

## **7. Procedure for Information Requests by Shareholders**

### **1. Purpose**

To define how information will be delivered to the Company's shareholders.

### **2. Scope**

Any type of information that may interest shareholders, except for that which, in the opinion of the Company's General Management, is considered confidential or restricted.

### **3. Definitions**

- 3.1. Information of a confidential or restricted nature - This refers to information whose disclosure could be detrimental to the Company's interests or to social interests.

### **4. References**

The Company's Corporate Governance Code.

### **5. Procedures**

- In order to submit a request, shareholders can send a letter to the General Manager or leave a message through the company's web page.
- Letters addressed to the company's General Manager must include, besides the specific request for information, the following:
  - i. Full name of the shareholder.
  - ii. Number of the identity card and a copy, in case of individuals.
  - iii. Tax payer registration number and a copy, for corporate bodies.
  - iv. In case the shareholder is a corporate body, a document confirming the power of attorney of the shareholder that has been duly submitted to the Public Registries no more than fifteen (15) days before the request and where the shareholder's legal representative is clearly identified.
- The shareholder request for information shall be responded through the same means of communication used by the shareholder to submit such request. The responses will be signed by the person in charge of the investor service office and, if applicable, the expenses incurred in obtaining, certifying, formalizing, and delivering the information, among other additional expenses, will be assumed by the requesting shareholder.

- Information requests shall be answered within thirty (30) business days, unless due to the complexity of the requested information, the Company should need more time, which will be communicated to the shareholder.
- If the shareholder is not satisfied with the response provided by the Company, a new document can be addressed to the Chairman of the Board, which shall be responded in writing, with a letter, in the same period of time stated in the paragraph above.