

Terms and Conditions Governing the Use and Access to this Portal

The terms of the agreement governing the relationship between you (the User) and Banco Actinver, S.A., Institución de Banca Múltiple, Grupo Financiero Actinver; Actinver Casa de Bolsa, S.A. de C.V. Grupo Financiero Actinver; Operadora Actinver, S.A. de C.V. Sociedades Operadora de Sociedades de Inversión, Grupo Financiero Actinver; Arrendadora Actinver, S.A. de C.V., Actinver Insurance Services Agente de Seguros y de Fianzas; S.A. de C.V., and any entity that is a member, subsidiary, related party, dependent, or affiliate of Corporación Actinver, S.A.B. de C.V., and/or Grupo Financiero Actinver S.A. de C.V. (hereinafter referred to as "Actinver"), when accessing, browsing, or using this website, are outlined below. These Terms and Conditions of Use are in addition to any agreement you have with Actinver.

Acceptance of Terms, Conditions of Use, and Privacy

Please read these Terms and Conditions of Use carefully. By simply using or accessing any of the pages comprising Actinver's Portal (hereinafter referred to as the "Portal"), it is understood that you have read, accept, and agree to be bound by the terms and conditions described herein; otherwise, refrain from using the Portal.

For the purposes of these Terms and Conditions of Use and Access, the term "Portal" shall include all resources and assets owned or under the control of Actinver, subdomains and subdirectories, and all Internet guides developed in whole or in part by Actinver that display or transfer information to or from any electronic device, including but not limited to personal computers, mobile phones, personal digital assistants, and television equipment.

The definition also includes the external appearance of screen interfaces, both static and dynamic, as well as the elements integrated within these screen interfaces, such as the navigation tree, including, but not limited to, trademarks, logos, trade names, patents, industrial designs, characters, texts, images, sounds, databases, multimedia products, artistic performances, photographs, broadcasts, and all other creations and objects expressed by any medium or support, whether or not they are subject to protection under intellectual or industrial property law or any other analogous legal systems.

Uses and Restrictions

The use of the Portal signifies the User's full and unconditional adherence to these Terms and Conditions of Use and Access.

Through the Portal, the User will access and/or use various services and content made available to Users by Actinver and/or by third-party providers of such services and content. Actinver reserves the right, at its sole discretion, to deny, restrict, or condition the User's access to the Portal, either wholly or partially.

The use of the Portal's services and content is the sole responsibility of the User, who must always use them in accordance with the functionalities permitted on the Portal itself and the uses authorized in these Terms and Conditions. The User agrees to use the Portal in a manner that does not violate the rules of Internet use and coexistence, the laws of the country, treaties to which Mexico is a signatory,

public decency, personal dignity, the rights of third parties, and the applicable laws in force at the time of use.

The Portal is intended for the personal, private, and individual use of the User. As such, it may not be copied, modified, licensed, published, reproduced, or used for any commercial purposes unless there is a prior written agreement with Actinver. Furthermore, acts of reproduction, transmission, retransmission, dissemination, sale, distribution, publication, or transmission of such content—whether or not authorized by Actinver—do not transfer to the User any ownership rights over any software, service, or material contained on the Portal, whether from Actinver or third parties.

The use or application of any technical, logical, or technological resources that would allow Users to benefit, directly or indirectly, with or without profit, from the unauthorized exploitation and/or use of the content and/or services of the Portal is expressly prohibited.

The User agrees not to use the Portal to engage in activities contrary to the law, morality, generally accepted good customs, or established public order, or for purposes or effects that are unlawful, prohibited, or harmful to the rights and interests of third parties, releasing Actinver from any liability arising from any of the aforementioned actions.

It is strictly prohibited to use the Portal in any way that could damage, disable, overload, saturate, or impair any equipment, computer system, telecommunications equipment, Actinver server, or any network connected to Actinver's servers, as well as the content incorporated and/or stored therein. Similarly, the Portal may not be used in a way that interferes with, impedes, or limits the normal and correct use and enjoyment of the Portal by any other User. The User is obligated not to stalk, harass, or in any way disturb third parties, nor collect or store personal information about other Portal users without complying with current data protection legislation. Additionally, the User must not make data obtained from distribution lists available to third parties for any purpose.

Security Measures

The User understands and consents that:

- ACTINVER is authorized to adopt the security measures it deems appropriate regarding the Electronic Systems, Electronic Signature, and communication related to Banking Services. By agreeing to these terms, the User explicitly accepts the security measures chosen and applied by ACTINVER.
- As a financial institution regulated by the Ministry of Finance and Public Credit, Actinver is required to collect data and information from the User to comply with applicable legal provisions regarding the prevention and detection of acts, omissions, or operations that could facilitate, assist, or provide support of any kind for the commission of crimes outlined in Articles 139 or 148 Bis of the Federal Penal Code, or that may fall under the provisions of Article 400 Bis of the same Code.
- Actinver does not request confidential data via email.
- As a User, you must use secure passwords consisting of at least 8 alphanumeric characters (including symbols and numbers) and periodically change your email access password.
- Avoid accessing your accounts in public places or on shared-use computers.

Technical Access Requirements

To access the Portal, the User must have Internet access, either directly or indirectly through access devices, and possess the equipment and computer systems necessary to establish an Internet connection, including a terminal suitable for this purpose and an access device. To correctly access and utilize certain content and services on the Portal, the User may need to download specific software or other logical elements onto their devices. Such installations are the sole responsibility of the User, who releases ACTINVER from any liability arising from such actions.

The Portal is designed to be viewed with the specifications mentioned in the footer of the Portal. However, if the User utilizes a resolution different from the recommended one, the User acknowledges and accepts that the Portal may not appear as precisely as it was designed, and the use of the Portal under such circumstances is entirely at their own risk.

For the assignment of an access code, the following must be observed:

- a. The selected number must not be part of the User's account number.
- b. The code must not contain more than two identical characters consecutively, either ascending or descending.
- c. The code must not include more than two consecutive numerical characters, either ascending or descending.

Access Codes and Permissions

Access to and use of secure areas protected by security devices, such as personal passwords, access codes, and confidential numbers, are strictly restricted to authorized Users only.

Users must refrain from attempting to gain unauthorized access to these sections of the Portal or any other protected material, information, or content through any means not intentionally made available by Actinver for general User access. Unauthorized individuals attempting or having improperly gained access to such areas will be subject to administrative, civil, or criminal prosecution, as well as liability for material or moral damages, losses, or any other harm resulting from the misuse of services and content available on the Portal.

For the purposes of Article 52 of the Law of Credit Institutions, the use of identification methods to conduct authorized transactions through this electronic system will replace handwritten signatures. Such use will produce the same legal effects as those granted to corresponding documents by applicable laws and will hold equivalent evidentiary value. The User explicitly agrees that any instruction, operation, or information generated, sent, received, stored, or communicated via this website using the Electronic Signature shall be considered equivalent to a handwritten signature.

Electronic Signature refers to the combination of the card number (User Key) and the PIN or PASSWORD, which, in lieu of a handwritten signature, carries the same legal effects, including evidentiary value.

For all legal purposes, the User expressly acknowledges and accepts the personal and non-transferable nature of their Electronic Signature, as well as its confidentiality. The User recognizes that the custody,

control, and care of their User Key and PIN are their sole responsibility, and any harm resulting from their misuse will be entirely attributable to the User.

The User authorizes Actinver to independently validate security features and information deemed pertinent. Should the User become aware of or suspect any security breach, such as theft or unauthorized use of their PIN, they must immediately notify Actinver's Call Center to block access using that password and obtain a new one.

The User acknowledges the legal implications of the applicable legislation governing the use of the Electronic Signature and agrees to bear full responsibility for its use. Actinver shall not be held liable for damages arising from the misuse of the Electronic Signature, even in cases of unforeseen events or force majeure. Actinver will, under no circumstances, be responsible for any damage, including but not limited to direct, indirect, incidental, or consequential damages, losses, or expenses arising in connection with the website or its affiliated business pages or from their use or inability to use them, or from any failure in performance, error, omission, interruption, defect, delay in operation or transmission, computer virus, or system or line failure.

Accounting entries, account statements, Authorization Numbers, as well as physical or electronic records generated from the Portal's use and other documentary and technical evidence derived from the use of Electronic Systems, shall serve as proof of their existence and validity. The information and instructions transmitted or communicated by the User to Actinver through this service shall have full probative value and legal force to verify the executed transaction, its amount, nature, and the characteristics and scope of the User's instructions.

Access codes assigned by Actinver to each client or those selected directly by the client are essential for verifying the User's identity and enabling them to access information and transmit instructions via services provided by the Portal or any other means. All transactions identified by the correct combination of the User's security devices will be attributable to the User and serve as evidence of their origin. Consequently, the User is responsible for all acts, dispositions, or transfers conducted using these security devices. The User agrees and understands that all operations correctly identified with the combination of their security devices will be considered as executed directly by them.

The responsibility for the use of access codes rests entirely with the client. Accordingly, any access to information or transmission of instructions through services provided by the Portal or other means, using access codes, will be deemed conducted by the client. Actinver shall not be liable for the execution of such instructions.

For services offered on the Portal, the User will always bear full and final responsibility for maintaining the confidentiality of security devices such as account numbers, personal passwords, access codes, and confidential numbers used to access services and content on the Portal, as well as third-party pages.

The User accepts full responsibility for all activities occurring under their accounts, personal passwords, access codes, or confidential numbers due to their actions, omissions, or negligence. It is the User's obligation to immediately notify Actinver if they become aware of any improper act involving information disclosure, loss, theft, or unauthorized use of their accounts.

Intellectual Property

The intellectual property rights regarding the services, content, distinctive signs, and domains of the Portal, as well as the rights of use and exploitation thereof—including but not limited to disclosure, publication, reproduction, commercialization, distribution, and transformation—are the exclusive property of Actinver. All content displayed or made available through the Portal is protected under the laws of the United Mexican States and international legislation on the matter. Users do not acquire any intellectual property rights by the mere use of the services and content of the Portal. Such use shall not, at any time, be considered as authorization or a license to use the services and content for purposes other than those specified in these Terms and Conditions of Use and Access to the Portal.

The User agrees that the provisions in the preceding paragraph regarding Actinver's ownership rights also apply to third-party rights related to the services and content of the websites linked to the Portal.

The content of this Portal may not be reproduced, either in part or in whole, displayed, modified, recorded, copied, shown, disclosed, transmitted, distributed, published, printed, sold, licensed, cited, or used to create derivative works or for any other purposes, unless prior written authorization is obtained from Actinver.

Content

The information provided on this Portal has been prepared by Actinver to provide general information to Users. The opinions, estimates, and projections contained on the Portal may change based on updates in expectations and political, economic, and financial market conditions, both domestic and international. Actinver reserves the right to update, modify, change, or remove information, services, content, and the Portal's configuration at any time and without prior notice. By using the Portal, the User acknowledges and agrees that Actinver has full discretion to expand, interrupt, disable, limit, restrict, cancel, or terminate the access, availability, and functionality of the Portal or any of the content and/or services included on the Portal.

The information provided on the pages and documents made available by Actinver has been obtained from sources considered reliable; however, Actinver does not guarantee its accuracy. Actinver has taken necessary care to ensure that the information contained is appropriately updated at the time of publication. However, providing this information does not imply value judgments or investment advice from Actinver, its officers, executives, employees, or third parties. As such, the information, opinions, estimates, and projections expressed on the Portal, including any financial or other information contained therein, are for informational purposes only and must not be construed by Users as investment advice or recommendations. They should not be considered binding offers or solicitations to sell or buy securities or other assets, nor as binding commitments between the User and Actinver. Consequently, the use of such information is entirely at the User's discretion and responsibility.

Neither Actinver nor its suppliers or business partners shall be liable for any harm or damages suffered by the User due to delays, inaccuracies, errors, or omissions of any kind, updates, changes, repairs, or improvements to the services and content, or the results obtained from using the information contained in the Portal.

Some tools available on the Portal provide general financial or investment information based on personal data provided by the User. The results should not be considered offers, proposals, or investment recommendations. Unless specified otherwise, the User is solely and ultimately responsible for determining whether an investment, product, plan, portfolio, investment strategy, or service is suitable for them based on their investment objectives and financial situation.

Actinver does not guarantee or endorse the accuracy or reliability of any information, content, or advertising contained on, distributed through, linked to, recorded on, or accessed via the Portal. This includes the quality of any products, information, or materials displayed, acquired, or obtained by the User as a result of any advertising or information or offers related to the service or the Portal. Users acknowledge that relying on the credibility of any service or content is at their own risk. Actinver reserves the right, at its sole discretion and without obligation, to update any service or content displayed on the Portal without prior notice.

Actinver is not responsible for discrepancies that may arise between printed documents and their electronic versions published on the Portal.

Services Provided by Actinver

Notwithstanding the preceding provisions, operations conducted via the Portal are governed by the terms and conditions established in the respective contract formalized between the User and Actinver prior to granting access to the transactional section of the Portal.

In accordance with the Securities Market Law, Actinver cannot assume any obligation to guarantee returns or be held responsible for any losses investors may incur from transactions conducted under said law. Actinver emphasizes to its Users that past returns from financial products do not guarantee future performance.

Clients acknowledge that any instructions transmitted via the services provided on the Portal or other means are given with full awareness of the risks involved in the operations they request, without requiring prior advice from Actinver for each transaction. Based on this, clients fully release Actinver from any liability for the outcomes of the operations they execute through Internet services or other means, whether or not they result from non-compliance with instructions received from the User.

Actinver will not be responsible for actions taken by the authorities of the Mexican Financial System, S.D. Indeval, S.A. de C.V., the Mexican Stock Exchange, other brokerage firms, or securities intermediaries. This includes but is not limited to settlement errors, cancellations, suspensions, deregistrations, quote suspensions, system interruptions, and failures. Consequently, the User fully and unconditionally releases Actinver from all liability and waives any legal actions against Actinver related to such incidents.

Services Provided by Third Parties

Actinver may, from time to time, offer links to other websites or web pages from the Portal that may be of interest to the User. These links may include icons and/or trademarks of various independent providers, including financial services related to Actinver and their respective services and content. The material on these linked sites has been developed and maintained by the respective third parties.

Consequently, no association between Actinver and such third parties should be assumed, and Actinver will not be responsible for changes to the links or their addresses, as well as for the updating, quality, accuracy, completeness, or consistency of the information, availability, or functionality of such sites. Furthermore, Actinver shall not be held liable for any acts, omissions, or guarantees of any kind related to these third-party services or sites. Actinver does not endorse, and shall not have any obligation or responsibility for the delivery or lack thereof of the respective services or content provided by such third parties or for the accuracy, completeness, quality, or timeliness of such services or content.

Regarding the services and content offered by third parties on the Portal, Actinver's role is strictly limited to providing, for the User's convenience, a means to connect the User with service providers related to Actinver's business scope but independent of Actinver. The services or products of third parties offered on the Portal and/or linked third-party sites are supplied by independent merchants, not by Actinver. Actinver is neither a provider of these goods and services nor can it be considered as such. The inclusion of these pages and/or links does not imply approval, endorsement, sponsorship, recommendation, or guarantee by Actinver of the services and goods marketed on such sites or their content. No employment relationship, partnership, or association exists between Actinver and these third parties.

Actinver is not responsible for and does not control, approve, or endorse the services, information, data, files, products, and any material found on the linked sites from the Portal pages. The quality and reliability of these linked sites may vary depending on updates or changes made to them. Therefore, Users must exercise caution when assessing and utilizing the services, information, data, files, products, and other material provided by third parties on linked sites. Access to any other site linked to the Portal is entirely at the User's own risk.

All advice, recommendations, statements, information, and content on third-party sites linked to or included within the Portal represent the opinions and judgments of those third parties. Consequently, Actinver shall not be held responsible for any damages or harm suffered by the User as a result of these, including but not limited to damages caused by economic losses, loss of data, or programs. Actinver does not guarantee or assume any responsibility for damages of any kind that may be caused by the operation, availability, accessibility, continuity, maintenance of services, information, data, files, obligations, offers, products, and any materials available on linked sites.

Based on the above, the User understands that the client-provider relationship or interactions with third-party sites will exclusively exist between those parties and the User, under no circumstances involving Actinver. As such, the User shall not have any legal claims, complaints, or other actions against Actinver in the event of non-compliance by the provider or any third-party site.

Confidentiality

Actinver maintains designed procedures and will take necessary security measures to ensure the confidentiality of any sensitive information received from the User through the Portal or any other means. Actinver is committed to maintaining the confidentiality of the information received from the User that is classified as confidential under applicable legal provisions in the United Mexican States.

Cookies

Users accessing the Portal agree to receive cookies or similar files transmitted by Actinver servers. A cookie is a data file stored on the User's hard drive when accessing the Portal. Cookies may contain information such as identification provided by the User or data to track the pages visited by the User. A cookie cannot read data or information from the User's hard drive nor read cookies created by other websites. The purpose of cookies is to facilitate the User's access to services related to the Portal.

Availability

Actinver will make reasonable efforts to ensure the availability and accessibility of the Portal 24 hours a day, 365 days a year. However, new connections, routing changes, and maintenance operations necessary to update and maintain functionality may result in temporary interruptions in access or usage of the Portal.

Actinver may provide or make available to the User various services, information, and content through the Portal or links to other internet sites, either directly or indirectly through third-party providers independent of Actinver. However, Actinver cannot guarantee the availability and continuity of the Portal's operation or the usefulness of the Portal and its services for any specific activity.

Actinver shall not be held responsible for any damage or loss of any kind caused by the unavailability or discontinuity of the Portal's operation or its services. Moreover, Actinver shall not be responsible to Users or third parties for damages or harm arising from the use or inability to use the services provided by the Portal, any inaccuracies, delays, omissions in the information or its transmission, or any malfunction, interruption, or inconsistency due to voluntary or involuntary acts or omissions by Actinver, acts of God, force majeure, government regulations, labor issues, accidents, or any other cause beyond Actinver's control or that of its affiliates, providers, or transmitters.

Communications

The User agrees that if Actinver needs to contact them or send any information in paper or written form, Actinver may do so by mail directed to the User at the mailing address listed in Actinver's records or, at Actinver's discretion, through legally permitted electronic communications transmitted by Actinver to the User's email address listed in Actinver's records. Unless the communication specifies another effective date, any communication sent by Actinver to the User will be effective upon being mailed to the User's mailing address when delivered to the postal service provider. Similarly, any electronic communication sent by Actinver to the User will be effective at the time it is transmitted by Actinver to the User's email service provider.

The User must promptly notify Actinver in writing or by email, with confirmation by written mail sent within five business days, if the User changes their mailing service or email address, or if the User's email service provider ceases to provide such services. In no event will Actinver be liable, and the User expressly releases Actinver from any claims or liabilities, for any acts or omissions of the User or the User's email service provider in handling emails sent to or by the User or for any failures in computer hardware, software, or communication lines not maintained or controlled by Actinver.

Electronic Records and Signed Documents

Under the applicable provisions of the Mexican Code of Commerce: (i) Any data message correctly identified with the combination of the User's security devices to Actinver will be considered as written communication or as an express manifestation of the sender's will; and (ii) Any data message correctly identified with the combination of security devices will be considered, for all applicable purposes, as duly signed and as an original document when printed from the electronic file established and maintained by Actinver in the ordinary course of its operations. If electronic records and signed documents are presented in paper form as evidence in any legal or other proceedings, they will be admissible in the same manner and under the same conditions as other documentary business records.

Limitation of Liability

Actinver shall not be held responsible for any damages or losses the User may suffer due to access, use, or misuse of the Portal's content by the User or third parties.

The User acknowledges and agrees to use the internet and electronic communication mediums at their sole responsibility. Consequently, the User expressly releases Actinver, its officers, employees, and executives from any administrative, civil, criminal, judicial, or extrajudicial liability, including but not limited to any material or moral damages, harm, or any other type of loss resulting from the use of such communication mediums.

The User does not have the right to place hyperlinks to or from the Portal, nor to place or use the Portal's services and content on their or third-party websites without prior written authorization from Actinver.

The User agrees that Actinver shall have no liability or responsibility for services, information, timeliness, content, or sequence of the materials, or for any decisions or actions taken by the User based on the content or services provided by the Portal. Actinver does not guarantee that any services, products, materials, or other content available on or through the Portal, or Actinver's computing system, will meet the User's particular needs or purposes.

There are no implied guarantees of merchantability, quality, fitness for a particular purpose, or content suitability, and no other express or implied warranties regarding the services and content or any other aspect of the services (including, without limitation, access to information and execution orders), even if Actinver has been advised of or otherwise aware of the possibility of such events.

Actinver does not guarantee that the products, services, and content available through the Portal are appropriate or available for use outside of Mexico.

Users accessing the Portal from other locations do so at their initiative and will be responsible for compliance with local laws, releasing Actinver from any administrative, civil, or criminal liabilities, as well as any material or moral damages or harm resulting from the use of the services and content available on the Portal.

Actinver assumes no responsibility for damages caused by access to the Portal by third parties through connections, links, or hyperlinks to linked sites, nor for links to other sites that the User or visitor may make from the Portal.

Actinver assumes no responsibility for electronic information exchanges between internet users and is not responsible for technical problems that may occur with computer equipment used during internet connections through Actinver's Portal or other websites.

Termination of Services

Actinver reserves the right to deny or terminate the User's access to or use of the Portal, any service, content, information, or any part thereof, at Actinver's sole discretion, without notice or limitation, except as stipulated in the applicable service agreement, for any reason, including but not limited to the User's failure to comply with any provision of these Terms and Conditions or any applicable service contract or the discontinuation of Actinver's access to any service or content. In the event of termination for these reasons, Actinver shall not be held liable to the User.

Modifications

The use of this Portal is governed by the version of the Terms and Conditions of Use in effect on the date of access. Actinver reserves the right to modify the Terms and Conditions of Use at any time, without prior notice, and with effect from the moment the revised version of the Terms and Conditions of Use becomes available on the Portal. Consequently, any time the Portal is used or accessed, it shall be understood that the Terms and Conditions of Use available at that time have been duly read, fully accepted without reservations, and that the User agrees to be bound by the described Terms and Conditions of Use. Therefore, the User agrees that it is their obligation to periodically review the Terms and Conditions of Use, which can be accessed at the bottom of each page of the Portal.

Applicable Laws and Jurisdiction

By using the Portal, the User expressly agrees to submit to the applicable laws in force in the United Mexican States and to the jurisdiction of the courts of Mexico City, Federal District, for any dispute, interpretation, compliance, or enforcement of these Terms and Conditions. The User explicitly waives any other jurisdiction or forum that may correspond to them due to their nationality, current or future domicile, or the location where the corresponding data messages are generated, communicated, transmitted, received, or stored.

If the User uses the Portal, services, content, or information for any illegal or improper purpose, the User must promptly reimburse Actinver for any damage, loss, cost, or expense incurred as a result of such use.

For more information, please visit the Actinver website: <http://www.actinver.mx>. For questions regarding the use of electronic media, the legitimate origin of an email, or the security of your information with the institution, contact our Telephone Assistance Center at 1103 66 99 or 01800 705 55 55 from within Mexico, or consult your advisor. For more information: <http://www.actinver.com/Consejos+de+Seguridad>.

Update Date: September 15, 2014.