CAREER DEVELOPMENT & ASSOCIATE SUPPORT

grow to move forward
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INTRODUCTION

At BB&T, you have the opportunity and resources to nurture your career and grow both personally and professionally. Whether you want to learn a new skill or relocate to a different area in our footprint, BB&T offers you the tools you need to move forward.

In this section of the EXCELLENCE Associate Handbook, you’ll find a number of benefits that support BB&T’s commitment to helping associates develop their careers as well as other benefits that can support you every step of the way.

EDUCATION BENEFITS

BB&T University
BB&T has a strong commitment to the education and development of its associates, and that commitment is executed daily through the BB&T University. There is no single more important thing we can do as an organization to unleash the full creative capability of our workforce than to focus on building a culture that develops and empowers its associates to think and be creative every day.

The philosophy behind the concept of the BB&T University is to create a “knowledge-based” learning organization where associates develop themselves both personally and professionally, thus enhancing BB&T’s competitive advantage.

At BB&T, we believe that knowledge, properly applied, is a key to our continued success in the financial services industry. Today, associates are expected to perform skills that apply directly to their job functions, practice skills that enhance their performance, and keep up with constantly changing technology. The BB&T University is committed to helping associates achieve success in their jobs. In fact, training our associates so they are competent to perform the work asked of them is one of our key obligations at BB&T.

The BB&T University’s various learning programs expose associates to the culture of BB&T and allow participants to acquire the tools that will help enhance their strengths and better meet their challenges. These efforts enable associates to broaden their skills and position themselves for career advancement.

The BB&T University charge is to support BB&T in fulfillment of its mission and purpose, and in reaching its strategic goals by educating, training, and developing associates, managers, and teams.

BB&T University Teams

University Administration
University Administration manages, deploys, and tracks learning at BB&T through the BB&T Learning Center, accessible via InSite. This department also manages BB&T University training facilities.

Community Bank Training Group
The Community Bank Training group consists of the following learning and development teams: Operations, Business, Retail, Mortgage, and BB&T Wealth.
Each team within the Community Bank Training group works with their assigned lines of business to ensure that our client-facing associates are equipped with the skills necessary to provide outstanding service to BB&T’s clients. These include mastering technical skills, understanding products, processes and policies, enhancing sales skills, and training the Perfect Client Experience.

**Leadership and Professional Development Team**
The Leadership and Professional Development team is responsible for providing development solutions that enhance associate self-awareness and management education. The Leadership Training team facilitates course work related to a variety of critical leadership and associate opportunities. This team also manages The BB&T Banking School at Wake Forest University, Education Assistance Program, and the Quality Curriculum.

**Leadership Development Program**
The Leadership Development Program team is responsible for oversight of the Leadership Development Program (LDP). The LDP was designed to recruit, develop, and retain leaders for the ever-evolving financial services sector. The LDP provides associates with an in-depth overview of the financial services industry, organizational enculturation, basic credit skills, and training specific to the assigned area of concentration.

The experience couples intense classroom instruction with practical application training. The LDP is known industry-wide for its quality and thoroughness.

**A Sampling of BB&T University Course Offerings**
The BB&T University curriculum encompasses a broad range of educational courses offered to BB&T associates, as well as the Leadership Development Program and The BB&T Banking School at Wake Forest University.

The curriculum includes over 150 classes, workshops, labs, and e-learning sessions. Learning opportunities offered to associates include:

- Business Loan Decision Strategy
- Consultative UCA Cash Flow Analysis
- Prospecting by Phone for Business Clients
- Managing Change
- Managing Interpersonal Relationships
- Presentation and Communication Skills
- Leading Diversity at BB&T
- Foundations of Leadership at BB&T
- Quality Philosophy
- Creativity and Innovation
- Retail Academy
- Business Academy
- Mortgage Lending New Hire Fundamentals
- BB Platform Fundamentals
- BB Platform Advanced Operations
- Advanced Teleconsulting
- Teller Advanced Concepts
- Teller Fundamentals
- BB Platform Advanced Sales
- Phone24 New Hire
- Branch Information New Hire
- Lending for BBs
- Private New Hire
- BB&T Wealth Lending
- Sales Leadership Excellence for BB&T Wealth
- Profiling and Financial Plan Process for BB&T Wealth
• Mortgage Lending Call Center Agent Training
• Mortgage Lending Construction Perm
• Mortgage Lending Self Employed Borrower Analysis
• Wealth New Hire

Formal Degree Programs and Company-Required or Continuing Education

BB&T encourages associates to grow and develop, personally and professionally, through the systematic and planned use of formal educational activities, both within the company and outside the company. Outside educational activities can take at least two different general forms, both of which may be supported by BB&T. These two forms include (1) formal degree programs (undergraduate and graduate) and (2) company-required or continuing education.

Formal Degree Programs

This form of education benefit is referred to as “Education Assistance.” It covers approved associate participation in associate’s, bachelor’s, master’s, and doctoral degree programs that contribute to work-related programs of study culminating in the earning of a specific degree. This benefit, which should be viewed as a reward for outstanding performance rather than as an associate entitlement, is open to high-potential, regular, full-time associates. Eligibility for undergraduate study requires that associates have completed one year of full-time service and have achieved an annual review rating of “Exceeds Expectations” or higher. Eligibility for graduate study requires that associates have completed three years of full-time service, achieved officer status, have a record of superior performance (“Exceeds Expectations” rating or higher on two most recent annual reviews), and have formally been identified as demonstrating the potential to advance to a higher level of management.

BB&T encourages associates to earn degrees through a traditional classroom environment, insofar as possible. Approvals for other distance learning degree programs are made by exception only.

High-potential associates pursuing an approved undergraduate (associate’s or bachelor’s) degree from an accredited institution may be reimbursed for 90% of certain net education expenses (capped at $5,250 per year) associated with the program of study upon verification of the successful completion (“C” or better) of each academic term. In order to receive this reimbursement, the associate is expected to commit to a three-year service requirement following graduation.

High-potential associates pursuing an approved graduate (master’s or doctoral) degree from an accredited institution may be compensated for 90% of certain net education expenses (capped at $50,000 for the total program) at the time of registration each term. Graduate schools of banking and executive development programs are also considered as graduate programs; 100% of net education expenses are covered. Upon receipt of funding or graduation from the degree program, whichever is later, the associate is expected to commit to a five-year service requirement.

Before embarking on any degree program, BB&T encourages associates to consult with their direct manager, as well as the Leadership and Professional Development department.

Associates receiving Education Assistance should be aware that they may incur certain tax obligations for benefits received. Guidance should be sought from an appropriate tax advisor.

For more information, refer to HS Policy Library on PolicyPoint Section 5005.
Company-Required or Continuing Education  
When a manager approves an associate to participate in educational activities to improve his or her job skills, earn a professional license, raise level of understanding of a specific area, fulfill CPE (Continuing Professional Education) credits, or meet regulatory requirements to perform a certain job, then 100% reimbursement or prepayment may be made for the costs associated with that activity. While such activities require manager approval, payment does not require going through the formal approval process under the Education Assistance policy.

Educational activities included under the provisions of this policy may be taken through the BB&T Leadership Institute, the College for Financial Planning, the American Bankers Association, AIB, RMA, BAI, Consumer Bankers Association, any of the state bankers associations, state Centers for Financial Training, Cannon Financial Institute, local community colleges, Mortgage Bankers Association, American Management Association, and any number of quality outside vendors (Fred Pryor Seminars, SkillPath, etc.). Other programs included under the provisions of this policy include mid-level banking schools offered under the sponsorship of the state bankers associations within the BB&T footprint.

For more information, refer to HS Policy Library on PolicyPoint Section 5006.

BB&T Scholarship Program 
The BB&T Scholarship Program aims to identify and honor exceptionally able high school students whose parents work for BB&T. The program and the selection process are administered by the National Merit Scholarship Corporation (NMSC), an independent, not-for-profit organization. The BB&T Scholarship is awarded to the sons and daughters of associates based on a selection and application process that begins during the student’s junior year of high school. Each scholarship stipend is $1,000 per year for up to four years of undergraduate college study or until bachelor’s degree requirements are completed, whichever occurs first. BB&T will award up to 20 scholarships annually.

The recipient’s annual stipend will not be affected by other scholarship aid or by an approved change in college. To be considered for the BB&T Scholarship, students must meet all of the following criteria:

- Must be a child (or step-child) of a full-time associate, who has been employed by BB&T for at least one year as of the entry deadline date (Please note: Associates who joined BB&T through a merger must have one year of BB&T service as of the entry form deadline. Please refer to your acquisition date when determining one year of BB&T service);
- Must take the qualifying test, the Preliminary SAT/National Merit Scholarship Qualifying Test (PSAT/NMSQT), during the junior year. Even though some students may have taken the test previously, National Merit Scholarship Corporation bases its selection process on the test scores reported during the student’s junior year. Students are encouraged to work closely with their high school guidance offices for dates and times of test administration;
- Must complete the BB&T Scholarship Program Entry Form during the junior year and submit it by the February deadline (as communicated through corporate emails). High school seniors are not eligible to apply; and
• Must be a citizen of the United States or be a U.S. lawful permanent resident (or have applied for permanent residence, the application for which has not been denied) and intend to become a U.S. citizen at the earliest opportunity allowed by law.

Winners will be chosen from a group of candidates who (1) score high on the PSAT/NMSQT and (2) are notified by NMSC in the fall of the student’s senior year that they may receive further consideration for a scholarship by meeting several academic and other requirements set by NMSC. Scores from the PSAT/NMSQT taken during the junior year will be used by NMSC as an initial screen. Entrants who advance from the initial screen will be contacted by NMSC through their high school guidance office on or before December of their senior year. Only those entrants who advance in the competition will receive notification and materials from NMSC. These students and their high school principals will complete applications that include biographical and academic information that must be filed with NMSC. Scholarship winners will be chosen on a competitive basis and without regard to family financial circumstances, gender, race, ethnic origin, or religious preference. An NMSC committee of professionals trained in selection will then choose the winners by evaluating several factors about each eligible candidate, including academic record throughout high school, significant activities and contributions to the school and community, test scores, the school’s recommendation of the candidate, and the student’s essay about personal characteristics, activities, plans, and goals. In addition, students who apply for the BB&T Scholarship may be eligible for the nationally recognized National Merit Scholarship (students must meet all requirements for participation in the Merit Program that are published in the PSAT/NMSQT Student Bulletin, which can be obtained through the student’s high school guidance office). All winners are notified directly, prior to any public announcement that may be made about recipients.

A link to the BB&T Scholarship Program Entry Form will be announced through corporate email and made available on InSite in the fall of each year. Requests for additional information about the BB&T Scholarship Program may be directed to Compensation & Benefits Communication Administration at CommunicationAdministration@BBandT.com.

**JOB AWARENESS**

As you develop your career at BB&T, Job Awareness allows you to be proactive in expressing interest in other jobs throughout BB&T. You may view open positions on the Job Awareness Talent Gateway at any time by clicking on the Job Awareness Talent Gateway link on InSite.

In order to apply for a position through Job Awareness, you may have an active application for no more than two jobs at a time and must meet all the following requirements:

• You must either:
  ○ Have been in your current position for 18 months; or
  ○ Have your manager’s approval to apply.

• You must not be under a stated period of disciplinary corrective action; and

• You must meet the requirements listed in the job description.

Instructions and guidelines for using Job Awareness are available on Human System Express.
RELOCATION BENEFITS

As your career with BB&T progresses, you may accept a position within the company that requires you to relocate. Certain associates who relocate with BB&T may be authorized to participate in the BB&T Relocation Program. The type of relocation package awarded depends on the reason for the relocation, the new job grade, and whether the associate is a homeowner or renter. For specific details or questions regarding the BB&T Relocation Program, hiring managers and associates are encouraged to contact the Relocation Manager within the Human Systems Division or refer to Human Systems Policy 5009.

PROMOTIONS AND PERFORMANCE REVIEWS

Work performance and salaries are ordinarily reviewed at least annually. On rare occasions, reviews may occur in less time for those who show initiative, ability, and the willingness to perform exceptional work. Your performance will be discussed with you periodically, and you are urged to take any questions or suggestions you may have to your supervisor for discussion.

Promotions are determined on the basis of merit. There are many considerations in determining salary increases and promotions. Among these are quality and quantity of work performed, job knowledge, attendance, the ability to work effectively with fellow associates and clients, and a general positive attitude toward BB&T and its objectives. BB&T has a policy of promotion from within. In accordance with this policy, promotions into higher level jobs are made from within whenever possible, so you are encouraged to prepare yourself to accept progressively greater responsibility.

SERVICE RECOGNITION PROGRAM

BB&T is exceptionally proud of its many associates who have achieved important service milestones. Associates receive service award recognition on their fifth service anniversary and every five years thereafter. Recognition for longer-service associates includes plaques, celebrations, and additional time off.

- Regular full-time and part-time associates are eligible to receive service recognition.
- Recipients at the five-year level who are scheduled to work 20 hours or more per week receive a pen with a BB&T logo and an acrylic recognition plaque.
- Recipients at the 10- and 15- year levels who are scheduled to work 20 hours or more per week receive one Service Recognition Day Off (eight hours) to be taken within the year of the anniversary, in addition to an acrylic recognition plaque.
- Recipients at the 20-year level who are scheduled to work 20 hours or more per week receive a one-time Service Recognition Week Off to be taken within the year of the anniversary, in addition to an acrylic recognition plaque. The associate will receive this one-time award on January 1 in the calendar year in which he/she reaches the milestone anniversary, and this time will be fully accrued in Workday on January 1.
• Recipients with 25 or more years of service who are scheduled to work 20 hours or more per week receive one Service Recognition Day Off (eight hours) to be taken within the year of the anniversary at each five year service anniversary milestone (e.g., 25, 30, 35, 40, etc.), in addition to a specially designed recognition Lighthouse. The associate should also be honored and recognized with a celebration lunch or dinner planned by the manager.

When entering anniversary vacation award time in Workday, the days are categorized as “Service Recognition.” If the associate terminates employment at any time during a milestone anniversary year, he/she will be paid out for any unused Service Recognition time.

Rehired Associates

A Continuous Service Date is established for accumulated previous service. Rehired associates are not eligible for service recognition in the year in which they are rehired. Merger associates are eligible to participate in the service program at an agreed upon timeframe set by Human Systems.

BANKING BENEFITS FOR BB&T ASSOCIATES

As an associate, you play a critical role in BB&T’s success, and we want to do everything we can to make sure you are financially successful. BB&T makes the following benefits available to you at no cost or at discounted rates. By banking with BB&T and taking advantage of these special associate offers, you can experience firsthand the valuable products and services we provide to our clients.

For questions about the associate banking benefits, contact the Associate Virtual Branch at 855-BBT-forU (855-228-3678) or visit us at www.BBT.com/associate-banking/default.page and start enjoying the banking benefits available to you.

Retail Deposits

As an associate, you are eligible to receive an interest bearing Elite Gold checking account which comes with a free Bright Banking and Regular Savings or Money Rate Savings account with no maintenance fees and no minimum balance requirements. Associates with children who are students also receive a free Student Account.

Related Deposit Services

Associates also receive:

• Free personalized wallet-style, duplicate, or top-stub checks in any design;
• Four no-fee non-BB&T ATM transactions per statement cycle;
• Free Mobile Banking and Mobile Check Deposit1;
• $40 annual discount on any size Safe Deposit Box (subject to availability);
• Bonus Rates on select CDs and IRAs;
• No-penalty CD withdrawals;
• Preferential Rate on Constant Credit;
• No-fee official checks and money orders;
• No-fee automatic transfers; and
• Additional benefits and Wealth Advisory services for more complex financial needs.

Credit Cards

• BB&T Spectrum Rewards Credit Card with preferential Annual Percentage Rates (APRs) on purchases, balance transfers, and cash advances.

Retail Loans

• One quarter percent (.25%) discount off any new retail loan or line of credit. In addition, all origination fees will be waived; and
• Preferential rates from BB&T Dealer Financial Services on new or pre-owned car purchases from more than 4,000 dealer partners in our market area.

Mortgage

• As an associate, you will receive our best Mortgage discount of an amount equal to 1% of your mortgage loan amount as a credit on any BB&T mortgage; and
• No fee to waive escrows for taxes and insurance on a conventional mortgage if the loan to value is less than 80%.

Insurance

• Associates and retirees receive competitive auto and homeowner’s insurance rates. BB&T Insurance Services represents only top-rated insurance companies.

Investments

• Free personal consultations with an investment counselor;
• A 50% discount on commission for all discount brokerage trades (including online);
• Discounted fees on an Elite UMA account; and
• No upfront sale charges on A-shares of Sterling Capital Funds.

• Fees from your mobile or data carrier may apply.

Investment products and services are provided by BB&T Investment Services, Inc., a wholly owned broker-dealer subsidiary of Branch Banking and Trust Company. Investment products are: NOT A DEPOSIT • NOT FDIC INSURED • NOT GUARANTEED BY THE BANK • NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY • MAY GO DOWN IN VALUE. BB&T Investment Services, Inc. is a member of FINRA and SIPC. 200 S. College Street, Charlotte, NC 28202. Client Services: (800) 453-7348.

Subject to credit approval. Credit cards are issued by BB&T Financial, FSB, a subsidiary of BB&T Corporation.

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