Welcome to BBVA Compass!

We’re glad you’re here.

You are now part of one of the largest, most dynamic financial institutions in the world. This Employee Resource Guide will help you learn about BBVA Compass and identify and navigate tools and resources within the Bank.

Equipment

When you accepted the offer to join your new team, your manager and teammates began working with the Technology and Procurement teams to ensure that you have the equipment and tools needed to successfully perform your job.

In order to begin learning and become proficient in your new role, you will need the following:

- **Employee ID**: A five-digit number assigned to you by Human Resources.
- **X-Number**: An eight-digit ID assigned to you by Data Security. Your x-number enables you to access your computer and the BBVA Compass network.
- Office equipment (i.e. computer, monitor, access to fax, printer, scanner, etc.).
- Access to the **BBVA Compass Intranet, email system and any other systems** you may need to do your job.

Please verify that you have been equipped with all of these items. If you find that you do not have the necessary equipment or system access, please follow up with your manager.
Day One

Not sure what to expect on your first day? Your manager and your new teammates are ready to help you get started! Listed below are some activities you will need to do on your first day.

Day One Activities

- Complete the employee identification verification process by presenting your identification to your manager, so that he or she can finalize Employment Eligibility Verification Form I-9.
- Complete the forms needed to request your identification badge, building access and parking access. Your manager will assist you or assign someone to help you in this process.
- Review your equipment. Log on to your computer and make sure you are able to access the BBVA Compass network. Set up your voicemail and, learn how to make outgoing calls. Find out how to operate the printer, copier, scanner and/or fax machine (as applicable). Your manager will assist you or assign someone to help you with these processes.
- Have your manager order your business cards and/or company credit card, if applicable.
- Write down your work contact information, such as your address, phone number, fax number and interoffice mail code. You may also want to note the contact information for your manager.
- Provide your emergency contact information to your manager.
- Learn how to use the interoffice mail system.
- Get to know your new workplace. Learn where to find the break room, restrooms, and supply room.
- Meet your new teammates and business partners and begin building relationships.
- Discuss with your manager your department’s organization, function and guidelines.
- Discuss with your manager your work schedule, overtime policy and dress code.
- Review your job description, responsibilities and office procedures with your manager.
Week One

During your first week, you will begin familiarizing yourself with the bank-wide tools and resources that all employees use. Additionally, you will begin building important relationships with your teammates and key partners. Understanding the resources available to you is crucial to your success! If you have any questions, your manager is available to help.

Week One Activities

☐ Complete Know the Code.

☐ Complete Social Media Guidelines training.

☐ Familiarize yourself with BBVA Compass’ guidelines and policies by reading the following resources, which are accessible via the Employee Handbook and Codes of Conduct page in the Practices & Programs menu of the 4UfromHR Portal:
  - BBVA Group Code of Conduct
  - BBVA Compass Code of Conduct
  - Employee Handbook
  - Workplace Harassment Policy Brochure
  - Policies and Guidelines for Protecting Customer Information
  - BBVA Group Code of Conduct in the Securities Market
  - Capital Markets Code of Conduct for BBVA in the U.S.

☐ Two states in our footprint – Arizona and California – require us to provide additional documentation on top of what was included in your online onboarding paperwork. If you are in either of these states, please visit the HR Forms page in the Practices & Programs menu of the HR Portal to review these documents:
  - Arizona – Maricopa County Trip Reduction Letter
  - California - Sexual Harassment
  - California - CFRA Leave and Pregnancy Disability Leave
  - California – DE 2511: Paid Family Leave Insurance Program
  - California – DE2511i: Paid Family Leave Insurance Program

☐ Read the CARE: Communication, Answers and Resolutions for Employees brochure, which is available on the HR Forms page of the Practices & Programs menu of the 4UfromHR Portal.

☐ View the Health and Welfare Benefits Presentation, which is part of the New Employee Orientation page of the 4UfromHR Portal. Once you receive system access, visit www.mybbvacompassbenefits.com to make your benefit elections.
Explore the BBVA Compass Intranet and 4UfromHR Portal. The Intranet provides a wealth of information and resources for each of the lines of business and support units.

On the 4UfromHR Portal, you will find all the details you need about Human Resources policies, programs and initiatives. Much of the information you will need is located within one of the three main HR pillar menus:

- **4U_from_HR:\pound;\textit{passion for people}**
  - In this menu, you’ll find information on programs and initiatives designed to benefit you and your family.

- **4U_from_HR:\textit{growth\&development}**
  - Here you can find information about professional growth and development opportunities.

- **4U_from_HR:\textit{practices\&programs}**
  - Options in this category generally have to do with HR policies, practices, programs and processes.

Review procedures and time-entry requirements related to your payroll, including:

- **MyTime** - This is the Intranet-based system where you electronically enter and approve your time and attendance and where managers review and approve those records.

- **Payroll Self-Service** - Here you can view your electronic earnings statements (pay vouchers), establish and/or manage direct deposit or submit a Form W-4 Federal Withholding Allowance Certificate.

- **SeeMyW2** - This Web-based application that allows you to view and print your Form W-2 Wage and Tax Statement.

Begin your banking relationship with us! Through the Employee Banking Perks program, we offer a suite of banking products and services with enhancements designed specifically for employees. From discounted rates on mortgage and consumer loans to free enrollment in the CompassPlus discount and CompassPoints rewards programs, the program has something to meet your every banking need. And this includes free checking and savings accounts!

To open your checking or savings account, visit any BBVA Compass banking center, or call the Employee Banking Call Center at 1.877.598.7098.

For information on the full suite of products and services, visit the Employee Banking Perks page of the HR Portal, under the Passion for People pillar.
Month One

During your first month, you will continue to become familiar with the bank-wide tools and resources that all employees use. You will also begin learning more about the company and our unique culture.

Month One Activities

- Register for and attend a BBVA Experience workshop in your area.
- Explore the information and resources available on the 4UfromHR Portal.
- If you've not already enrolled in benefits coverage, be sure to do so. For many of the benefit plans, new employees must initially enroll for ones for which you are eligible within 30 calendar days of employment. The effective date of enrollment is your hire date. You may return to My BBVA Compass Benefits as many times as you like during this 30-day period to make changes to your benefit elections or to elect new coverage.

When your 30-day enrollment period has passed, you will not be able to make changes to your benefits until the next Open Enrollment period, unless you experience a qualifying Life Event or Employment Status Change (go to My BBVA Compass Benefits for more information). Please note that some plans – such as Optional Life Insurance and Long-term Care Insurance - may require you to show Evidence of Insurability (EOI) if this election is made later than 30 calendar days from your original date of hire.

When enrolling your dependents for coverage, you will need to provide the name, Social Security number and date of birth for all dependents. You will also need the name and date of birth for all beneficiaries.

- Visit NETprofile to enter information about your educational background, work skills and mobility preferences in the My Portfolio tab. Keeping this information current will help HR identify you for career opportunities.
- Access the BBVA Compass Volunteer Connection for information about volunteerism and charitable activity with the company.
- Discuss performance expectations and the review process with your manager.
- Set up your Travel Services profile. In order to register with the American Express eXplore Buxiness Travel and the Concur Expense Tool systems, you will need to create a user profile. To do so, send an email with the following information to Travel Services at travelservices@bbvacompass.com, and you will be contacted with instructions for finalizing your setup:
  - Name (as it appears on your government-issued ID)
  - Email address
  - Employee ID Number
  - Cost center
  - Line of business
  - Phone number
  - Position
  - Expense approver
HR Portal

Passion for People Overview
BBVA Compass Blue Store
Discounts on Goods and Services
Employee Assistance Program
Employee Banking Perks
My BBVA Compass Benefits
Scholarship Program
Service Awards Program
Tuition Assistance Program
Wealthy for Life

Growth & Development Overview
Talent Management and Training
Internal Careers Site
BBVA Experience
New Employee Orientation

Practices & Programs Overview
AIM Performance Management
Administration & Compensation
Anonymous Employee Hotline
Codes of Conduct
Employee Handbook
Holiday Schedule
HR Forms
Management Tools
MyTime
NETprofile
Payroll Self-Service
SeeMyW2

Items in blue indicate pages you’ll need to visit for various activities within your first month of employment.

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Knowing where to go with questions will make learning your new job easier. Here a few important contacts you should find helpful.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Details</th>
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| **HR Solutions**    | HRHelp@bbvacompass.com  
1.888.HRHELP5 (1.888.474.3575)  
HR Solutions is your one-stop shop for any questions you may have about BBVA Compass’ HR policies, programs and procedures. |
| **Technical Help/IT support** | Help@bbvacompass.com  
205.297.3270  
Analysts at the Technical Help Desk will answer questions and resolve problems you may have with equipment, software, systems access and other technical issues. |
| **Corporate Security 24/7 Emergency Contact** | 205.297.3535  
If you feel that your safety is at risk while on the premises of any BBVA Compass facility, corporate security representatives are available to assist you. |
| **Anonymous Employee Hotline** | 1.866.763.9356  
Through the Anonymous Employee Hotline, you can report suspicious activity or breaches of our Codes of Conduct. The hotline is available 24 hours a day, 7 days a week, and is completely confidential. |
| **Employee Assistance Plan (EAP)** | www.liveandworkwell.com  
(Access code: bbvacompass)  
1.866.935.5849  
Bilingual assistance www.MenteSana-CuerpoSano.com  
(Access code: bbvacompass)  
Our EAP, administered by OptumHealth®, is a comprehensive source to help you face life’s everyday challenges. The EAP provides practical solutions, realistic answers, and customized resources on a full range of personal and job-related issues, 24 hours a day, 365 days a year. |
| **BBVA Compass ePhoneBook** | ePhoneBook icon, in the upper right corner of the BBVA Compass Intranet homepage  
Access BBVA Compass employees’ phone numbers, fax numbers, office locations and interoffice mail codes. |
| **BBVA Corporate Directory** | BBVA Corporate Directory icon, in upper right corner of the BBVA Compass Intranet homepage  
Access a global directory for all BBVA Group employees worldwide. |
Notes

You can use these notes pages to write information you'd like to keep on hand for reference.

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Congratulations!
You’re off to a great start!

We’re glad you’re a part of our team.
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