

BBVA Bancomer is operating normally and has recorded no case of swine flu

- **BBVA Bancomer is still operating normally despite the outbreak of swine flu in Mexico, and has not recorded any case of contagion of this disease**
- **BBVA Bancomer has taken a series of preventive measures in accordance with the recommendations of the country's health authorities and of the World Health Organisation (WHO).**

On the occasion of the sudden outbreak of swine flu in Mexico, BBVA Bancomer's Continuity Committee meets on a periodic basis to monitor the situation and is taking preventive measures as well as others for information purposes aimed at both the people working in the bank and its customers.

In this respect, a detailed communication plan is being deployed and is aimed at customers, employees and family members alike in order to prevent contagion of the disease. The document includes information on the symptoms, and hygiene and safety measures which should be taken into account.

BBVA Bancomer's Continuity Committee is likewise holding periodic meetings with the country's authorities and with the BBVA Group's Continuity Committee to monitor the situation and analyse the pertinent measures.

In addition, for reasons of prudence and prevention, in some countries, information of a general nature and recommendations for the prevention of swine flu is being published. In the case of BBVA Colombia an email was sent to all APRA civil servants requesting them to take preventive measures to help prevent propagation of the germs that cause respiratory diseases such as influenza, thus seeking to contain the impact.