Department is also responsible for ensuring that the personnel involved in the preparation of the Contents are adequately trained, the information systems are duly updated and that any change in the presentation of data and/or in the form of reporting, include all significant reporting units.

Our responsibilities

Our responsibility is to carry out a limited assurance engagement on the information concerning the Contents included in the BBVA Bancomer 2020 Annual Report and to express an independent conclusion of limited assurance based on the evidence obtained. We carry out our work based on the International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements

(Continue)

Other than Audits or Reviews of Historical Financial Information", issued by the International Auditing and Assurance Standards Board, that standard requires that we plan and perform the engagement to obtain limited assurance about whether, based on our work and the evidence obtained, nothing has come to our attention that causes us to believe that the Contents included in the BBVA Bancomer 2020 Annual Report for the period from January 1 to December 31, 2020, are not prepared in all material respects, in accordance with the Standards of the Global Reporting Initiative (GRI).

KPMG CARDENAS DOSAL S.C. (the "Firm") applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

The procedures selected depend on our knowledge and experience of the Contents presented in BBVA Bancomer 2020 Annual Report and other circumstances of the work, and our consideration of the areas in which material errors may occur.

When obtaining an understanding of the Contents included in the BBVA Bancomer 2020 Annual Report, and other work circumstances, we have considered the processes used to prepare the Contents, in order to design assurance procedures that are appropriate in the circumstances, but not for the purpose of expressing a conclusion as to the effectiveness of BBVA Bancomer internal control over the preparation and presentation of the Contents included in the BBVA Bancomer 2020 Annual Report.

Our engagement also included assessing the appropriateness of the main subject, the suitability of the criteria used by BBVA Bancomer in the preparation of the Contents, assessing the appropriateness of the methods, policies and procedures, as well as models used.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement, and consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained has a reasonable assurance engagement been performed.

Criteria

The criteria on which the preparation of the Contents has been evaluated refer to the established requirements and in accordance with the Standards of the Global Reporting Initiative (GRI) that are detailed in Annex A.

(Continue)

Inherent limitations

Due to the inherent limitations of any internal control structure it is possible that errors or irregularities in the information presented in the Report may occur and not be detected. Our engagement is not designed to detect all weaknesses in the internal controls over the preparation and presentation of the Report, as the engagement has not been performed continuously throughout the period and the procedures performed were undertaken on a test basis.

Conclusion

Our conclusion has been formed based on, and is subject to, the matters outlined in this report.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusions.

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the Contents detailed in Annex A attached to this assurance report, prepared by BBVA Bancomer's Corporate Responsibility and Reputation Department and included in BBVA Bancomer 2020 Annual Report for the period from January 1 to December 31, 2020, are not prepared in all material aspects, in accordance with the Global Reporting Initiative (GRI).

Restriction of use of our report

Our report should not be regarded as suitable to be used or relied on by any party to acquire rights against us other than BBVA Bancomer's Corporate Responsibility and Reputation Department, for any purpose or in any other context. Any party other BBVA Bancomer's Corporate Responsibility and Reputation Department who obtains access to our report or a copy thereof and chooses to rely on our report (or any part thereof) will do so at its own risk.

To the fullest extent permitted by law, we accept or assume no responsibility and deny any liability to any party other than BBVA Bancomer for our work, for this independent limited assurance report, or for the conclusions we have reached.

Our report is released to BBVA Bancomer, on the basis that it shall not be copied, referred to or disclosed, in whole or in part, without our prior written consent.

KPMG CARDENAS DOSAL S.C.



Juan Carlos Reséndiz Muñoz
Partner
Mexico City, May 14th, 2021.

Appendix A

Description of the Contents object of the limited assurance engagement.

GRI Standard	Content	Description
	102-1	Name of the organization.
	102-2	Activities, brands, products, and services.
	102-3	Location of headquarters.
	102-4	Location of operations.
	102-5	Ownership and legal form.
	102-6	Markets served.
	102-7	Scale of the organization.
	102-8	Information on employees and other workers.
	102-9	Supply chain.
	102-10	Significant changes to the organization and its supply chain.
	102-11	Precautionary Principle or approach.
	102-12	External initiatives.
	102-13	Membership of associations.
	102-14	Statement from senior decision-maker.
	102-15	Key impacts, risks, and opportunities.
	102-16	Values, principles, Standards, and norms of behavior.
	102-17	Mechanisms for advice and concerns about ethics.
	102-18	Governance structure.
	102-19	Delegating authority.
General Disclosures	102-20	Executive-level responsibility for economic, environmental, and social topics.
	102-21	Consulting stakeholders on economic, environmental, and social topics.
	102-22	Composition of the highest governance body and its committees.
	102-23	Chair of the highest governance body.
	102-24	Nominating and selecting the highest governance body.
	102-25	Conflicts of interest.
	102-26	Role of highest governance body in setting purpose, values and strategy.
	102-27	Collective knowledge of highest governance body.
	102-28	Evaluating the highest governance body's performance.
	102-29	Identifying and managing economic, environmental, and social impacts.
	102-30	Effectiveness of risk management processes.
	102-31	Review of economic, environmental, and social topics.
	102-32	Highest governance body's role in sustainability reporting.
	102-33	Communicating critical concerns.
	102-34	Nature and total number of critical concerns.
	102-35	Remuneration policies.
	102-36	Process for determining remuneration.
	102-40	List of stakeholder groups.
	102-41	Collective bargaining agreements.

	102-42	Identifying and selecting stakeholders.
	102-43	Approach to stakeholder engagement.
	102-44	Key topics and concerns raised.
	102-45	Entities included in the consolidated financial statements.
	102-46	Defining report content and topic Boundaries.
	102-47	List of material topics.
	102-48	Restatements of information.
	102-49	Changes in reporting.
	102-50	Reporting period.
	102-51	Date of most recent report.
	102-52	Reporting cycle.
	102-53	Contact point for questions regarding the report.
	102-54	Claims of reporting in accordance with the GRI Standards.
	102-55	GRI content index.
	102-56	External assurance.
Performance indicators		
Economic Performance		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 205 Anti-corruption	205-1	Operations assessed for risks related to corruption.
	205-2	Communication and training about anti-corruption policies and procedures.
	205-3	Confirmed incidents of corruption and actions taken.
Environmental Performance		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 301 Materials	301-1	Materials used by weight or volume.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 302 Energy	302-1	Energy consumption within the organization.
	302-2	Energy consumption outside of the organization.
	302-3	Energy intensity.
	302-4	Reduction of energy consumption.
	302-5	Reductions in energy requirements of products and services.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 303 Water and effluents	303-3	Water withdrawal.
	303-5	Water consumption.
	103-1	Explanation of the material topic and its Boundary.

5

GRI 103 Management approach	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 305 Emissions	305-1	Direct (Scope 1) GHG emissions.
	305-2	Energy indirect (Scope 2) GHG emissions.
	305-3	Other indirect (Scope 3) GHG emissions.
	305-4	GHG emissions intensity.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 306 Effluents and waste	306-2	Waste by type and disposal method.
Social Performance		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 401 Employment	401-1	New employee hires and employee turnover.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 404 Training and education	404-1	Average hours of training per year per employee.
	404-2	Programs for upgrading employee skills and transition assistance programs.
	404-3	Percentage of employees receiving regular performance and career development reviews.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 413 Local communities	413-1	Operations with local community engagement, impact assessments, and development programs.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 417 Marketing and labeling	417-1	Requirements for product and service information and labeling.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 418	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.

6

Customer privacy		
Sector disclosures		
Financial Services		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
	FS1	Policies with specific environmental and social components applied to business lines.
	FS2	Procedures for assessing and screening environmental and social risks in business lines.
	FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.
	FS11	Percentage of assets subject to positive and negative environmental or social screening.
	FS16	Initiatives to enhance financial literacy by type of beneficiary.
SASB Standard	Code	Accounting Metric
Commercial banks	FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers
	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers
Consumer finance	FN-CF-270a.4	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB