Q. How will I receive my login credentials for BBVA Compass net cash?

A. You will need three pieces of login credential information to log into BBVA Compass net cash: Customer ID, User ID, and password. You will receive your Customer ID and User ID in an email (if you do not receive it, contact Business Relationship Services). You will create a password during your first login, and you will use your established security authentication method (hard token or one time passcode) during this process. For more information on creating your password, please see the Initial Login Procedures Quick Reference section of the Getting Started Guide.

Q. Will I use the same security authentication method (multifactor authentication) method in BBVA Compass net cash as I do in Compass e-Access?

A. Yes, you will use the same security authentication method in BBVA Compass net cash as you currently use. However, if you use one time passcode, you should log into your User Profile in BBVA Compass net cash to ensure any/all telephone numbers are correct. Also, please note that you may register only up to three telephone numbers in BBVA Compass net cash (versus six in Compass e-Access).

Q. Will I use the same security token with BBVA Compass net cash as I do with Compass e-Access?

A. No, you will use a new security token for BBVA Compass net cash. Your corporate administrator will give you your new token prior to your preview period. However, please do not discard your current RSA security token if you use it for other BBVA Compass applications.

Q. Why is my user ID different for BBVA Compass net cash than it was for Compass e-Access?

A. BBVA Compass net cash has a limit of eight characters for a User ID. If your Compass e-Access User ID was longer than eight digits, we removed the extra characters and may have added a numeric sequence number to make your ID unique within your company.
Q. In what instances will I be required to authenticate using my security device?

- There are three instances:
  - At login for all users. (However, note that due to a fraud analysis feature, the system will learn users' patterns and eventually not require the security challenge if they log in consistently from the same computer and location. Users will be challenged for at least their first five login sessions.)
  - For corporate administrators, within User Administration when validating a user. Corporate administrators won’t have to authenticate their access to add, modify, or delete a user, but they will have to authenticate in order to validate these changes. You can choose to validate one or multiple users at a time.
  - When approving ACH or wire transactions and templates. You can choose to approve one or multiple transactions/templates at a time.

Q. Can international phone numbers receive One Time Passcodes through text and/or voice message? Can a phone with an international number use the soft token?

A. Yes, international phone numbers can receive codes through text and voice message. They can also use the soft token, but they may need to request the link to download the app from Business Relationship Services, since it is available in the US app stores (App Store and Google Play) only.

Q. Will I become locked out if I haven’t logged in for a certain period of time?

A. Users who haven’t logged in for a period of 30 days or more will be prompted to create a new password when logging in.

Q. Where can I access a user guide for BBVA Compass net cash?

A. You can find information specific to the screen(s) you are viewing in BBVA Compass net cash by clicking Need Help? near the upper right corner of the screen. You can also find helpful resources, including tutorial videos and quick reference guides, by clicking on Reference Center, also in the upper right corner.

Q. Will I still be able to use Compass e-Access after my conversion to BBVA Compass net cash?

A. You will be able to log into Compass e-Access (using your Compass e-Access login credentials) for up to 120 days after your conversion to view historical data. However, you will no longer be able to use Compass e-Access to generate payments.

Q. Can I release transactions in BBVA Compass net cash during my preview period?

A. No, you will not be able to release any transactions in BBVA Compass net cash
until your official conversion. You must continue using Compass e-Access to release transactions until that time. You may begin releasing transactions starting at 7 a.m. Central Time the morning of your conversion date.

Q. When should I stop releasing transactions in Compass e-Access?

A. Please do not initiate any new transactions in Compass e-Access after 9 p.m. Central Time the night before your official conversion. Any data submitted after this time will be lost and will not transition to BBVA Compass net cash.

Q. Can you elaborate more on the transaction approval levels – 33%, 50%, or 100%?

A. This is a new level of approvals called Approval Rights that was not available in Compass e-Access. In Compass e-Access, if you could approve, you could fully approve up to your approval limits. In BBVA Compass net cash, there is an additional level available that says "how much" of the approval can you perform. So, for example, if you are a user set up with 50% approval rights and you approve a wire, it is not fully approved and still has the status of Awaiting Approval until another user with 50% or 100% approval rights completes their approval step to make the full approval of 100% approved. At that point, the transaction will release for processing. Remember that approval limits still apply as well, so you must have the appropriate approval limits as well in order to approve. Since levels of approval rights didn’t exist in Compass e-Access, all users will migrate with 100% approval rights, because this will match how they functioned in Compass e-Access.

Q. Are a company owner’s personal accounts permitted on BBVA Compass net cash?

A. No, only non-consumer accounts are permitted on BBVA Compass. Personal and retail accounts cannot be added.

Q. Will there be any change to my CD-ROM service after my conversion to BBVA Compass net cash?

A. The CompassView® Statement Items CD-ROM service is not associated with BBVA Compass net cash. The service will not be affected as a result of your conversion to BBVA Compass net cash.

Data Migration

Q. Will my balance information migrate to BBVA Compass net cash?

A. Yes, your balances will migrate automatically. However, you should review and verify them during your preview period to make sure the information is correct.

Q. Will my templates, alerts, and user profile information from Compass e-Access migrate to BBVA Compass net cash?

A. All templates, alert setup, and user profile information will migrate automatically to BBVA Compass net cash. However, you should check this information after your conversion to make sure the information migrated correctly. In addition, please note that if you make changes to your user profiles or transaction templates in Compass e-Access during your preview period, you must make the same changes in BBVA Compass net cash to ensure they carry over.
Q. Will my transactions and account information migrate automatically to BBVA Compass net cash from Compass e-Access, or will I have to re-enter them?

A. All account and transaction information will carry over automatically. However, you should review the information to make sure it is correct, and please also note the following regarding payments set up in Compass e-Access:

- **Future-dated:** All future-dated transactions that are fully approved in Compass e-Access prior to 9 p.m. Central Time on the night before your conversion date will be released as scheduled. You will not have to re-enter them in BBVA Compass net cash.

- **Recurring instructions:** Recurring instructions will carry over automatically from Compass e-Access. You may review these in BBVA Compass net cash during your preview period, but you must use Compass e-Access to initiate and/or approve all transactions until your official conversion takes place.

- **Recurring and one-time payments pending approval:** Any recurring or one-time payments that are pending approval must be approved in Compass e-Access by 9 p.m. Central Time the night before your official conversion. Any transactions that are not approved by this time will not migrate to BBVA Compass net cash.

- **New transactions:** Please do not initiate any new transactions in Compass e-Access after 9:00 p.m. the night before your conversion. Any data submitted after this cutoff will not transition to BBVA Compass net cash.

- **User Profiles and Transaction Templates:** If you make any changes to user profiles and/or transaction templates in Compass e-Access during your preview period, you must also make the same changes in BBVA Compass net cash in order to ensure they carry over to the new system upon your official conversion. Please note that templates that do not contain any data will not migrate.

- **Testing migrated map definitions:** All of your existing map definitions (used for importing files) that are saved in Compass e-Access will migrate to BBVA Compass net cash. However, we recommend that you test the import process during your preview period. Please load a test file using the migrated map definition to validate that you see the expected results in either the payment or template list view. After importing, you should delete any test payments that show in the payments list view before the preview period ends.

- **Positive Pay exceptions:** Please note that account information for Positive Pay will not be available during the preview period. However, you can use this time to set up alerts and templates related to these services. Account information will be available after your official conversion. The DAY OF your conversion, you will use Compass e-Access to make Positive Pay decisions, using the process you currently follow. If you do not provide decisions prior to the deadline, we will use your Default Disposition. The DAY AFTER your conversion, you will start using BBVA Compass net cash to make your Positive Pay decisions.

- **Account Reconciliation reports:** Please note that account information for ARP will not be available during the preview period. However, you can use this time to set up alerts and templates related to these services. Account information will be available after your official conversion. Your previous month’s Reconciliation Reports(s) will be available in BBVA Compass net cash within seven days of your conversion. Your previous four months of Reconciliation Reports will carry over on the day of your conversion and will also be available.
• **Outstanding Issue Files**: Outstanding issues from Compass e-Access will migrate to BBVA Compass RealTime ARP in BBVA Compass net cash as new issues and will be added to any issues you submit post-conversion. The Account Summary - Outstanding Settlement Recap report will show a Prior Outstanding Balance of $0.00 for the month in which your accounts convert to BBVA Compass net cash. After the initial conversion month, your reports will contain information on the Prior Outstanding Balance line.

Q. Will I be able to access my Positive Pay and Account Reconciliation information during my preview period?

A. No, Positive Pay and ARP information will not be available during the preview period. This information will be available once you officially convert to BBVA Compass net cash.

Q. I currently use Compass e-Transmit or File Transfer Services to send my Positive Pay issue files. Will this change upon converting to BBVA Compass net cash?

A. No, you do not have to make any changes to your current process after converting to BBVA Compass net cash. If you currently use Compass e-Access to send your Positive Pay issue files, you should verify that the issue file template has carried over correctly to BBVA Compass net cash.

### Information Reporting

Q. Can I search for a deposited item?

A. Yes, you can search for a deposit image using the Image Search service. Unfortunately, you cannot search for a deposited item. All of these type items are only available once you view the deposit ticket.

Q. Can I search for checks deposited?

A. You can only search for items posted directly to your account (checks and deposits). Deposited items can only be viewed through the Deposited Item Detail associated with the Deposit ticket.

Q. Can I generate reports in formats other than PDF or CSV?

A. The export and download features are extremely flexible. On the Account Summary (list view), you can export what is on the page (summary or detail). The print option will create a PDF document. The Download feature allows you to select specific format (BAI, CS Basic, CSV, Quicken/Quickbooks and SWIFT same day and previous day) with specific criteria for each.

Q. Can I view items presenting to an account that same day, so that I can fund the account if needed and avoid having items appear on the NSF exceptions report the next day?

A. When enabled for Same Day reporting, any items presented that day can be viewed in Information Reporting. Images will not be available for items presented that day.

Q. Can I view items associated with a deposit in Lockbox (check, coupon,
invoice, etc.)?

A. When enabled for Same Day reporting, any items presented that day can be viewed in Information Reporting. Images will not be available for items presented that day.

Q. When searching for a check, am I restricted to increments of a certain number of days?

A. You can search for a check in the following increments: last 7 days, last 30 days, last 60 days, last 90 days, month to date, quarter to date, and year to date. You can enter dates as far back as two years at a time, but data will only be reported if it is available.

Q. Can I have reports such as eStatements without having to also have Information Reporting?

A. Yes, we removed the need to have Information Reporting services in order to retrieve eStatements

Q. Can I use BBVA Compass net cash to view balances of BBVA accounts outside the United States (for example, with BBVA Bancomer)?

A. BBVA Compass net cash does not support global reporting at this time. However, it does provide the option to use Data Exchanges to report data from other banks through BBVA net cash.

Q. Where do I find my Balance Reporting Favorite Reports from Compass e-Access?

A. The settings for your Favorite Reports are available in the Balance Reporting List View > Saved Views.

Q. Where do I find the Previous Day and Same Day Balance Reporting (from Compass e-Access)?

A. Reporting is now combined into a single Balance Reporting view. The posted date of the transactions will determine whether they are Same Day (current day) or Previous Day (prior day).

User Administration

Q. As a corporate administrator, will I need to set up all my company’s users and their permissions in BBVA Compass net cash?

A. All of your company’s users’ information, along with their established account and service permissions will carry over automatically from Compass e-Access to BBVA Compass net cash. You can find a list of your company’s users in the Administration section of BBVA Compass net cash (click the Administration button in the upper right corner of the homepage) and make changes as needed. Any Compass e-Access User IDs that are longer than eight characters will be truncated to meet the eight-character limit in BBVA Compass net cash. If any of your users are affected, we will send you information regarding these users’ new User IDs.

Q. Who is responsible for assigning and distributing tokens to users?
A. Corporate administrators will request tokens from the bank and will then be responsible for assigning and distributing them to their company’s users.

Q. How do I create a new user in BBVA Compass net cash?

A. You will find the tools for creating a new user in the Administration module of BBVA Compass net cash. Please refer to the Getting Started Guide for more detailed information.

Q. My company’s name and address are different in BBVA Compass net cash than they were in Compass e-Access. How do I update/correct them?

A. Contact your regional BRS Client Services team for assistance.

Q. Some of my company’s account names are different in BBVA Compass net cash than they were in Compass e-Access. How do I update/correct them?

A. Contact your regional BRS Client Services team for assistance.

Q. Who do I contact if my balance or template information is incorrect in BBVA Compass net cash?

A. Contact your regional BRS Client Services team for assistance.

Q. Are the user contact channels recorded as part of the Audit report?

A. The channel is not included. The user that completed the action along with the date and time is recorded.

Q. Can I assign nicknames to accounts?

A. The corporate administrator can assign account nicknames that all their company’s users will see.

Q. Are users blocked after a certain amount of time if they don’t log into BBVA Compass net cash?

A. No, but their password will expire after 30 days, and they will have to change it the next time they log in. They will be blocked after three unsuccessful login attempts, and the corporate administrator will have to unblock them.

Q. Do One Time Passcodes and soft tokens work with international phone numbers?

A. Yes, both work with international phone numbers. Alert notifications are also available for international phone numbers.

Q. Are all users required to have a cell phone number on file in the system in order to use BBVA Compass net cash?

A. Users are not required to have a cell phone number on file. They are required to have a unique phone number on file, in case it is ever needed as a security device, but it does not have to be a cell phone. For implementation purposes, we also
require the corporate admin to provide a telephone number - either mobile or landline. We use this number to send the corporate admin their initial temporary password, either through SMS text or voice message. The admin can then send initial temporary passwords to users in any way they choose.

Q. I have a question about how many corporate administrators there can be. The implementation form indicates they can be assigned validation rights, so if a corporate admin is given 33%, does that mean that additional admins are needed to reach the 100%?

A. The bank implementation team can set up up to a total of 10 corporate administrators through the onboarding process, and then any corporate administrator can setup an unlimited number of additional corporate administrators from the net cash user administration function. For initial customer setup, on the implementation form we need a total of 100% validation rights defined whether it is all given to one administrator or a combination of several.

For example, if in the implementation form you configure one administrator with 33%, you will need either two additional with 33% or a second corporate administrator setup with 100%. If on the Implementation form you select Dual Corp Admin, then you must provide two initial administrators, because dual corporate admin forces all corporate administrators on that customer to only ever have maximum validation rights of 50%, whether you indicate 100% or not on the form. On average, most implementations will only have one to two administrators max requested for configuration, just as it was in Compass e-Access. Normally at least one corporate administrator has 100% validation rights, which is why we only have fields for two initial corporate administrators, but if your customer wants three, you can add them on the form. You should never have to establish more than a max of three for the initial corporate administrator.

Q. Can you provide further clarification about self-administration and what an admin can self-administer?

A. Self-administration allows the corporate administrator to modify his or her own permissions (including modifying which services they have permitted to their user), define their approval dollar limits and approval rights, and select which security devices are assigned to their user. It also allows them to perform the validation step upon their own user to complete the user modification.

In comparison to Compass e-Access, this is not much different in security, because in e-Access the corporate administrator was required to have max limits for the customer and all services permitted to their user in order for them to then permit other users, so they had everything anyway. In net cash, they are not required to have the permissions themselves in order to permit other users; they only have to be designated as an administrator.

Q. On wires if they would like approvals (one user enters and another approves), are the approval rights 50% or do I set Permissions to Entry and Different User required?

A. There are several options to choose from to require more than one user to complete the wire transfer. However, keep in mind that the bank sets a mandatory $2M and above High Value Threshold (HVT), meaning that any wire over $2M requires two approvals. A user that initiates the wire and is set to Entry Only or Entry
and Different User Required does not count toward the approval, as they are not performing the approval step but only the entry step. So two different users besides the user that entered the wire are required to approve it if the wire is $2M or more. The best option may be to set the users to 50% approval and Entry and Auto Approve or Entry and Same user Allowed. The 50% approval rights will ensure that two users always have to review and approve a wire. Setting one user to Entry Only or Entry and Different User Required with approval rights means that 100% is an option that will always enforce one different user to approve, but keep in mind that you must be prepared for any wires over $2M to require two different users to approve beyond the user that entered the wire.

Definitions of Entitlements
- Approval Rights of the User:
  - Approval Rights = 100% - This user can fully approve any permitted wire accounts.
  - Approval Rights = 50% - This user can partially approve any permitted wire accounts. Another approving user will need to also approve the wire to receive 100% approval.
  - Approval Rights = 33% - This user can partially approve any permitted wire accounts. Another one or two approving users will need to approve the wire to receive 100% approval.
  - Approval Rights = None - This user has no approval rights and can only view or enter ALL wire accounts.

Permissions per Account:
- View Only - The user can only view the wire.
- Entry Only - The user can only enter wires and cannot perform any approval step.
- Entry and Auto Approve - The user can enter a wire and it will immediately approve.
- Entry and Same User Allowed - The user can enter a wire and can also approve the wire in a separate step.
- Entry and Different User Required - The user can enter a wire, but a different user must approve the wire they entered. With this permission, a user can approve wires on the account entered by different users.
- Approval Only - This user can only approve a wire. They cannot enter a wire.

Payments
Q. Is there a character limit for the Beneficiary Name field?
A. The Beneficiary Name field can contain a maximum of 35 characters.

Q. What if the beneficiary name is longer than 35 characters (such as in the case of an international wire payment)?
A. If the beneficiary name is longer than the 35 allowable characters, the remaining portion of the name should be placed in the Address Line 1 fields. The other two address lines can then be used for the beneficiary address.

Q. If I am approving multiple wire/ACH payments at the same time, will I have to enter my security authentication information for each payment, or just once?
A. If you select multiple payments, you will only need to authenticate with your
Q. What payment types will be visible to me when I try to create a payment?

A. The payment types available to you will depend on the services to which you are permitted. Corporate administrators are responsible for setting up user permissions.

Q. Can I search for a bank ABA rather than input it manually?

A. Yes, as you start typing the bank name or ABA, a list matching your criteria will drop down for you to select from.

Q. If I enter an incorrect ABA number (for example, one that is only valid for wire payments when I am actually trying to create an ACH payment), will the payment process, or will the system prompt me to enter the correct information?

A. For corporate payments, when you are in an ACH payment form, only ACH ABAs will be accepted. The same applies on the wire payment screens. We are loading ACH, wire, and BIC/IBAN files in BBVA Compass net cash so that we are only allowing valid ABAs to be entered. With Basics for Business, when you create a payee, you will enter the account and ABA associated with your payee. Once that is entered, a list of valid payment types will display. The system will only display ACH and wire payment types if the ABA is valid for those payment types.

Q. Can I send an international wire payment to Canada or Mexico for same-day credit?

A. Yes, you can create a same-day wire payment to both Canada and Mexico. The cutoff deadline is 2:30 p.m. Central Time.

Q. Can a batch contain both credit and debit transactions or do they need to be separate, like they are in Compass e-Access?

A. There are some payment types that have credits and debits (example: cash concentration and cash disbursement, consumer payments and consumer collections). You can create a batch that has a mix of both debits and credits (depending on your entitlements).

Q. How can I verify my template(s) transferred?

A. During your preview period, go to the Template List View (located under the Payment List View in BBVA Compass net cash) to verify that all templates are listed. You will still have access to Compass e-Access during this time to verify that all templates migrated correctly.

Q. Is the Import File format the same as Compass e-Access?

A. Map definitions currently set up in Compass e-Access will automatically migrate over. Both systems accept the same types of file formats (NACHA, delimited, fixed). You should use your preview period to test importing a file, to ensure you don’t encounter any errors.

Q. Will I be able to test ACH pass-thru files during my preview period?
A. Yes, you can test ACH pass-thru files during the preview period. You cannot approve payments during the preview period, so you can test that it will pass edits and then delete it from the list view.

Q. Can you explain how to complete a group ACH payment vs. a single ACH from the group?

A. ACH batches that contain multiple beneficiary records need to be initiated one at a time. However, multiple ACH batches can all be approved together by selecting the checkbox to the left of the batches in the payments list view and clicking on the approve button.

Q. Is there a listing of import templates for required fields for specific types of transactions?

A. The required fields will vary based on the type of import. For example, if you are importing in a file to add beneficiary records then you would need all the fields defined, which are required to add a new beneficiary. However, if you are importing a file to update existing beneficiary records (the amount, for example), then you may only need to define one of two fields. You can look at the Add Beneficiary screen to see which fields are required and use that as a guide when creating your map.

Q. I do an import a 73-entry ACH file. Will all of them migrate?

A. All map definitions set up in Compass e-Access will migrate to BBVA Compass net cash, along with all your payment templates. Also, existing payments created in Compass e-Access that are in an approved status at the time of your migration will remain and execute out of Compass e-Access. So you will not need to reenter payments you have already created and approved.

Q. How can I "hold" a beneficiary from an entire batch and not hold all beneficiaries except one in the template?

A. If you have a template which is a single batch containing multiple beneficiaries, you can modify the template from the template list view or the payments list view. On the edit page all of your beneficiary records will display. There is a "edit hold" option located directly above the beneficiary records. Select this option to hold all, one, or a select few records from your batch. If you edit this from the template list view, it will be stored in the template. If you edit this from the payments list view, it will hold the beneficiary records for a single initiation.

Q. How do you run one single beneficiary ACH payment at a time while also adding to a future existing batch?

A. If you add a batch from the payments list view, this is considered "free-form." Anything created free-form can later be saved as a template or used again to create a new payment. Any changes to the template will be saved for future use. Beneficiary records can be placed on hold or the amount changed to 0.00, and they will not be used when a payment is created.

Q. If the total of the ACH payment differs for one time use, how do you "edit one single beneficiary for this transaction only"?
A. You can edit beneficiary records from the payments list view. The edits you make will only be used for that single initiation of the template. Any edits made in the template list view will be stored. That is the differentiation. Payment list view edits are just for a single use; template list view edits are stored.

**Q. How do you reverse an ACH payment, if needed?**

A. There are multiple payment types available in BBVA Compass net cash. If you need to create a credit transaction, you can use a credit payment type to do so. For example, if you create a batch called consumer collection (debit payment/deduction) to reverse a payment, you could create a batch using the payment type Consumer Payments or Corporate Payments (both are credit payments).

Q. If I am subscribed to one of the Basics for Business packages, can I use templates to process ACH payments?

A. The Basics for Business (Basics for Business, Basics for Business Plus, Basics for International Business) packages do not support templates, but they do support Payees. Once you have created a payment to a Payee, you can use that payment to create similar or identical payments in the future.

Q. Can I set up a recurring transfer between two BBVA Compass accounts?

A. Yes, you can set up a recurring transfer between any "from" and "to" accounts to which you are entitled. First you'll need to create a transfer template, and then you can set up the recurring pattern. You will need to include the amount to transfer.

Q. Can I change an ACH Company Name in BBVA Compass net cash?

A. You are not able to edit an ACH Company Name through the BBVA Compass net cash application. However, you can submit the request to Business Relationship Services, and we will be able to make the change for you.

**Risk and Reconciliation**

**Q. If there is a dollar amount mismatch and I select Pay, will the ARP Checks Paid report update for reconciliation?**

A. The ARP Checks Paid report will be the Cleared Payments report on the new ARP system. Account Reconciliation (ARP) customers will see information updated immediately after the decision deadline passes. Customers have the ability to change their mind before the decision deadline, so it does not process until the deadline. The update occurs both online and in the ARP reports. Customers who do not subscribe to ARP services will not receive the Cleared Payments report.

Q. Will I be able to access my Positive Pay and Account Reconciliation information during my preview period?

A. No, Positive Pay and ARP information will not be available during the preview period. This information will be available once you officially convert to BBVA Compass net cash.

Q. How do you import a positive pay file?

A. The functionality is very similar to Compass e-Access. There is an Import Issue
File feature. Templates you have on Compass e-Access will convert to BBVA Compass net cash automatically, so you will be able to continue using the same file format that you were using before.

Q. If an employee is at the bank with a check and the issue file has not been uploaded, will the bank cash the check and list it as an exception?

A. No, the teller will not be able to override the system and cash the check. However, the employee can remain at the branch and give you (or the appropriate person/department at your company) a call to let them know there’s a problem with the issue file. You can then upload a current manual issue file through BBVA Compass net cash, and it will post in real time. So the employee can then go to the teller again and should at that point be able to cash the check.

Q. With ACH Positive Pay, can I assign a limit on an approved company ID, as with ACH authorizations?

A. Yes, unlike many other banks, we can fine tune the business rules beyond the Company ID and also limit by amount, transaction type and SEC code. Please refer to the Edit Business Rule screen.

Q. Why am I not able to see my Positive Pay issue file in BBVA Compass net cash right after I upload it?

A. Keep in mind that it may take as long as 15 minutes for the file to upload to the system. There’s no need to upload the file more than once; just wait a few minutes, and it will be uploaded.

Q. Why am I unable to locate my ARP reports?

A. Be sure you are looking for your ARP reports using the Account Reconciliation Reports module, which is located under Risk and Reconciliation in the main BBVA Compass net cash navigation menu, rather than in the Electronic Reports service.

Mobile

Q. Can I view check images using BBVA Compass net cash Mobile?

A. Yes, images are available for viewing on the mobile app.

Q. Do I have to use the online platform before I can begin using the mobile app?

A. Yes, you must log into the online platform before you will be able to use the mobile app.

Contact Us

Q. Who do I contact if I have questions throughout the conversion process?

A. You may contact your regional Business Relationship Services team.

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<tr>
<th>Region</th>
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<td>Alabama, Florida</td>
<td>1-800-607-4444</td>
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<td>1-800-570-2791</td>
<td>001-800-570-2791</td>
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