

# Sustainable Finances

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GRI 102-11, 103-1, 103-2, 103-3, FS1, FS2, FS5, FS7, FS8, FS11

**Grupo BBVA México** incorporates sustainability into its financial activity. There are tangible objectives and results in three priority areas of its sustainable finance strategy:

- Transition to a **low carbon economy**
- **Sustainable infrastructures** and agribusiness
- Financial inclusion and **entrepreneurship**



# Management

BBVA is aware of the prominent role of banks in the transition to a more sustainable world through its financial activity and is willing to play a relevant role, as demanded by society.



One of the ways in which BBVA can help is by offering financing. The participation of the private sector is essential to contribute to the benefit of areas such as climate change, innovation or sustainable consumption. BBVA has made a firm commitment to contribute to this cause.

BBVA has made it a priority to “help our clients in the transition towards a sustainable future,” inspired by the SDGs adopted by the UN, with a focus on climate change and inclusive and sustainable social development.

BBVA has working groups specifically designed to develop sustainable solutions for clients and to promote responsible communication and marketing practices directed at them.

Grupo BBVA México has implemented strategies that favor the creation of sustainable markets. The Institution aims to enhance the positive impact through financial instruments, aligning itself with initiatives such as:

- United Nations Environment Programme Finance Initiative (UNEP FI)
- Equator Principles
- Principles of Responsible Investment (PRI)
- Principles of Responsible Banking (PRB)
- UN Global Compact
- Carbon Disclosure Project (CDP)
- Green Finance Advisory Council (CCFV)

In 2020, the **BBVA fund manager** signed the letter promoting the **Green Finance Advisory Council (CCFV)** in which the Mexican public issuers were asked for **greater disclosure of ESG information.**

## Bond framework linked to Sustainable Development Goals (SDG)

Sustainable bonds and loans are efficient instruments for channeling funds to finance projects for BBVA clients in matters such as renewable energy, energy efficiency, waste management, water treatment or access to services aimed at meeting basic needs, such as inclusive housing or finance.

The issuance of green and social bonds is part of BBVA's climate change and sustainable development strategy, through which it wants to align its activity with the SDGs and the Paris Agreement. As a notable milestone, in 2018 BBVA developed a bond framework linked to the SDGs, which can issue green, social or sustainable bonds:

- Transparent framework, standard and aligned to the four components of the Principles of Green and Social Bonds and the 2018 Guide to Sustainable Bonds of the International Capital Market Association (ICMA): use of funds, process for the selection and evaluation of projects, fund management and reporting
- Aligned with the SDGs and the United Nations 2030 Agenda

In accordance with this framework, BBVA may issue:



Green bonds



Social bonds



Sustainable bonds

For the selection, evaluation, management and dissemination of projects, Grupo BBVA México has the following process:

- The Sustainable Finance working group reviews a prospective list of eligible projects
- BBVA's SDG Bond Committee conducts an additional review of the selected and labeled projects and decides which ones will finally be included in each bond issued under the framework
- The Responsible Business department will have a final veto over the list of selected projects
- Grupo BBVA México will control the use of funds from green, social or sustainable bonds issued in accordance with the framework
- Grupo BBVA México will monitor the use of funds from green, social and sustainable bond issues in accordance with their characteristics
- Grupo BBVA México may publish a report on the monitoring of the bond on an annual basis, to guarantee the correct application of the issuance framework



## Industry standards

Specific rules have been developed for them in line with BBVA's commitment to sustainable development. BBVA believes that clients who manage their business responsibly are more successful in the long term. Therefore, environmental and social aspects were included in the due diligence process for decision-making.

The objective of the Industry Standards is to address sector-specific sustainable issues and provide clear guidance on the procedures to be followed in managing clients and transactions in these sectors.

This management framework includes processes that allow Grupo BBVA México to better understand client activities, manage stakeholder expectations, mitigate risks and contribute to compliance with BBVA's Responsible Banking Policy. All of this is aimed at supporting the achievement of the SDGs, playing a key role in the fight against climate change and strengthening the commitment to Human Rights.

The standards are applied in the Corporate Banking and Investment Banking activities carried out by all entities, business lines, branches, subsidiaries and geographies of Grupo BBVA.

### Industry covered:



Mining



Energy



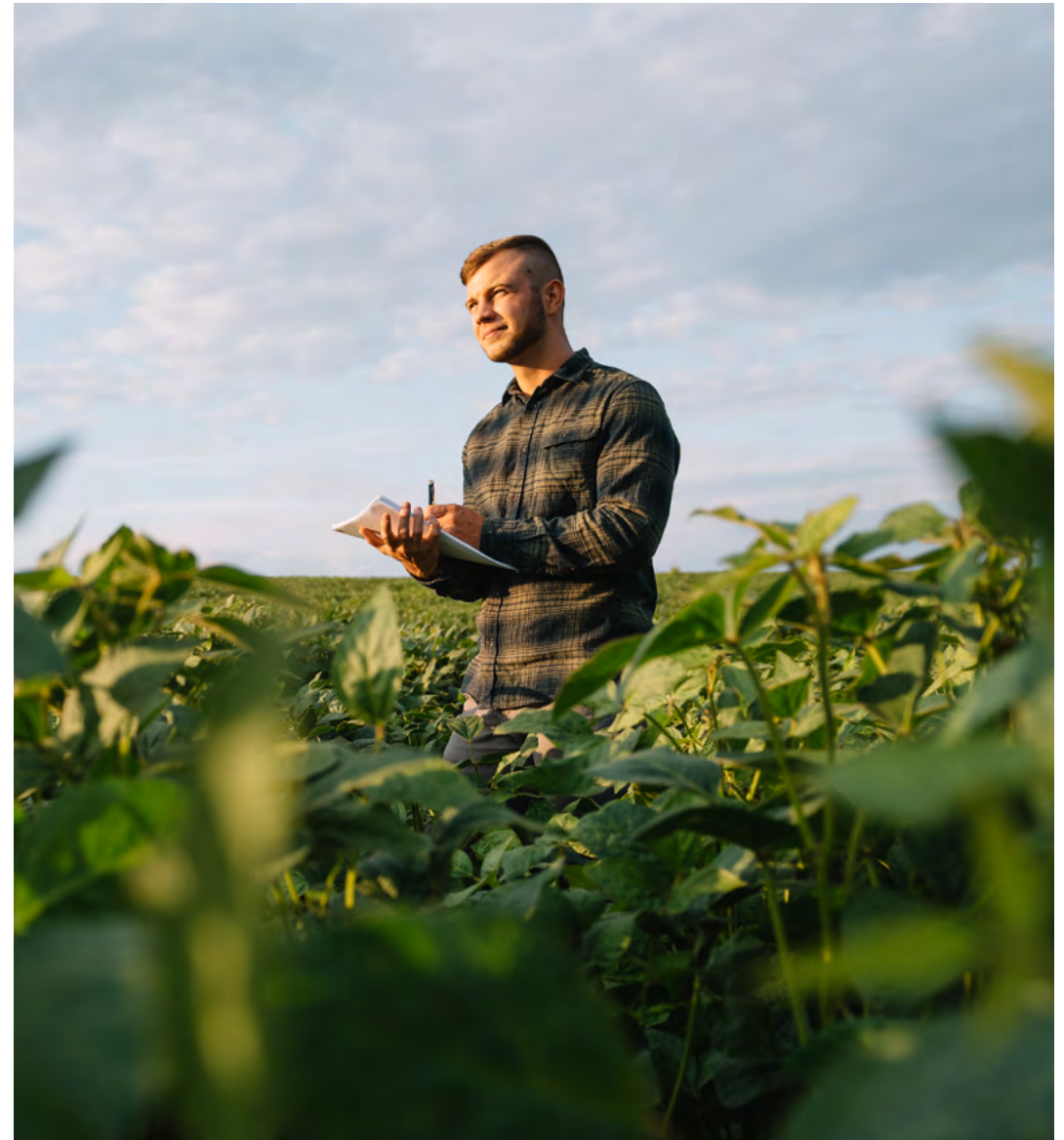
Agriculture



Infrastructure



Defense



Each industry standard contains standards of best practices, prohibited activities and restricted activities for the industry.

BBVA established general exclusions. It will not provide financial services to projects or clients whose main business is associated with the following environmental and social activities or impacts:

- Companies for which there is credible evidence (court decisions or relevant disputes) of material violations of applicable laws and regulations, or of participation in human rights (HR) abuses regardless of the country
- Activities that use child or forced labor as defined in ILO Conventions
- Projects that involve the resettlement or violation of the rights of indigenous and/or vulnerable groups without their free, prior and informed consent

- Projects located in or near UNESCO World Heritage sites, Ramsar-listed wetlands, Alliance for Zero Extinction sites, and areas of the International Union for Conservation of Nature Categories I-IV
- Company based in countries under financial sanctions from the EU, US and United Nations

To ensure the implementation of the standards, BBVA has due diligence processes in place for the acceptance of clients, the evaluation of transactions and the internal development of new products.

When the commercial or control functions responsible for identifying and evaluating environmental and social risks, as part of the due diligence processes, determine the existence of potential material risks, they refer the client or the transaction to a specialized unit for environmental and social risk for a more in-depth review. For this review, a dialogue is carried out with the client to gather as much information as possible and assess the possible mitigating measures. If the analysis concludes that it is a high risk client or transaction and that it does not comply with the Standard, the decision will be referred to the CIB Leadership for a final decision.

Industry Standards are global and exemptions will only occur exceptionally and can only be granted by the CIB Leadership. Exemption requests must be clearly justified and supported by all decision-making bodies. The opinion of the environmental and social team will be required. Said team may, in turn, request the opinion of the Legal, Compliance and Responsible Business area.



# Principles of Responsible Investment (PRI)

At Grupo BBVA México, through its Asset Management subsidiary, we are committed to sustainability. An example of this is the adhesion by BBVA México, Fondos de Pensiones to the Principles for Responsible Investment on January 25, 2019. Through this adhesion, the commitments in the management of defined contribution pension plans for Grupo BBVA employees consolidate.

The six Principles for Responsible Investment make up a set of voluntary and aspirational investment principles that offer a set of possible actions to incorporate environmental, social and good corporate governance issues (“ESG”) within the investment practice. These Principles can be consulted on the website<sup>4</sup>.

At the end of 2020, the amount of resources managed under the defined contribution pension plan amounted to (figures in MXP):



<sup>4</sup> BBVA is not responsible for the content, updates or availability of the links or hyperlinks presented here.



### Description of the approach for incorporating ESG factors

The financial management of the investment funds is carried out through BBVA Bancomer Gestión, S.A. de CV, Sociedad Operadora de Fondos de Inversión, Grupo Financiero BBVA Bancomer and is implemented through an investment process that aims to reconcile the financial objectives of return of our investors, and our fiduciary duty, together with social interests, environmental interests and good corporate governance.

This purpose is materialized in various ways in the different asset classes, where the goal is to achieve a total integration of these criteria in the investment analysis and in the decision-making process so that they are incorporated into the portfolios of the investment funds.

The investment process contains a policy of exclusion of countries and companies in which to invest. Countries with arms embargoes and high risk of human rights violations are excluded. Regarding companies, those related to controversial weapons (cluster bombs, white phosphorus and nuclear weapons) are excluded. These lists are reviewed and updated on a quarterly basis, with the help of top-level sustainability information providers.



Additionally, the investment process incorporates sustainability criteria, taking into account the particularities of the various assets, such as:



• **Third Party Funds.** All funds that we incorporate into our portfolios are subjected to a demanding due diligence process, as one of its fundamental aspects, it incorporates the analysis of the integration of sustainability, both in the investment process of the selected funds and in their management entities. For this analysis we have Quality Funds, a team of BBVA experts specialized in the selection and monitoring of international funds. This analysis is materialized in a sustainability rating (A+, A, B or C). For similar funds, in case of equality of return/risk from a strictly financial point of view, preference will always be given to the vehicle with the best sustainability rating. Also, the possibility of supplementing this rating with extra financial information on the instruments in which these third-party vehicles invest is being evaluated.



• **Corporate Equity and Fixed Income.** The investment process for these two asset classes is expected to culminate with the preparation of an internal rating of the various issuers. Currently, the financial analysis of the issuers is complemented with a questionnaire on extra financial aspects (environmental, social and corporate governance) that are integrated into the investment process.



• **Government Fixed Income.** Within the analysis and selection process, there are specific reports from suppliers specialized in sustainability that are integrated with the rest of the financial information.

### **Policies and procedures for proxy voting and collaboration with the investee**

At Grupo BBVA México, through its Asset Management unit in Mexico, an active exercise is carried out of the political rights that correspond to us as participants in the capital of the issuers. For the exercise of these political rights, BBVA, through the Asset Management area in Mexico, has a procedure in place that explains when to vote and how the direction of the vote is decided.

Also, interaction with issuers has increased in order to make them see the commitment to sustainability and emphasize those aspects that they should improve in order to contribute to their own sustainability improvement. In 2020, BBVA fund manager signed the letter promoted by the CCFV in which the Mexican public issuers were asked for greater disclosure of ESG information.



# 2025 Commitment

Grupo BBVA México is part of the framework of the 2025 Commitment of Grupo BBVA in which the objective of mobilizing EUR 100,000 million from 2018 to 2025 was set as follows:

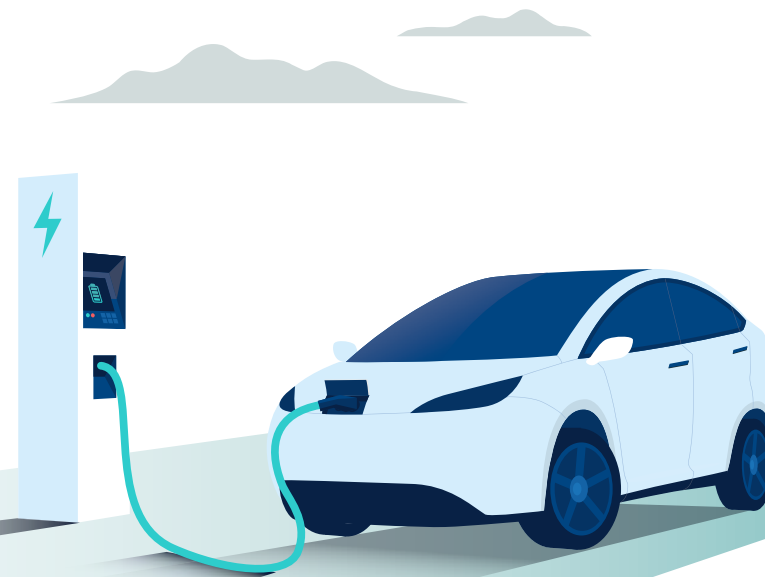
**EUR 70,000 million** to projects aimed towards the transition to a low carbon economy.

**EUR 18,000 million** to financial inclusion and entrepreneurship.

**EUR 12,000 million** to sustainable infrastructure and agribusiness.

In 2020, **Grupo BBVA México** contributed EUR 946 million to the **Group's 2025 Commitment.**

In addition, it has been decided to reduce financing to fossil fuels. BBVA will reduce its exposure to coal-related activities to zero, ceasing to finance companies in those activities, before 2040 in Mexico. This decision, included in the update of the **BBVA's Environmental and Social Framework** is aligned with the proposal of the Intergovernmental Panel on Climate Change (IPCC), consisting of limiting the rise in temperatures to a maximum 1.5°C and with the ambition of achieving a carbon neutral economy by 2050.



Summary of Mobilization in Mexico  
as part of 2025 Commitment:

**Transition to a  
low carbon economy**

- Green corporate financing
- Green bonds traded
- Loans linked to green indicators (KPI-linked)
- Green projects financing
- Green retail financing
- Green insurance

**Sustainable infrastructures  
and agribusiness**

- Financing sustainable infrastructure
- Sustainable bonds traded
- Loans linked to social indicators (KPI-linked)
- Financial support to farmers

**Financial inclusion and  
entrepreneurship**

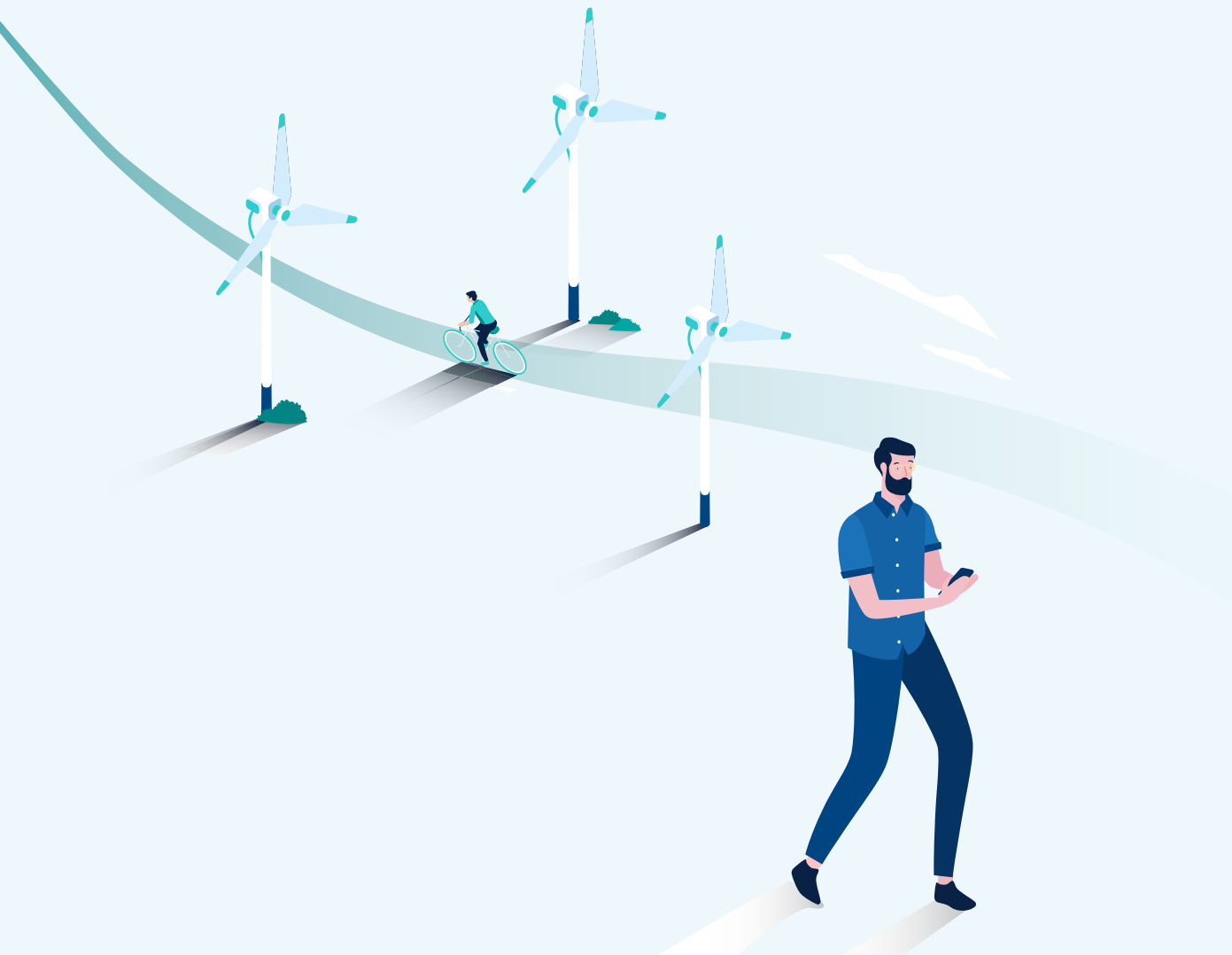
- Social bonds traded
- Socially responsible investment
- Financial inclusion
- Loans to vulnerable entrepreneurs
- Loans to women entrepreneurs
- Support COVID-19



At the end of 2020, the **portfolio of sustainable solutions** for retail clients stood at **MXP 1,433 million**.

At the end of 2020, the **portfolio of sustainable solutions** for corporate and institutional clients, as well as companies, stood at **MXP 12,000 million**.

# Transition to a low carbon economy



## Sustainable solutions for corporate and institutional clients and companies

Grupo BBVA wants to accompany its wholesale clients in the transition towards a more sustainable world using green bonds, green financing for companies, letters of credit, leasing and green bonds, sustainable corporate loans, project and green sector financing and transactional banking, among others.

### Green bonds

In October 2020, the second annual monitoring report of the green bond issued by Grupo BBVA México in September 2018 for an amount of MXP 3,500 million was published on the Institution's website. The Green Bond issued is focused on two main axes: Energy efficiency and renewable energies. Two years after its issuance, the commitment in the correct use of the proceeds of the funds obtained with it is endorsed. Regarding the first item (Energy Efficiency), it contemplates the construction of two buildings and mixed-use spaces in Mexico City, under the Leadership in Energy & Environmental Design (LEED) certification and energy efficiency. In the renewable energy category, it focuses on the refinancing of three wind energy projects, a park of 51 turbines in the south of the Mexican Republic and a 100 MW project in photovoltaic solar energy. 68% of the projects assigned correspond to renewable energies, while 32% correspond to ecological buildings.

## Identification of the assets assigned to the green bond issued in 2018 and associated environmental impacts

Use of resources by category	Description	Key performance indicators	Amount allocated to September 2020 in MXP
Solar energy	A solar energy project with a photovoltaic power of 100 MW	100 MW installed capacity	\$237,628,090
Wind power	Green credit to refinance the construction of three wind power plants in Mexico	7,471 MW installed capacity	\$2,137,260,473
Green Building	Certified Green Building in Mexico City	LEED Gold certification	\$743,138,076
Green Building	Certified Green Building in Mexico City	LEED Gold certification	\$381,973,361
<b>Total</b>			<b>\$3,500,000,000</b>

In 2020, Grupo BBVA México has led the issuance of the following green bonds:

- Grupo BBVA México places Fibra Prologis green bond: US 375 million**  
 Grupo BBVA México acted as underwriter in the issuance of the green bond of Fibra Prologis, one of the leading real estate investment trusts in the investment and management of class A industrial properties in Mexico. The transaction consisted of a 12-year bond, denominated in US dollars, at a fixed rate (fixed coupon of 4.12%). The transaction was very well received by the community, achieving a total demand of 1.9 times the target amount of the transaction.



## Green corporate loans

With respect to sustainable corporate loans, in 2020, Grupo BBVA internationally participated in a total of 68 financings linked to the achievement of certain environmental and social indicators (KPI-linked) and linked to the client's ESG rating (ESG-linked), for a total amount loaned of EUR 4,893 million.

Grupo BBVA México contributed with the making of:

### A green loan to Grupo Altex: US 10.6 million.

In it, at least 80% will be used to finance sustainable activities. Grupo Altex, one of the largest agro-industrial groups in Mexico, has committed to investing in projects with water treatment and purification systems, energy projects where compressors and diffusers will be replaced by freezing air curtains. Finally, a dryer for organic waste and biomass boilers will be implemented and the installation of thermal savers for steam boilers. With this financing, Grupo BBVA México manages to promote four of the SDGs:



## Transactional banking

In addition, under its sustainable transactional banking framework, BBVA has signed 41 transaction for an amount of EUR 961 million, of which the BBVA México Group contributed EUR 429 million. In addition, new products (confirming lines and warehouses) have been launched under this framework that includes a new angle to certify products as linked to sustainability. The market for financial products linked to sustainability is relatively new, it is growing rapidly and it allows companies and sectors looking for ways to start or expand their sustainable trajectory, access to sustainable financing. Products linked to sustainability are intended to facilitate and support economic activity and growth in the environmental and social matters. This new angle allows BBVA to actively support its clients in the transformation towards more sustainable business models.

## ESG Advisory

To complete the sustainable offering, in 2020 the ESG Advisory service was created to help global clients in their transition to a sustainable future. It is a data-based advice and oriented to facilitate the commitments that clients are making, each from a different starting point, to align with the Paris Agreement and advance the United Nations 2030 Agenda. BBVA offers value-added information on regulation, best practices, challenges and opportunities that its sectors face on the road to sustainability. In addition, it provides an overview of the entire set of sustainable products and services that can be offered from CIB, both from a debt and equity point of view. Efforts are being focused on specific sectors such as oil & gas, utilities, automotive and infrastructure, along with cross-cutting issues such as energy efficiency.





## Sustainable solutions for retail clients

BBVA wants to accompany its retail clients in adopting more sustainable habits that help reduce their emissions. And it wants to do it proactively, betting on tools and solutions based on data that help them control their consumption and emissions. For this, it is working on making available a wide catalog of investment and financing products to help them in this transition.

### Low-emission car insurance and financing

In Mexico, the advances in the leasing of equipment linked to sustainability stand out, where an agreement was also signed with the IFC to promote this product in 2019. It also offers individuals products for the financing of low-emission cars and insurance for these vehicles. Within the range of credit products, some of them have attractive benefits for clients such as preferential rates, this with the aim of making these products more attractive in the market.

### SMEs Renewable energy

In 2020, Grupo BBVA México has joined the C Solar program, an initiative coordinated by the Ministry of Energy, with the aim of promoting the energy transition of SMEs in the country through financing with a NAFIN (Nacional Financiera) guarantee for generation photovoltaic solar energy.

### Corporate loans

Grupo BBVA México contributed with the following sustainable loans:

#### Sustainable loan with Cooperativa La Cruz Azul:

Grupo BBVA México formalizes the first sustainable loan of 2020 on April 23. As the sole sustainable agent, it formalized the first sustainable loan of the year for MXP 2,200 million with a five-year term with Cooperativa La Cruz Azul (a company with more than 90 years in the production of cement), becoming the first sustainable loan in the cement industry in Mexico and the first in 2020. The loan margin will be linked to the annual use of energy measured in kWh/ton of clinker, the main product of common cement. Cruz Azul will use the resources to modernize its production plants in Hidalgo and Oaxaca, reducing energy and water consumption, making its production more efficient and reinforcing its commitment to the environment.

#### Sustainable loan with Grupo Hotelero Valentin:

Grupo BBVA México formalized a loan for US 51 million with Grupo Hotelero Valentin, a client in the tourism sector that has a presence in the Riviera Maya. This financing will help pave the way for a more sustainable economy by mitigating environmental risks. Through this sustainable loan, the client agrees to reduce its consumption of electricity, properly manage water, reduce the use of products with polyethylene terephthalate (PET); and caring for and protecting the sea turtle in the Riviera Maya. With this transaction, Grupo BBVA México manages to promote three SDGs:



# Sustainable infrastructures and agribusiness

## Financial support farmers

As in previous years, together with the Ministry of Agriculture and Rural Development (SADER), the operation continued to provide direct financial support to 1,480,000 farmers in rural areas, especially grain producers, in order to increase production, through the granting of debit cards and a hub account.

## Sustainable bonds

In 2020, Grupo BBVA México has led the issuance of the following sustainable infrastructure bonds:

- **Underwriter for two sustainable bonds of Banco Nacional de Obras y Servicios Públicos (BANOBRAS): MXP 7,500 million**

Grupo BBVA México acted as underwriter in the issuance of two sustainable BANOBRAS bonds through the Mexican Stock Exchange (BMV). The proceeds will be used to finance eligible projects among the categories of: basic infrastructure, public service infrastructure, disaster recovery, sustainable transportation, renewable energy, energy efficiency, water efficiency and wastewater management, and pollution prevention and control.

## Financing under the Equator Principles

Energy, transport and social services infrastructures, which drive economic development and create jobs, can have impacts on the environment and society. BBVA's commitment is to evaluate the financing of these projects to reduce and avoid negative impacts and thus enhance their economic, social and environmental value.

All project financing decisions should be based on the criterion of profitability adjusted to principles, which means meeting the expectations of stakeholders and the social demand for adaptation to climate change and respect for human rights.



Consistently with this commitment, BBVA has adhered, since 2004, to the Equator Principles (EP), which include a series of standards that serve to manage environmental and social risk in project financing. The EPs were prepared based on the Policy and Performance Standards on Social and Environmental Sustainability of the International Finance Corporation (IFC) and the Environment, Health and Safety General Guidelines of the World Bank. These principles have become the benchmark for responsible financing.

Project analysis consists of subjecting each transaction to an environmental and social due diligence process. The first step consists of assigning a category (A, B or C) that represents the level of risk of the project. The review of the documentation provided by the client and the independent advisers allows assessing compliance with the requirements established in the EPs depending on the category of the project. The financing contracts incorporate the environmental and social obligations of the client. The application of PEs at BBVA is integrated into the internal processes for structuring, admitting and monitoring transactions and is subject to periodic controls by Internal Audit.

BBVA has reinforced due diligence procedures associated with the financing of projects whose development affects indigenous communities. When this circumstance occurs, the free, prior and informed consent of these communities must be obtained regardless of the geographic location of the project.

In 2020, the fourth version of the EPs entered into force. This update, after an extensive public consultation period, incorporates new and more demanding requirements in the review of projects in relation to human rights and climate change. BBVA has actively participated in the updating process and its contribution in recent years has been recognized with a new mandate in the Steering Committee of the Equator Principles Association.



### Financing under the Equator Principles

Category	Transaction sector	Total Amount (in MXP)	Amount financed by Grupo BBVA México (in MXP)
<b>B</b>	Infrastructure – transport	5,250,690,815	1,000,147,376
<b>B</b>	Real estate – hotel	612,000,000	612,000,000
<b>C</b>	Real estate – hotel	145,000,000 (USD)	58,000,000 (USD)
<b>B</b>	Infrastructure – transport	305,000,000	305,000,000
Total	4 projects		TBD



# Financial inclusion and entrepreneurship



**Grupo BBVA México** was underwriter in the issuance of the **first gender social bond in the country.**

BBVA considers that greater financial inclusion has a favorable impact on the well-being and sustained economic growth of the countries. Therefore, the fight against financial exclusion is consistent with its ethical and social commitment, as well as with its medium and long-term business objectives. At the end of 2020, Grupo BBVA mobilized EUR 2,148 million in the financial inclusion and entrepreneurship section. Grupo BBVA México has contributed to this mobilization as follows:

## Social bonds

In 2020, Grupo BBVA México led the issuance of a gender social bond placed in October, which represents a great milestone as it is the first bond with a gender equality focus in the country:

- **Underwriter for the first gender social bond in Mexico: MXP 3,000 million**

Grupo BBVA México supported Trusts Created in Relation to Agriculture (*Fideicomisos Instituidos en Relación con la Agricultura*, FIRA), through the Special Fund for Agricultural Financing Trust (*Fideicomiso Fondo Especial para Financiamientos Agropecuarios*, FEFA), as an underwriter in the issuance of the first gender social bond in the country. The amount of the issuance was MXP 3,000 million with a three-year term. The use of bond resources is the financing of new or existing portfolio for loans to producer groups that must be made up exclusively of women.

## Financial inclusion

GRI 103-1, 103-2, 103-3, FS13 and FS14

Achieving access to financial services and economic growth for Mexican families is one of the main focuses of the social investment of Grupo BBVA México.

Through its Financial Inclusion Model, Grupo BBVA México seeks to make its products and services available to everyone in order to support people to make informed decisions regarding their financial well-being and to raise awareness about potential risks and opportunities, thus contributing to different SDGs.

### This model consists of the following:



Be relevant to the express segment and help him solve his basic needs related to money, for example: make transfers to unbanked family members who live outside the main urban centers, recharge money on his mobile, reducing travel times and costs, administration of payments, etc.



Bring basic financial services for cash transactions to 1,467 municipalities through more than 36,065 establishments in operation. In this area, during 2020, more than 105 million transactions were carried out, that is, an average of 8.8 million transactions per month.



Facilitate the management of funds through digital tools in order to reduce the use of cash and promote formality in the country. During 2020, 4.4 million accounts were enrolled in the digital collection platform (CoDi), that is a 64% market share and a total of 254,710 payments with CoDi were made.



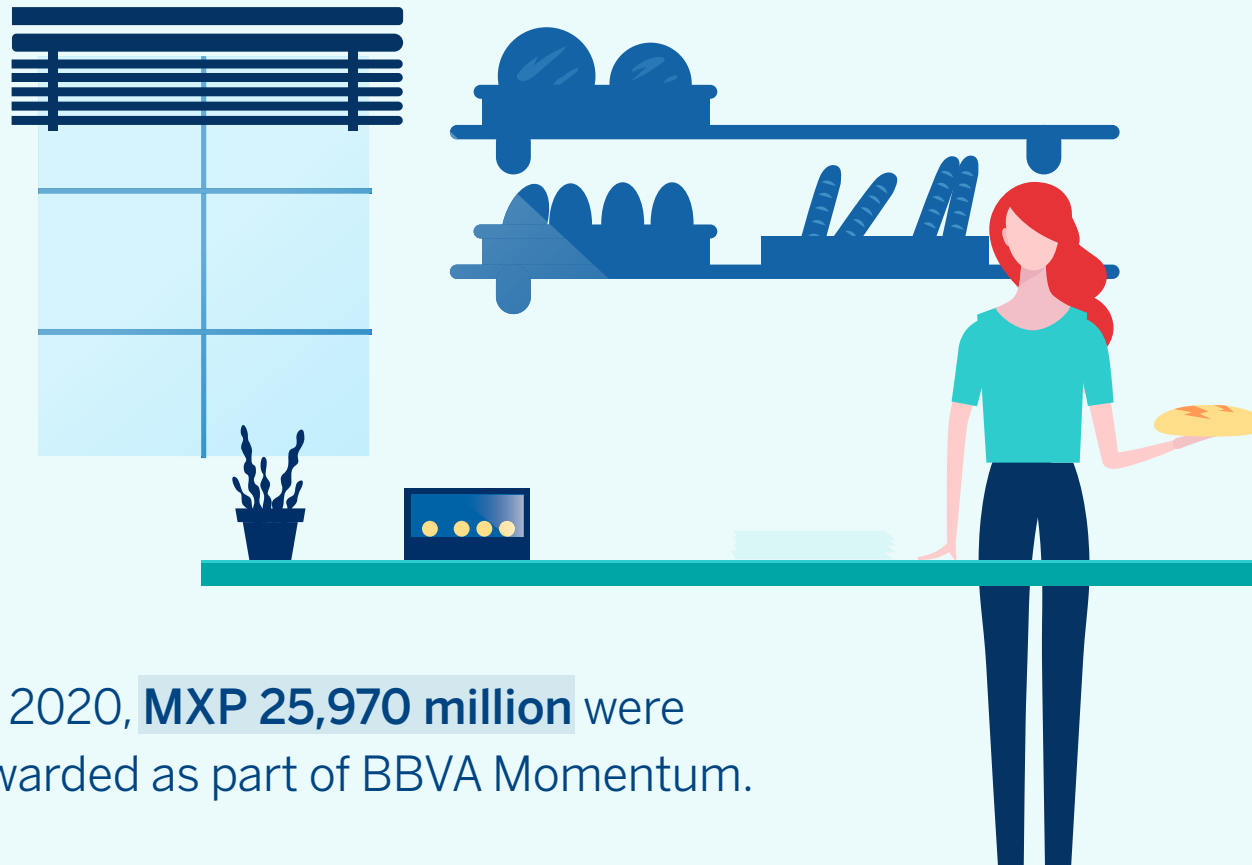
## Entrepreneurship

Despite the situation we face today globally due to COVID-19, Grupo BBVA México adapted to the circumstances with the support of new technologies to carry out the eighth edition of BBVA Momentum fully online. In it, 100 companies from various sectors with social or environmental impact were supported through training, acceleration, support and financing under preferential conditions. Also, 2020 was the first year that the BBVA Momentum Day was held, in which they had the opportunity to bring together entrepreneurs from

different generations to strengthen the BBVA Momentum community through their experiences.

The first stage included workshops with a virtual format, specialized consultancies with specialists from the New Ventures network, and an online course with Tec de Monterrey.

In the second stage, the 20 entrepreneurs with the best scores were selected and participated in a specialized online course taught by EGADE, closing on Social Investment Day.



In 2020, **MXP 25,970 million** were awarded as part of BBVA Momentum.

## BBVA Momentum 2020 results



### BBVA Women Entrepreneurs

1,583 NAFIN businesswomen were supported through the making of loans to finance and develop their businesses.

To learn more about initiative: <https://www.youtube.com/watch?reload=9&v=PKHkbpqRKlw>

\*In other editions of Momentum, the transport sector has also been supported.

## COVID Support

In April 2020, the CNBV authorized credit institutions to apply Special Accounting Criteria. In order to support its clients who are impacted by the pandemic generated by COVID-19 and the measures that are being taken to prevent its spread. The support program consisted of granting borrowers a partial or total deferral of principal and/or interest payments for up to four months and with the possibility of extending it for an additional two months.

At Grupo BBVA México, in accordance with the Special Accounting Criteria described above, the support programs by type of portfolio consisted of:



- **Commercial activity (Business and SMEs).** Grace period between four and six months for principal and/or interest. According to the negotiations with each borrower, the deferred monthly payments will be required at the expiration of the contract, with an extension of the expiration of the contract or at the end of the deferral period.



- **Mortgages.** Deferral of up to four monthly installments that will be due upon maturity of the loan.



- **Payroll, Auto and Personal.** Four months (or eight fortnights) of grace of principal and/or interests are granted, with extension of term.



- **Credit card.** It consists of deferring the enforceability of payments for four months.



In all cases, it did not apply the collection of default interest or charges for collection expenses and without affecting the credit history.

As a result of the adherence of the borrowers to the support programs, the total balance of the supported portfolio is MXP 278,483 million as of December 31. Considering the support in Grupo BBVA México was given as of April and most of the adhered portfolio was in current accounting status as of that month, as of December 31, due to the actual count of default days, the non-performing portfolio is MXP 18,438 million, which represents 6.62% of the total portfolio supported. Accrued interest that would have been recognized in the Financial Margin as of December 31 would have been MXP 7,332 million, if the support plans had not been applied.

**MXP 278,483 million, total balance** of the supported portfolio as of December 31.