

# Pre-contractual information

## BBVA Employee Platinum Card

### I. EUROPEAN STANDARDIZED INFORMATION ON CONSUMER CREDIT

This document contains the European standardized information on consumer credit for the BBVA Employee Platinum Card, pursuant to law 16/2011, on consumer credit contracts.

The information highlighted in bold below is especially important, in accordance with the Bank of Spain Circular 5/2012, on the transparency of banking services and responsibility in granting of loans.

#### 1. LENDER'S IDENTITY AND CONTACT DETAILS

Bank: Banco Bilbao Vizcaya Argentaria, S.A. Address: Plaza de San Nicolás, 4 - 48005 BILBAO.  
Phone number: 900 102 801. Website address: [www.bbva.es](http://www.bbva.es)

#### 2. DESCRIPTION OF THE MAIN FEATURES OF THE CREDIT PRODUCT

<ul style="list-style-type: none"> <li>■ <b>Type of credit.</b></li> </ul>	<p><b>CREDIT CARD:</b></p> <p>The Card is issued with the reimbursement system selected by the customer.</p>
<ul style="list-style-type: none"> <li>■ <b>Total amount of credit.</b> <ul style="list-style-type: none"> <li>- That is, the maximum amount or the sum of all the amounts made available to the consumer within the framework of the agreement.</li> </ul> </li> </ul>	<p><b>Credit limit: From 1,000 to 30,000 euros.</b></p>
<ul style="list-style-type: none"> <li>■ <b>Terms and conditions governing the availability of funds.</b> <ul style="list-style-type: none"> <li>- That is, when and how the consumer will obtain the money.</li> </ul> </li> </ul>	<p><b>The cards can be used for all or some of the following purposes:</b></p> <ul style="list-style-type: none"> <li>a) <b>Payment of goods and services up to the credit limit in establishments belonging to the card system (Visa/MasterCard) to which the cards belong and which are stated on them.</b></li> <li>b) <b>Withdrawing cash on credit or debit by card at branches and ATMS owned by the Bank or any other financial institutions that allow such transactions.</b></li> </ul>

EDITION PLAT EMP 01-21

■ **Term of credit agreement.**

- The terms and, if applicable, the order in which the installment payments will be carried out.

This agreement is drawn up for an indefinite term.

**Each card will be valid until the last day of the month printed on it and may not be used later than this date. It must be destroyed when the Bank sends a new one to replace the previous one.**

The credit card holder may choose one or more of the following systems for repaying the principal drawn against the limit of the card:

- a) **Total payment: every month the total balance drawn reflected in the monthly statement of the Credit Card Account will be debited from the "Direct Debit Account". In the case of cash withdrawals against the "Credit Card Account" and/or cash transfers from the "Credit Card Account" to the "Direct Debit Account", an annual nominal interest rate of 4.75% will accrue in favor of the Bank from the date of the withdrawal to the settlement date.**
- b) **Deferred revolving payment: allows, in turn, the following options:**
  - 1) **Of a monthly percentage: assuming a monthly repayment of at least 3% of the balance drawn appearing on the monthly statement prior to settlement, plus the interest and fees accrued during the corresponding monthly period. The holder may choose another percentage, higher than 3% and lower than 100%. Notwithstanding the above, if the result of applying the chosen percentage to the outstanding principal on the "Credit Card Account", plus interest and fees, is lower than the fixed monthly amount of €5, the latter amount will be charged (fixed minimum repayment fee).**
  - 2) **Of a fixed monthly amount: This represents a fixed monthly repayment amount comprising capital, interest and fees. The minimum fixed amount monthly is €12 with the option to choose any higher amount. With both options the minimum monthly repayment will be set as 3% of the balance drawn reflected on the "Credit Card Account" statement prior to settlement, plus the interest and fees accrued during the corresponding monthly period.**

Deferred payments do not entail the immediate repayment of the principal.
- c) **Personalized revolving payment: With this system, you can either repay the amount spent in a transaction performed using the Cards (purchases, cash withdrawals or transfers from the card's credit account to the payment debit account) or repay the full monthly balance drawn following settlement, which must be equal to or greater than €50, or it may be repaid through a certain number of fixed monthly payments (including principal and interest).**

	<p>The amount of the payments will depend on the repayment period chosen by the Account Holders, between a minimum of 7 payments and a maximum of 36. You can also pay in 3, 4, 5 or 6 interest-free installments, with a deferral management fee of 0.75%, 0.95%, 1.15% or 1.35% applied to the amount deferred, respectively. This system specifically applies to each individual settlement for which it has been requested.</p> <p>Personalized payments do not entail the immediate repayment of the principal.</p> <p>The frequency of payments in all the modalities will be monthly.</p>
<p>■ <b>Total amount that you will have to pay.</b></p> <ul style="list-style-type: none"> <li>- That is, the amount of the principal drawn plus any interest and possible expenses related to your credit.</li> </ul>	<p>The total amount payable will depend on the payment methods:</p> <ul style="list-style-type: none"> <li>a) <b>Total payment: Assuming the total credit of €3,000 is drawn each month in its entirety through purchases in stores, during the monthly settlement period, the total amount payable on the 5th of each month would be €3,000. Over 12 months, this would amount to €36,000, including the €0 annual credit card issuance and maintenance fee, which is charged the first month.</b></li> <li>b) <b>Deferred revolving payment:</b> <ul style="list-style-type: none"> <li>1) <b>Of a monthly percentage. Assuming the Credit Limit of €3,000 is drawn in its entirety for a single purchase in a store on the same day the card is issued (e.g. May 1), at an annual nominal interest rate of 4.75% and monthly repayments of 45% of the balance drawn at any given time, paid on the 5th of each month, the total amount payable over 12 months would be €3,026.72, including the €0 annual credit card issuance and maintenance fee, which is charged the first month.</b></li> <li>2) <b>Of a fixed monthly amount. Assuming the Credit Limit of €3,000 is drawn in its entirety in a single purchase in a store on the same day the card is issued (for example May 1), at the annual nominal interest rate of 4.75% and monthly repayments of €260 (including principal, interest and fees), payable on the 5th of each month. The total amount to be repaid over 12 months would be €3,077.16 in 11 installments of €260, plus a final installment of €217.16, which is the amount resulting from the difference between the total amount payable and the sum of the previous monthly repayments. The first installment includes an annual €0 credit card issuance and maintenance fee.</b></li> </ul> </li> </ul>

	<p>c) Personalized revolving payment:</p> <ol style="list-style-type: none"> <li>1) Personalized payment with interest. Assuming the credit limit of €3,000 is drawn in its entirety in a single purchase at a store on the same day the card is issued (e.g. May 1), repaid in 12 monthly installments of principal and interest (the first payment being interest and fees only) at an annual nominal interest rate of 4.75%, the total amount payable would be: €3,083.46; including the annual €0 credit card issuance and maintenance fee.</li> <li>2) Personalized payment without interest: In the scenario of a credit limit of €3,000 used entirely in a single purchase in a single establishment on the same day the card is issued (for example May 1), repaid over 6 months (first payment interest and fees only), the total amount payable would be: €3,040.50; including the deferral management fee of 1.35% of the amount financed and the €0 annual credit card issuance and maintenance fee.</li> </ol>
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### 3. COSTS OF THE CREDIT

<ul style="list-style-type: none"> <li>■ <b>The borrowing rate.</b></li> </ul>	<p>Total Payment for Cash Withdrawals and/or Transfers from the "Credit Card Account" to the "Direct Debit Account" at an annual nominal interest rate of 4.75%.</p> <p>Of the Card/Deferred Payment account 4.75% annual nominal rate. Personalized payment, annual nominal interest rate of 4.75%.</p> <p>Personalized payment without interest: no interest is applied.</p>
<ul style="list-style-type: none"> <li>■ <b>Annual Percentage Rate (APR).</b></li> <li>- The APR is the total cost of the credit expressed as the annual percentage of the total amount of the credit. The APR serves to compare different offers.</li> </ul>	<p>It will depend on the chosen payment method:</p> <p>Assuming the total payment method in accordance with the parameters set out in the above section; resulting APR of 0% and resulting NDER of 0%.</p> <p>Assuming the Deferred Payment of a monthly percentage with the parameters set out in Section 2; the resulting APR will be 4.57% and the resulting NDER will be 4.85%.</p> <p>Assuming the Deferred Payment method for a minimum monthly amount with the parameters set out in Section 2; the resulting APR will be 4.57% and the resulting NDER will be 4.85%.</p> <p>Assuming the Personalized Payment method with interest, with the parameters set out in Section 2; the resulting APR will be 4.84% and the resulting NDER will be 4.85%.</p> <p>Assuming the Personalized Payment method without interest with the parameters set out in Section 2; the resulting APR will be 4.76%.</p> <p>The NDER is the narrowly defined effective rate and is equivalent to the APR without including fees and expenses.</p> <p>All the above assumptions include payment of a credit card issue and maintenance fee.</p>

<ul style="list-style-type: none"> <li>■ Is it compulsory to take out an insurance policy which underwrites the credit or another accessory service, in order to obtain the credit (in the offered terms and conditions)?</li> </ul>	NO																								
<ul style="list-style-type: none"> <li>■ Related expenses.           <ul style="list-style-type: none"> <li>- For using a specific payment method (for example, credit card).</li> </ul> </li> </ul>	<p>The applicable fees for use of the card may be:</p> <ul style="list-style-type: none"> <li>a) <b>Yearly credit card issue and maintenance fee:</b>            Account Holder Card: €0            Additional card: €0</li> <li>b) Fee for issuance of duplicates: €0.</li> <li>c) Fee for using the card outside the eurozone: 3% applicable to the exchange value in euros.</li> <li>d) Fee for withdrawing cash on credit or debit by card at ATMs. Fees for withdrawing cash by card at ATMs</li> </ul> <table border="1" data-bbox="823 775 1434 1106"> <thead> <tr> <th rowspan="2">Fees for withdrawing cash by card at ATMs</th> <th colspan="2">Debit</th> <th colspan="2">Credit</th> </tr> <tr> <th>%</th> <th>Minimum €</th> <th>%</th> <th>Minimum €</th> </tr> </thead> <tbody> <tr> <td>ATMs of the BBVA Group in Spain</td> <td></td> <td></td> <td>1.75%</td> <td>€1.50</td> </tr> <tr> <td>ATMs of banks other than the BBVA Group in Spain</td> <td>Note 1</td> <td>Note 1</td> <td>Note 2</td> <td>Note 2</td> </tr> <tr> <td>ATMs outside Spain</td> <td>2%</td> <td>€1.75</td> <td>2.50%</td> <td>€1.20</td> </tr> </tbody> </table> <p>(1) If you withdraw cash in Euros using a debit card from an ATM belonging to a bank that is not part of the BBVA Group in Spain, BBVA will pass on the fee it is charged by the bank that owns the ATM. You will be informed of this amount by the bank that owns the ATM before the cash withdrawal.</p> <p>(2) For cash withdrawals in euros on credit by card at ATMs belonging to banks that are not part of the BBVA Group in Spain, BBVA will charge the same amount as the fee that the bank which owns the ATM charges BBVA. You will be informed of this amount by the bank that owns the ATM before the cash withdrawal. Likewise, BBVA will charge the fee for cash withdrawals on credit stipulated for BBVA Group ATMs in Spain. This fee is in addition to the fee charged by BBVA.</p>	Fees for withdrawing cash by card at ATMs	Debit		Credit		%	Minimum €	%	Minimum €	ATMs of the BBVA Group in Spain			1.75%	€1.50	ATMs of banks other than the BBVA Group in Spain	Note 1	Note 1	Note 2	Note 2	ATMs outside Spain	2%	€1.75	2.50%	€1.20
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#### 4. OTHER IMPORTANT LEGAL ASPECTS.

<ul style="list-style-type: none"> <li>■ <b>Right of withdrawal.</b></li> </ul> <p>You are entitled to withdraw from the credit agreement within 14 business days.</p>	YES
<ul style="list-style-type: none"> <li>■ <b>Advance repayment.</b></li> </ul> <p>You are entitled to repay the total credit in advance, in full or in part, at any time.</p>	YES
<ul style="list-style-type: none"> <li>■ <b>The Bank is entitled to compensation in the event of advanced repayment.</b></li> </ul>	NO
<ul style="list-style-type: none"> <li>■ <b>Entitlement to draft credit agreement form.</b></li> </ul> <ul style="list-style-type: none"> <li>- You are entitled, on request, to obtain a free copy of the project of the credit agreement. This provision shall not apply if at the time of application the bank is not prepared to conclude the credit agreement with you.</li> </ul>	YES
<ul style="list-style-type: none"> <li>■ <b>The period during which the bank is bound by pre-contractual information.</b></li> </ul>	<b>This information will only be valid for the day it is received by the Applicant.</b>
<ul style="list-style-type: none"> <li>■ <b>Checking a database.</b></li> </ul> <p>The bank must inform you immediately and without charge of the result of a database query if the credit application is rejected on the basis of such a query.</p> <ul style="list-style-type: none"> <li>- This does not apply if the promotion of that information is prohibited by a law or by European Union Law or is contrary to the objectives of public safety or security.</li> </ul>	If financial solvency and credit risk files are consulted during the credit risk analysis process and the application is rejected, the Bank will inform you of such consultation.

#### 5. FURTHER INFORMATION IN THE EVENT OF REMOTE MARKETING OF FINANCIAL SERVICES.

a) Relating to the lender.	<ul style="list-style-type: none"> <li>• Address: Plaza San Nicolás, 4 - 48005 BILBAO 900 102 801 <a href="http://www.bbva.es">www.bbva.es</a></li> <li>• Registration: Company Registry of Biscay, Volume 2,083, Folio 1, Sheet BI-17-A, 1st entry.</li> <li>• The supervisory authority: Banco de España and Comisión Nacional del Mercado de Valores [Spanish National Securities Market Commission].</li> </ul>
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<p>c) Relating to the credit agreement.</p> <ul style="list-style-type: none"> <li>Exercise of the right of withdrawal.</li> </ul>	<p>The Applicant has 14 calendar days to exercise his/her right, without needing to explain why. The term commences the day this agreement is executed. However, if the contractual conditions and the corresponding contractual information have not been received before that day, the period for exercising this right will commence on the day when said information is received. The Applicant must provide the bank with the notification by any means permitted by law. The time limit is deemed to have been met if the notification is sent before the expiry of the time limit, on paper or any other durable medium available and accessible to the bank. The notification must be sent to the BBVA contracting branch.</p> <p>The Applicant must pay the bank the principal and the interest accrued on the principal between the date of the drawdown of the credit and the date of repayment of the principal, within a maximum of 30 calendar days from the sending of the notice of withdrawal. The interest owed will be calculated on the basis of the agreed debit rate.</p>
<ul style="list-style-type: none"> <li>The legislation which the lender accepts as the base for the establishment of relationships with you before the execution of the credit agreement.</li> </ul>	<p>Relationships established before the execution of the agreement will be governed by Spanish law.</p>
<ul style="list-style-type: none"> <li>Clause on the applicable legislation governing the credit agreement and the competent court.</li> </ul>	<p>The agreement and the relationships deriving from it will be subject to Spanish legislation. Any dispute in relation to it shall be resolved by Spanish judges and courts.</p>
<ul style="list-style-type: none"> <li><b>Language system</b></li> </ul>	<p><b>The information and the contractual terms will be communicated to you in the language in which this document is written. throughout the term of the credit agreement, we will communicate with you in the language in which the contract is written and signed.</b></p>
<p>b) Relating to the resource</p>	<p>The Holder has access to Customer Service channels, which will handle any claims or complaints he/she may have:</p> <p>Servicio de Atención al Cliente. Apartado de Correos 1598 28080 Madrid email: servicioatencioncliente@grupobbva.com</p> <p>Should the Holder disagree with the decision made by Customer Service, they may appeal to the Consumer Ombudsman:</p> <p>Apartado de Correos 14460. 28080 Madrid. email: defensordecliente@grupobbva.com</p> <p>Before addressing the Consumer Ombudsman, you must send a complaint to Customer Service.</p>



	<p>BBVA has a set of Regulations for the Customer Defense Service, which can be requested at any BBVA branch or via the website BBVA.es in the Customer Service links.</p> <p>The maximum period for settling claims and complaints is 15 working days. This period may be extended to one month for reasons beyond the control of the Bank, in which case the Holder will be informed of this.</p> <p>If after this period, and having exhausted the various instances provided by BBVA, the case has not been settled or the Applicant disagrees with the final decision on their claim or complaint, they will be able to address the:</p> <p>Servicio de Reclamaciones del Banco de España. Calle Alcalá 48, 28014 Madrid.</p> <p><b>BBVA is not affiliated with any consumer arbitration board to resolve disputes associated with this card contract.</b></p>
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II. ADDITIONAL INFORMATION ORDER ETD/699/2020 OF JULY 24, REGULATING THE REVOLVING CREDIT:

The BBVA Visa Platinum Employee credit card has an indefinite duration and its holder is a natural person. The account holder can choose between the different repayment systems specified in section I.

The deferred and personalized payment options are revolving systems, since the credit drawn down is not paid back in its entirety at the end of the agreed settlement period.

In the event of non-payment, revolving payment methods mean that any overdue, payable and unpaid amounts are capitalized.

## III. ADDITIONAL INFORMATION: GENERAL INFORMATION BOOKLET PRIOR TO THE PAYMENT SERVICES CONTRACT

This document contains the rest of the general pre-contractual information for the BBVA Visa Platinum Employee Card not contained in the European standardized consumer credit information, in accordance with the provisions of Ministerial Order ECE/1263/2019, on the transparency of information conditions applicable to payment services, and Bank of Spain Circular 5/2012, on the transparency of banking services and responsibility in the granting of loans.

The information highlighted in bold below is especially important, in accordance with the Bank of Spain Circular 5/2012 on the transparency of banking services and responsibility in granting of loans.

### 1. ON THE PAYMENT SERVICE PROVIDER

#### 1.1. Details and registration

BANCO BILBAO VIZCAYA ARGENTARIA S.A.

Registered in the Biscay Business Register, Volume 2083, Folio 1, Sheet BI-17-A, Entry 1

#### 1.2. Supervisory Authorities:

Banco de España (Registry 0182)

Comisión Nacional del Mercado de Valores [Spanish National Securities Market Commission]

### 2. ON THE USE OF THE PAYMENT SERVICES

#### 2.1. Main characteristics: CREDIT CARD Doing transactions

To withdraw money or pay with the card in physical establishments, you must present the card and enter your personal identification number (PIN).

The card's contactless technology lets you pay or withdraw cash with the card without having to enter the PIN for transactions under 50 euros.

For online store purchases, the holder must identify himself in the manner indicated by the Bank, enter the security password and follow the procedure specified by the Bank.

#### 2.2. Execution period

The transactions will be charged to the credit account of the card on the date on which they were executed.

#### 2.3. Transaction limits.

The daily limit for cash withdrawals, whether on credit or debit, will be 2,000 euros. The limit for purchases will be determined by the credit limit of the Card. The parties may modify the initially specified limits.

#### 2.4. To sign up for the card, you do not need to purchase any other related services, although the customer must have an account open in the bank from which to direct debit the transactions.

### 3. ON COMMUNICATIONS

- In order to make purchases in online stores, the holder must identify himself in the manner indicated by the Bank, enter the security password and follow the procedure specified by the Bank.
- Communication Channels: The Bank may send any communication to the holder pursuant to the contract using any online or electronic means, or by post.
- Bank alerts and notifications: the Bank may send - by SMS or other online or electronic means - notifications, alerts and any type of information relating to the execution of the contract or to the transactions.
- In addition, the Bank will, monthly as per the agreed method, provide information on all the transactions made using the Card.
- At any time during the contractual relationship, the Holder may request the Card contract and this Brochure at any BBVA branch.

#### 4. ON THE RESPONSIBILITIES AND REQUIREMENTS REQUIRED FOR REFUNDS

##### 4.1. Measures to be taken by the Holder to ensure the security of the cards.

The Holder(s) and other users of the cards issued pursuant to the card agreement must take the following measures to ensure the security of the cards:

- a) Safeguard the card delivered to them, signing it at the moment of reception and keeping it in good condition.
- b) Take reasonable measures to protect your personal security credentials: personal identification number (PIN), any passwords to access and manage the online services and passwords provided by the Bank for signing payment transactions.
- c) Refrain from writing down the PIN and/or passwords of the Card in any document which accompanies it and from using, as a PIN and/or passwords, the details or dates included in documents normally used by said Holder.
- d) Notify the Bank of any loss, theft or copying of the cards or undue discovery of the PIN and/or passwords without undue delay as soon as they become aware of it, at any of the Bank's branches during customer service hours or by calling the phone numbers stated on the cards.

##### 4.2. Notify the Bank of any unauthorized transactions or incorrectly executed payment transactions.

The Holder must notify the Bank as soon as they become aware of the posting of any unauthorized transaction to the direct debit account of the card without undue delay at any branch of the Bank during customer service hours, on the BBVA app or website, or by calling the phone numbers shown on the cards, and in any case within a maximum period of thirteen months after the date of the debit entry.

##### 4.3. Liability of the payment services provider in the event of unauthorized payment transactions.

If an unauthorized payment transaction is carried out, the Bank will refund the amount of the unauthorized transaction.

##### 4.4. Liability of the payer in the event of unauthorized transactions.

The Account Holder will be liable for losses arising from unauthorized payment transactions made with the Card up to a maximum of 50 euros.

The Account Holder will be liable without any limitations in the event of fraud or gross negligence on their part in meeting their obligations as respects the security credentials and safekeeping, having notified this situation to the Bank without delay.

##### 4.5. Blocking the Card.

The Bank reserves the right to block the cards on objectively justified grounds related to the security measures taken for the correct functioning of the cards, the suspicion of unauthorized or fraudulent use thereof and/or if their use could signify a significant increase of the risk that the payer may be unable to meet the payment obligation. In these cases, BBVA will inform the Holder of this in advance, and if that is not possible, immediately after the Service is blocked, unless the communication of said information is compromised for objectively justified security reasons or is contrary to any other regulatory provision.

#### 5. ON THE AMENDMENTS AND TERMINATION OF THE FRAMEWORK CONTRACT

**The Holder can ask the bank to cancel the contract at any time, which the Bank must do within 24 hours.**

The Bank may cancel the contract by providing two months' notice. After giving the Holder two months' notice, BBVA may change the interest rate, fees, expenses and other conditions contained in the Contract, as well as include new ones. The Holder will be deemed to have accepted the modifications if he/she does not notify the Bank of his/her objection before the proposed date of entry into force. In this case, the Holder shall have the right to terminate the contract at no cost and with effect from any time prior to the date on which the modification would have been applied.

Any modifications that are unequivocally more favorable to the Holder shall be applied immediately.

## 6. ON THE APPLICABLE LAW

6.1. This document is governed by Spanish Law, and specifically by Royal Decree 19/2018, on payment services and other urgent financial measures, by Order ECE/1263/2019, on the transparency of the information conditions applicable to payment services, by Law 16/2011, on consumer credit contracts, and by Bank of Spain Circular 5/2012, on the transparency of banking services and responsibility in the granting of loans.

This information on the financing product indicated at the head of this document does not entail its granting by the Bank or a binding offer relating to the credit subject thereto.

6.2. When the client is an individual who uses the card as part of his/her professional or business activity, the provisions of Ministerial Order EHA/2899/2011, on transparency and protection for customers of banking services, shall not be applicable, except as provided for in Chapter II, Title III therein.

In this case, neither Law 16/2011 on consumer credit contracts, nor Bank of Spain Circular 5/2012, on the transparency of banking services and responsibility in the granting of loans, apply.

### VERY IMPORTANT.

IF YOU HAVE ANY QUESTIONS OR REQUIRE ANY CLARIFICATION, IT IS ESSENTIAL THAT YOU CONSULT YOUR BBVA BRANCH AND NOT SIGN THE AGREEMENT FOR THE PRODUCT OR SERVICE.

In accordance with the declaration of the needs and financial situation received from the Applicant/s, the Bank has provided you, prior to this agreement, with sufficient information on the various products offered in order for you to understand the characteristics thereof and to decide on purchasing the product considered best suited to your interests.

Likewise, the Bank has let you know that you can check information regarding the fees and most common interest rates for the most frequent transactions carried out between BBVA and its individual customers during the last quarter at any BBVA branch, on its website ([www.bbva.es](http://www.bbva.es)) and on that of the Banco de España ([www.bde.es](http://www.bde.es)).

During this product's/service's contract process the Bank has not provided you with any advisory service on banking matters, and consequently it has not issued any personalized recommendation on the basis of your financial situation with regard to the product/service referred to herein, nor has it presented the product/service as being suited to your profile, which the applicant/s acknowledge and accept.