

## **BBVA COLOMBIA INFORMS THE MEASURES TAKEN IN ORDER TO ENSURE EQUITABLE**

### **TREATMENT TO SHAREHOLDERS**

The Board of Directors established the following measures in order to ensure fair and equitable treatment for all shareholders, encourage their effective participation and the exercise of their rights at the Shareholders ordinary meeting.

BBVA Colombia's legal representatives, administrators and employees are required to act with neutrality towards shareholders, they must refrain from performing conduct classified as illegal, unauthorized and unsafe practices indicated in Title III of Resolution 116 of 2002 issued by the Superintendencia Valores, actually known as Superintendencia Financiera (Colombian Banking Authority).

It is forbidden for Bank's employees:

- To represent shares other than their own, nor request or confer proxies in favor of certain people. They may not vote, even with their own shares, on approvals of balances, end of year accounts, nor liquidation ones.
- To request, personally or through an intermediary, representation powers to be conferred on people related, directly or not with the administration or with the employees of the company, for the assistance of the ordinary or extraordinary meetings of the General Assembly of Shareholders.
- To encourage, promote or suggest to shareholders writing representative letters, in which it is not clearly defined the proxy's name.
- To receive representative letters from shareholders in which it is not clearly stated the proxy's name.
- To admit as valid, representative letters without the legal requirements established in article 184 of the Commercial Code. The proxies must be written and stated with the proxy's name, the person on whom he can replace it, and the date and time of the meeting. Entities must attach a recent certificate that proves the existence and representation of the company.
- To recommend any specific candidate or a list of candidates.
- To suggest, coordinate or agree with any shareholder or his proxy, the submission of proposals to be address by the Shareholders meeting, notwithstanding the capacity of the Board and the CEO to submit proposals to shareholders in order to ensure the Bank's adequate development.
- To suggest, coordinate or agree with any shareholder or his proxy, voting in a specific way or against any proposal that is presented in it.

The representative letters granted by the shareholders must comply with the requirements of article 184 and 185 of the Commercial Code, Bylaws and Regulations of the General Shareholders' Meeting of BBVA Colombia.

Legal framework: Resolution 0116, 2002 from Superintendencia Financiera of Colombia (Colombian Banking Authority), articles 184 and 185 of the Commercial Code and article 23 of Law 222, 1995, Corporate Governance Code and Regulation of the General Shareholders Meeting.



Procedures are controlled and supervised by:

Legal Services Executive Vice-President - Corporate Secretary Director  
Director of the Corporate Legal Area

Any concerns can be communicated with the Legal Services Executive Vice-Presidency [juridica.bbvacolombia.co@bbva.com](mailto:juridica.bbvacolombia.co@bbva.com); Financial Management COAP – Shareholder Office [acciones@bbva.com](mailto:acciones@bbva.com); Investor Service Office [bbvacolombia-ir@bbva.com](mailto:bbvacolombia-ir@bbva.com).