Consumer Switch Kit

We’ve made switching to a BBVA Checking account easy. Here’s everything you need.
Follow these simple steps to move your banking relationship to BBVA:

1. **Open a BBVA checking account.** We can help you decide which account best fits your needs. To learn more about our checking accounts visit bbvausa.com.

2. **Stop using your previous checking account.** Allow time for outstanding checks to clear – we recommend about 10 days after written. Destroy any ATM, Debit Cards, unused checks and deposit slips.

3. **Change your Direct Deposit.** Notify your employer of your new BBVA checking account information. To help update your direct deposit, we have included a Direct Deposit form. (See page 5)

4. **Update Automatic Payments.** Notify anyone electronically debiting (insurance, utilities, cable, etc.) your previous account of your new BBVA checking account information. We have included an Automatic Payment Request Form to help you make the switch. (See page 6)

5. **Close your old checking account.** After all your checks and automatic payments have cleared, close your previous checking account(s). To help close your old account we have included an Account Closing Request Form. (See page 7)

Questions? Call 1-844-BBVA USA (228-2872) or stop by your local BBVA branch and talk to a banker.

All checking accounts are subject to approval, which may include credit approval. $25 minimum opening deposit required.
We have enclosed the proper forms that will help make the switch to BBVA easier.

Complete and send the enclosed forms to the appropriate contacts to ensure automatic payment drafts and ACH payments and credits are moved to your new BBVA checking account. In addition, we have included a letter for you to use to close your previous bank account. Below are instructions and tips to help you through the process.

Form 1 -- Direct Deposit Form

Updating your Direct Deposit(s)

Before sending the Direct Deposit Request Form:
1. Check with your contact to make sure no other forms are required.
2. Use the enclosed form to change the account number to be credited.
3. Maintain the account at your previous bank until incoming deposits have been switched to your new BBVA account.

After sending the Direct Deposit Request Form:
1. Confirm with your contact that the form was received.
2. Sign in to BBVA Online Banking or Mobile Banking to verify that your automatic payments have begun. You can also call 1-844-BBVA USA (228-2872).

Don’t have Online or Mobile Banking? Download the BBVA Mobile Banking App today in the App Store, or visit www.bbvausa.com to activate online banking.

Form 2 -- Automatic Payment Request Form

Updating Automatic Payments

Before sending the Automatic Payment Request Form:
1. Review the Automatic Payment Resource information below to identify existing automatic payments.
2. Use the enclosed form to request that your automatic payment be established at BBVA.
3. Maintain the account at your previous bank until the automatic payment has been switched to your new BBVA account.

Automatic Payment Checklist:
- Insurance
- Loan/Lease Payments
- Memberships/Subscriptions
- Mortgage/Lease
- Utilities (phone, internet, electric, gas, etc.)
- Credit Cards/Check Cards
After sending the Automatic Payment Request Form:
Sign in to Online Banking or Mobile Banking to verify that your automatic payments have begun. You can also call 1-844-BBVA USA (228-2872).

**Form 3 -- Account Closing Request**

**Before sending the Account Closing Request Form:**
1. Check with your previous bank to make sure no additional information or forms are required to close the account.
2. Inquire about any possible penalties, with respect to early withdrawal, before you close your account. If you have Certificates of Deposit (CDs), it is important to check the maturity dates.

**After sending the Account Closing Request:**
Check account statements to verify that all accounts have a zero balance and have been closed.
How to Set Up Direct Deposit

To have your payroll directly deposited into one or more BBVA accounts, complete and sign this form, then give it to your employer or other payor — or — Use the table below to identify common payors who typically only accept government form 1199a.

To whom it may concern — Please begin making payment by direct deposit to my BBVA account.

NAME (PLEASE PRINT) _____________________________________________

ADDRESS _______________________________________________________

CITY ____________________________ STATE ________________ ZIP __________

DATE ______________________________ PHONE _________________________

SIGNATURE _______________________________________________________

Account

ROUTING NUMBER ____________________________

ACCOUNT NUMBER _____________________________

Name and address of financial institution:

BBVA USA
15 South 20th Street
Birmingham, AL 35233

Employed by or receive benefits from a U.S. government agency?

<table>
<thead>
<tr>
<th>Type of Direct Deposit</th>
<th>Contact Information for that Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Social Security(SSA)</td>
<td>Call 1-800-772-1213 (1-800-325-0778TTY)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a></td>
</tr>
<tr>
<td>• Supplemental Security Income(SSI)</td>
<td>Call 1-800-772-1213 (1-800-325-0778TTY)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a></td>
</tr>
<tr>
<td>• Civil Service Retirement (Office of Personal Management)</td>
<td>Call 1-888-767-6738 (1-800-878-5707TTY)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.servicesonline.opm.gov">www.servicesonline.opm.gov</a></td>
</tr>
<tr>
<td>• Veterans Compensation and Pension</td>
<td>Call 1-877-838-2778 (1-800-829-4833TTY)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.va.gov">www.va.gov</a></td>
</tr>
</tbody>
</table>

What’s Next?

Simply Monitor Your Account — For direct deposit, it can take up to one or two months for a payor to process your request and to begin receiving electronic deposits.

Questions? We will be happy to help you with the enrollment process. Contact a friendly BBVA banker at 1-844-BBVA USA (1-844-228-2872).

Optional:

☑ Payroll manager ☐ HR contact
☑ Other _______________________________

Name _______________________________
Telephone _____________________________
E-mail _______________________________
Automatic Payments Change Form
(examples — monthly bill payments, loan payments)

DATE

NAME

ADDRESS

CITY

STATE

ZIP

To Whom It May Concern:

I have recently changed banks and signed up with BBVA.
You are currently withdrawing $__________ from the following account:

PREVIOUS BANK

ROUTING NUMBER

ACCOUNT NUMBER

FOR (payment reason)

Stop making withdrawals from this account on ______________ and start making them from my new BBVA account:

NEW BBVA ROUTING NUMBER

NEW BBVA ACCOUNT NUMBER

If you have any questions, please let me know. Thank you.

Phone: ___________________________ DAY/EVENING (circle one)

SIGNATURE - PRIMARY SIGNER

SIGNATURE - SECONDARY SIGNER (IF APPLICABLE)

ADDRESS

CITY

STATE

ZIP

Depending upon the location of your branch, please choose one of the BBVA routing numbers below:

<table>
<thead>
<tr>
<th>Location</th>
<th>Routing Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>062001186</td>
</tr>
<tr>
<td>Arizona</td>
<td>122105744</td>
</tr>
<tr>
<td>California</td>
<td>321170538</td>
</tr>
<tr>
<td>Colorado</td>
<td>107005319</td>
</tr>
<tr>
<td>Florida</td>
<td>063013924</td>
</tr>
<tr>
<td>New Mexico</td>
<td>107000783</td>
</tr>
<tr>
<td>Texas (except Dallas)</td>
<td>113010547</td>
</tr>
<tr>
<td>Dallas</td>
<td>111907445</td>
</tr>
</tbody>
</table>
Account Closing Request Form

Please close my checking account.

DATE ________________  FINANCIAL INSTITUTION NAME ________________________________

ADDRESS ________________________________________________________________

CITY ____________________________  STATE ________________  ZIP __________________

To Whom It May Concern:

Effective ________________, please close the following checking account--

and send a check for the remaining balance to the address below.

If you have any questions, please let me know. Thank you.

Phone: ________________________  DAY/EVENING (circle one)

Sincerely,

SIGNATURE (ACCOUNT OWNER) ________________________________

NAME (PLEASE PRINT) ______________________________________

ADDRESS ________________________________________________

CITY ____________________________  STATE ________________  ZIP __________________