Group BBVA
1Q20 Results
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OUR PURPOSE

"To bring the age of opportunity to everyone"

BBVA’S GLOBAL PRESENCE

MARCH 2020

Countries: >30
Branches: 7,694
Employees: 126,041

FINANCIAL HIGHLIGHTS

MARCH 2020

Total assets: €730,923m
Loans and advances to customers - gross: €395,911m
Deposits from customers: €385,050m

Net attributable profit Q1 2020: €1,258m
NPL ratio: 3.6%
Coverage ratio: 86%

CET 1 FL: 10.84%
TBV per share + Shareholders remuneration: €6.04
ROTE: 2.81%
ROTE**: 12.12%

CUSTOMERS & DIGITAL SALES

MARCH 2020

CUSTOMERS

- Total: 78.5 million
  - Digital customers: 33.3 m
  - Mobile customers: 30.4 m

DIGITAL SALES

- PRV*: 45.4%
- Units: 60.7%

SUSTAINABLE DEVELOPMENT AND DIRECT CONTRIBUTION TO SOCIETY

BBVA’s Pledge 2025

- Allocated to social programs: €104.5m

- Mobilized between 2018 and 2025: €100 billion

(*) PRV: Product Relative Value as a proxy of a better economic representation of units sold
(**) Excluding COVID-19 impact and BBVA USA goodwill impairment
BBVA Purpose
OUR PURPOSE

“

To bring the age of opportunity to everyone

NEW STRATEGIC PRIORITIES

Improving our clients’ financial health

Helping our clients transition towards a sustainable future

Reaching more clients

Driving operational excellence

The best and most engaged team

Data and Technology

OUR VALUES

Customer comes first

We think big

We are one team
Our response to COVID-19

ANTICIPATION

Protect the health and safety of our employees, clients and the community

Continue to provide an essential service to the economies where we operate

Offer financial support to our clients

Our Purpose and our Values, more important than ever “Creating Opportunities”
Contribute to the society to save lives

€35 million
donation to fight the coronavirus pandemic

Support Public Health Systems through the donation of medical equipment

Support NGOs working with the most vulnerable sectors of society

Support Scientific Research on the disease and its treatment

€2+ million in campaigns with employees' donations matched by BBVA
BBVA PURPOSE

Protect our employees and vendors

PRESERVING HEALTH AND SAFETY

86,000 employees working remotely

95% Central services

71% Network

PROTECTING OUR TEAMMATES EMPLOYEMENT

Our priority is to preserve our employees’ jobs

300+ top management members waive 2020 bonus

SUPPORTING TO OUR VENDORS

Support to our closer vendors with protection scheme for employees and companies

Advancing the payment of invoices
Continue to provide an essential service to the economy

REMOTE CHANNELS
% OF ACTIVITY INCREASE\(^1,2\)

+32%

Transaction volume through digital and remote channels

REMOTE CAPABILITIES
% VISITS TO "MY CONVERSATIONS"\(^2\)

+35%

“My Conversations”
App functionality in Spain to chat with remote managers
4 weeks pre vs. post confinement

DIGITAL SALES
% OF TOTAL UNITS SALES MTD

63.4%

59.0%  59.9%

Jan  Feb  Mar

(1) Remote= App, web and contact centers. Activity measured by technical Transactions. Transaction is the processing unit, being the set of orders to be executed building an indivisible working unit. Weekly average change between the week of Feb 17th vs. the week of Mar 30th.
(2) Data corresponding to Spain.
Financial support for our clients

**Payments Flexibility**
- Deferrals of mortgages and other loans repayment flexibility
- Deferral of auto loans repayment
- Deferral of insurance repayment

**Support and Proactive Aid to Vulnerable Groups**
- Cancelling certain fees and commissions
- Pension or unemployment aids payment advance
- Rent deferrals for homes that are part of the Social Housing Fund

**Provide Liquidity and Funding**
- New liquidity to support companies from the beginning of COVID-19
- Proactively providing new lines of credit through government guarantee schemes in Spain (including the Official Credit Institute (ICO)), USA or Turkey
1Q20 RESULTS
Strong Pre-Provision Profit growth and anticipation of COVID-19

NET ATTRIBUTABLE PROFIT
(€M current)

-75.3%
1,182

COVID-19 front-loaded provisions -€966M

292

BBVA USA goodwill impairment €2,084M

-1,792

1,182 1,260 1,225 1,163 1,258

Excluding COVID-19 front-loaded provisions and one-offs**

+6.4%

1Q19 2Q19 3Q19 4Q19 1Q20

Robust core revenue growth

Outstanding operating income and efficiency

Risk indicators impacted by COVID-19 impairments

Capital, shareholder value creation and profitability affected by markets and impairments

(*) COVID-19 impairment net of taxes and non-controlling interests at -€966M corresponding to a gross amount of COVID-19 impairments -€1,460M (of which -€1,433M accounted in impairments and -€27M in provisions). (**) One-offs: 1Q20 and 4Q19 include BBVA USA goodwill impairment of -€2,084M and -€1,318M, respectively.
# 1Q20 Results

## 1Q20 Profit & Loss

<table>
<thead>
<tr>
<th>BBVA Group (€m)</th>
<th>1Q20</th>
<th>Change 1Q20/1Q19</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>%</td>
</tr>
<tr>
<td>Net Interest Income</td>
<td>4,556</td>
<td>3.6</td>
</tr>
<tr>
<td>Net Fees and Commissions</td>
<td>1,258</td>
<td>3.6</td>
</tr>
<tr>
<td>Net Trading Income</td>
<td>594</td>
<td>39.5</td>
</tr>
<tr>
<td>Other Income &amp; Expenses</td>
<td>75</td>
<td>n.a.</td>
</tr>
<tr>
<td><strong>Gross Income</strong></td>
<td>6,484</td>
<td>7.2</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>-2,918</td>
<td>-0.1</td>
</tr>
<tr>
<td><strong>Operating Income</strong></td>
<td>3,566</td>
<td>14.1</td>
</tr>
<tr>
<td>Provisions and Other Gains and Losses</td>
<td>-341</td>
<td>n.a.</td>
</tr>
<tr>
<td><strong>Income Before Tax</strong></td>
<td>649</td>
<td>-66.8</td>
</tr>
<tr>
<td>Income Tax</td>
<td>-186</td>
<td>-65.6</td>
</tr>
<tr>
<td>Non-controlling Interest</td>
<td>-172</td>
<td>-26.6</td>
</tr>
<tr>
<td><strong>Net Attributable Profit (ex-BBVA USA Goodwill impairment)</strong></td>
<td>292</td>
<td>-75.3</td>
</tr>
<tr>
<td>BBVA USA Goodwill impairment</td>
<td>-2,084</td>
<td>n.a.</td>
</tr>
<tr>
<td><strong>Net Attributable Profit (reported)</strong></td>
<td>-1,792</td>
<td>-251.6</td>
</tr>
</tbody>
</table>

- *% constant*
1Q20 RESULTS

Outstanding operating income and efficiency

/ GROUP OPERATING JAWS
(3M20 YoY (%): € CONSTANT)

7.2%  
Core revenues

2.2%
Operating Expenses

INFLATION
5.2% Average 12m

/ GROUP OPERATING INCOME
(YoY (%): €M CONSTANT)

+20.3%

2,965
3M19

3,566
3M20

/ EFFICIENCY RATIO
(%, € CONSTANT)

-401 pbs

49.9%
12M18

49.0%
12M19

45.0%
3M20

65.2%
European Peer Group Average


Highest quarterly Operating Income in the past 10 years
1Q20 RESULTS

Outstanding trend in digital sales
(% of total sales YTD, # of transactions and PRV\(^1\))

**GROUP**

<table>
<thead>
<tr>
<th></th>
<th>UNIT</th>
<th>PRV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-18</td>
<td>46.9</td>
<td>28.9</td>
</tr>
<tr>
<td>Mar-19</td>
<td>55.8</td>
<td>39.9</td>
</tr>
<tr>
<td>Mar-20</td>
<td>60.7</td>
<td>45.4</td>
</tr>
</tbody>
</table>

**SPAIN**

<table>
<thead>
<tr>
<th></th>
<th>UNIT</th>
<th>PRV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-18</td>
<td>42.6</td>
<td>31.3</td>
</tr>
<tr>
<td>Mar-19</td>
<td>47.5</td>
<td>40.1</td>
</tr>
<tr>
<td>Mar-20</td>
<td>59.5</td>
<td>49.3</td>
</tr>
</tbody>
</table>

**USA**

<table>
<thead>
<tr>
<th></th>
<th>UNIT</th>
<th>PRV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-18</td>
<td>21.2</td>
<td>18.0</td>
</tr>
<tr>
<td>Mar-19</td>
<td>26.9</td>
<td>22.1</td>
</tr>
<tr>
<td>Mar-20</td>
<td>31.2</td>
<td>25.9</td>
</tr>
</tbody>
</table>

**MEXICO**

<table>
<thead>
<tr>
<th></th>
<th>UNIT</th>
<th>PRV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-18</td>
<td>39.6</td>
<td>25.7</td>
</tr>
<tr>
<td>Mar-19</td>
<td>53.0</td>
<td>41.5</td>
</tr>
<tr>
<td>Mar-20</td>
<td>58.0</td>
<td>47.2</td>
</tr>
</tbody>
</table>

**TURKEY**

<table>
<thead>
<tr>
<th></th>
<th>UNIT</th>
<th>PRV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-18</td>
<td>74.0</td>
<td>42.5</td>
</tr>
<tr>
<td>Mar-19</td>
<td>79.4</td>
<td>52.5</td>
</tr>
<tr>
<td>Mar-20</td>
<td>79.0</td>
<td>51.1</td>
</tr>
</tbody>
</table>

**SOUTH AMERICA**

<table>
<thead>
<tr>
<th></th>
<th>UNIT</th>
<th>PRV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-18</td>
<td>49.7</td>
<td>20.7</td>
</tr>
<tr>
<td>Mar-19</td>
<td>60.3</td>
<td>27.0</td>
</tr>
<tr>
<td>Mar-20</td>
<td>66.1</td>
<td>41.8</td>
</tr>
</tbody>
</table>

Figures have been restated in order to update PRV values to most recent finance variables, exclude Paraguay and to better adjust products to internal digital sales definition.

Group and South America figures exclude Venezuela, Chile and Paraguay.

(1) Product Relative Value as a proxy of a better economic representation of units sold.
Leveraging the FinTech ecosystem to develop our value proposition
1Q20 Results

Business Areas
A well-diversified footprint with leadership positioning

### Breakdown by Business Area

**Total Assets (1)**
- **Spain**: 54%
- **Mexico**: 14%
- **Turkey**: 8%
- **South America**: 7%
- **Rest of Eurasia**: 3%
- **US**: 13%

**Gross Income (1)**
- **Spain**: 31%
- **Mexico**: 13%
- **Turkey**: 17%
- **South America**: 13%
- **Rest of Eurasia**: 2%
- **US**: 24%

### Leadership Positioning

**Market Share (In %) and Ranking (2)**

- **Spain**: #3, 13.6%
- **Turkey**: #2, 17.5%
- **Mexico**: #1, 23.2%
- **USA Sunbelt**: #4, 6.1%
- **South America**:
  - **Colombia**: #4, 10.3%
  - **Peru**: #2, 20.4%
  - **Argentina**: #4, 7.7%

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(1) Percentages exclude Corporate Center

(2) Loans market shares except for USA (Deposits). Spain: based on BvS (Feb'20) and ranking (Dec'19) by AEB and CECA. Mexico: data as of Feb'20 (CNBV). South America: (Dec'19 for Argentina and Feb'20 for Colombia and Peru). Ranking considering main peers in each country. USA: SNL (Jun'19) considering Texas and Alabama. Turkey: BPSA total performing loans among private banks (market share as of Mar'20 and rankings as of Dec'19).
1Q20 RESULTS - BUSINESS AREAS

Business Areas

Spain

NET ATTRIBUTABLE PROFIT (1Q20)
-141 €m

NPL RATIO
4.3%
vs. 5.0% 1Q19

COVERAGE RATIO
66%
vs. 58% 1Q19

- Strong core revenue growth, mainly driven by fees.
- Costs continue to go down.

USA

NET ATTRIBUTABLE PROFIT (1Q20)
-100 €m

NPL RATIO
1.0%
vs. 1.4% 1Q19

COVERAGE RATIO
142%
vs. 85% 1Q19

- NII impacted by lower interest rates and a lower contribution from the securities portfolio.
- Double digit growth in Fees.

Mexico

NET ATTRIBUTABLE PROFIT (1Q20)
372 €m

NPL RATIO
2.3%
vs. 2.0% 1Q19

COVERAGE RATIO
155%
vs. 159% 1Q19

- NII growth driven by activity, despite lower lending yields.
- Resilient operating income, with revenues and positive operating jaws as the main levers.
## Business Areas

### Turkey

**NET ATTRIBUTABLE PROFIT (1Q20)**

<table>
<thead>
<tr>
<th></th>
<th>€m</th>
<th>% vs. 1Q19</th>
</tr>
</thead>
<tbody>
<tr>
<td>129</td>
<td>+0.3%</td>
<td>vs. 1Q19</td>
</tr>
</tbody>
</table>

- **NPL RATIO**: 6.7% vs. 5.8% 1Q19
- **COVERAGE RATIO**: 86% vs. 78% 1Q19

- **Significant NII growth** explained by loan growth and the improvement in customer spreads.
- **Fees** impacted by regulatory cap.
- **Costs** growing below average inflation.

### South America

**NET ATTRIBUTABLE PROFIT (1Q20)**

<table>
<thead>
<tr>
<th></th>
<th>€m</th>
<th>% vs. 1Q19</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>-53.8%*</td>
<td>vs. 1Q19</td>
</tr>
</tbody>
</table>

- **COST OF RISK (YTD)**
  - **Colombia**: High single digit growth in NII, supported by activity. Strong frontloading of COVID-19 provision. CoR excluding this at 202 bps.
  - **Peru**: Loan growth driven by CIB. Provisions impacted by COVID-19 impact frontloading. Excluding this, CoR improves to 137 bps.
  - **Argentina**: Positive Net Attributable Profit despite provisions for the sovereign debt portfolio.

(*) Venezuela in current €.
### 1Q20 RESULTS - BUSINESS AREAS

#### CIB – 3M20 Results

<table>
<thead>
<tr>
<th>BUSINESS ACTIVITY</th>
<th>CLIENT’S REVENUE</th>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>(CONSTANT €, % YTD)</td>
<td>(CONSTANT €, % YOY)</td>
<td>(CONSTANT €, % YOY)</td>
</tr>
<tr>
<td><strong>LENDING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>74 €bn</td>
<td>+18.3%</td>
<td>765 €m</td>
</tr>
<tr>
<td><strong>CUSTOMER FUNDS</strong></td>
<td></td>
<td>101%</td>
</tr>
<tr>
<td>41 €bn</td>
<td>+8.9%</td>
<td></td>
</tr>
<tr>
<td><strong>GROSS INCOME</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>754 €m</td>
<td>+6.0%</td>
<td></td>
</tr>
<tr>
<td><strong>OPERATING INCOME</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>482 €m</td>
<td>+6.2%</td>
<td></td>
</tr>
<tr>
<td><strong>NET ATTRIBUTABLE PROFIT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>93 €m</td>
<td>-58.4%</td>
<td></td>
</tr>
</tbody>
</table>

- Complex macro environment derived from the COVID-19 extension and the price of oil.
- Positive comparison of Client’s Revenues thanks to the good evolution of the activity.
- Despite growth in revenues and cost control, Attributable Profit has been impacted by a higher level of provisions mainly in USA and Turkey.

\(^1\) Client’s revenue / Gross income
Annex
ANNEX

BBVA had significant growth since 1995

More than 160 years of history

1995
- Banco Continental (Peru)
- Probursa (México)

1996
- Banco Ganadero (Colombia)
- Bancos Cremi and Oriente (Mexico)
- Banco Francés (Argentina)

1997
- Banco Provincial (Venezuela)
- B.C. Argentino (Argentina)

1998
- Poncebank (Puerto Rico)
- Banco Excel (Brazil)
- Banco BHIF (Chile)

1999
- Provida (Chile)
- Consolidar (Argentina)

2000
- Bancomer (Mexico)

2004
- Valley Bank (USA)
- Laredo (USA)
- Public takeover offer for Bancomer (Mexico)

2005
- Granahorrar (Colombia)
- Hipotecaria Nacional (Mexico)

2006
- Texas Regional Bancshares (USA)
- Forum Servicios Financieros (Chile)
- State National Bancshares (USA)
- CITIC (China)

2007
- Compass (USA)

2008
- Extended CITIC agreement (China)

2009
- Guaranty Bank (USA)

2010
- New extension CITIC agreement (China)
- Turkiye Garanti Bankasi (Turkey)

2011
- Extension of Forum SF agreement (Chile)
- Credit Uruguay (Uruguay)

2012
- Sale of (Puerto Rico)
- Unnim Banc (Spain)

2013
- Sale of (Panama)
- Sale of pension business in (Latam)
- Sale of CNCB’s 5.1% (China)

2014
- Simple (USA)

2015
- Sale of CIFH’s stake to CNCB (China)
- Sale of CNCB’s 4.9% (China)
- Catalunya Banc (Spain)
- Acquisition of an additional stake in Turkiye Garanti Bankasi (Turkey)
- Acquisition of a 29.5% stake in Atom (UK)

2016
- Holvi (Finland)
- Sale of CNCB’s 1.12% (China)
- Sale of GarantiBank Moscow AO (Moscow)
- OpenPay (Mexico)

2017
- Sale of CNCB (China)
- Acquisition of an additional stake in Turkiye Garanti Bankasi of 9.95% (Turkey)
- Agreement with Cerberus to transfer the Real Estate Business (Spain)

2018
- Sale of the stake in BBVA Chile to The Bank of Nova Scotia (Chile)

2020
- Agreement with Allianz to create a bancassurance partnership (Spain)
Organizational chart

**Chief Executive Officer**
Onur Genç

**GROUP EXECUTIVE CHAIRMAN**
Carlos Torres Vila

### BUSINESS UNITS
- **Global Head of Corporate & Investment Banking**
  - Luisa Gómez Bravo
- **Country Monitoring**
  - Jorge Sáenz-Azcúnaga
- **Country Manager España**
  - Peio Belausteguigoitia
- **Country Manager México**
  - Eduardo Osuna
- **Country Manager Estados Unidos**
  - Javier Rodríguez Soler
- **Country Manager Turquía**
  - Recep Bastug

### GLOBAL FUNCTIONS
- **Global Head of Client Solutions**
  - David Puente
- **Global Head of Finance**
  - Jaime Sáenz de Tejada
- **Global Head of Global Risk Management**
  - Rafael Salinas

### TRANSFORMATION
- **Global Head of Engineering & Organization**
  - Ricardo Forcado
- **Global Head of Talent & Culture**
  - Carlos Casas
- **Global Head of Data**
  - Ricardo Martín Manjón

### STRATEGY
- **Senior Advisor to the Chairman**
  - Juan Asúa
- **Global Head of Strategy & M&A**
  - Victoria del Castillo
- **Global Head of Communications & Responsible Business**
  - Paul G. Tobin

### LEGAL AND CONTROL
- **Global Head of Legal**
  - María Jesús Arribas
- **General Secretary**
  - Domingo Armengol
- **Global Head of Regulation & Internal Control**
  - Ana Fernández Manrique
- **Chief Audit Executive**
  - Joaquín Gortari

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1. Reporting channel to CEO for Argentina, Colombia, Peru, Venezuela, Uruguay and Paraguay, as well as monitoring of all countries, including Spain, Mexico, USA and Turkey.
2. Reporting to the Board of Directors through its corresponding committees.