COMMUNICATION AND CONTACTS WITH SHAREHOLDERS AND INVESTORS
GENERAL POLICY

Banco BBVA Argentina S.A.
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1. Introduction. Regulatory Framework.

This Communication and Contacts with Shareholders and Investors General Policy (the “Policy”) elaborated by Banco BBVA Argentina S.A. (hereinafter “BBVA Argentina”), sets out the principles governing the Bank communication with its shareholders and investors (“the shareholders”) regularly, in a transparent and equitable form. This Policy is based in the principles and practices recommended by the Comisión Nacional de Valores (Argentina Securities Exchange Commission) and Banco Central de la República Argentina (Argentine Central Bank) for a good corporate government and in the BBVA guidelines and policies.

2. Purpose of the Policy and Scope of Application

The purpose of this Policy is the continuing attention to the information transparency and to the relations with its shareholders and, in particular, to define and set out the principles and criteria governing the proceedings and contact with our investors, providing them the necessary information so as to enable them the evaluation of the efficiency of the Board of Directors and Senior Directors management, assisting them in the monitoring of the entity strength and solvency.

This Policy will apply to BBVA Argentina information and communications with the shareholders and other interested parties such as financial analyst, risk rating agencies, regulatory and control entities, operators and depositories of the Bank shares, among other parties.

The Board of Directors, through the corporate organs and corresponding departments, seeks to safeguard, protect and facilitate the exercise of the rights of the shareholders and the market rights in general, within the framework of the defense of the corporate interest, understood as the achievement of a profitable and long-term sustainable business, that promotes its continuance and the maximization of the company economic value, all of this in accordance with the principles set forth in this Policy.


Aiming to strengthen the communication with local and foreign shareholders and to encourage the transparency of the information that the Entity makes available to the public about the Bank, “BBVA Argentina” has developed this Policy which is governed by the following general principles:

- Transparency, accuracy, immediacy and consistency in the dissemination of the information, so that the shareholders may receive all the financial and non-financial information legally enforceable, as well as other information that may be considered of interest, in a clear and
accessible form.

- To facilitate the knowledge on certain matters that may be necessary to allow the correct exercise of their rights as shareholders, providing clear and direct channels and lines of communication which allow the resolution of any doubt on the information provided with.

- To publish the information in a regular form, on time and that this keeps available over time, allowing the shareholders to know the Bank more relevant aspects at any time.

- Equal treatment for all the shareholders and investors that are in the same position, as referred to the information, the participation and the exercise of their rights as shareholders.

- To use a variety of communication instruments and channels that allows the shareholders to access the Bank in the easier and more convenient way.

### 4. Specific Communication and Contact Channels with Shareholders and Investors

For the purpose to guarantee the compliance with the before mentioned principles and the correct distribution of the information related to the Bank for the shareholders and the market in general, BBVA Argentina has made available for them the following information, communication, contact and participation channels:

**General Shareholders Meetings**

BBVA Argentina' shareholders are called, at least annually, to participate in the Bank General Shareholders Meeting at which the entity makes available to them all kind of means to facilitate their participation in said act (for example, through the Investor Relations website).

Likewise, at the time of its Meetings, BBVA Argentina makes available to the Shareholders in the website of the regulators, the necessary information to decide on the matters submitted for consideration, this information is published sufficiently in advance and with the details required not only by law but also by the best, local and international, practices of a good corporate government.

Further, in our website, there exists a contact item so that the shareholders may direct their enquiries and they are answered by an officer of the Investor Relations department.

These measures are designed to create an open environment which allows to facilitate the participation of the shareholders in the Shareholders Meeting and exercise during its development, the rights corresponding to them as such.

**Investor Relations Website**

BBVA Argentina has an Investor Relations website ir.bbva.com.ar where all the information, made available to their shareholders and other groups of interest, is included.

Particularly, BBVA Argentina provides, at the Investor Relations website, broad corporate and economic-financial information on the activity and the Bank results as well as other information
which is considered of interest for them; further facilitating the information channels and relation with BBVA Argentina through the contact with an officer of the Investor Relations department.

To comply with the principle of informative transparency, the Bank makes sure that the information included in the Investor Relations website is clear, complete, correct and accurate. In order to facilitate this, the Bank seeks the permanent updating of corporate website and the publication of the information therein contained in Spanish and in English languages.

Conference-Calls

BBVA Argentina carries out conference-calls submitting the quarterly results and other relevant communications for the market. Said conference-call are public and the access to them is available for shareholders, analysts and any other person wishing to access it, as another means to keep informed on the progress of the Bank.

Conferences and meetings.

The team of Investor Relations organizes regularly informative meetings (roadshows, conferences and other events), in which BBVA Argentina representatives meet with analysts and shareholders to explain the progress of the bank and other aspects of interest, answering in a personalized way, their comments and questions.

Attention to Customer Enquiries Service

For the purpose of facilitating an open and transparent communication of the Shareholders with BBVA Argentina, the entity keeps permanently an Investor Relations department through which de information requirements, clarifications or questions and their corresponding answers are directed.

Accordingly, to assist, in a personalized way your enquiries, the Bank makes available to the shareholders a telephone line (+54 11 4341 5040) and an email address (investorelations-arg@bbva.com), where they may direct its requirements, doubts and/or suggestions.

5. Investor Relations Department

BBVA Argentina has a specific department for Investor Relations, with a global function in charge of coordinating, analyzing and managing the relation and contacts with BBVA Argentina shareholder; and it is, consequently, the natural communication and dialogue among BBVA Argentina, its shareholders and the market in general on a permanent basis.

This department will have, as it is deemed necessary, the cooperation of those individuals from the organization that may be appropriate or convenient to facilitate the communication and attend the information requirements submitted from time to time.

The Investor Relations department, in the performance of its duties, shall obtain the necessary information for its communication to the market, from the different areas in charge of the elaboration thereof, which shall allow to ensure the consistency and uniformity of the information.
This Policy shall not apply to the disclosure of relevant facts and the relations with the media which shall be regulated for their own internal rules.


The approval of the BBVA Argentina Communication and Contact with Shareholders and Investors General Policy corresponds to the Board of Directors.

The concrete actions and initiatives for the development, updating and implementation of the Communication and Contact with Shareholders and Investors General Policy are to be set out within the executive scope which shall be informed to the Investor Relations department and shall count on the collaboration of Legal Services for the achievement of its goal.

The Investor Relations department shall be in charge of coordinating and facilitating the execution of the Policy and setting forth a contact schedule and proactive involvement with Investors during the year.

Likewise, the Investor Relations department shall be in charge of evaluating its efficiency regularly, adapting it whenever necessary.

7. Effective date.

This General Policy shall be effective after approval thereof by BBVA Argentina Board of Directors and it shall be published in the Investor Relations website.