

Functions and Responsibilities of the Trading Support Desk personnel of the Transactional Services Direction

I. Attention from the Trading Support Desk

Duly attend the Brokerage Firm's matters related to the progress of the Cash Market's Trading Session.

Matters that the Trading Desk's personnel will look after:

Trading: Cancellations, settlement modifications, trades reprocessing, pre-trade filters opening, public offering authorizations, among others.

- Settlement modifications will only be made during the trading sessions when duly requested and confirmed by the participant Brokerage Firms, as long as the Brokerage Firm cannot execute it through its Sentra Terminal (NSO).

Technological: Any issue that impedes the adequate functioning the electronic trading systems.

- If there were any technical incidents or situations, Trading Support Desk's personnel will follow up such incidents or situations with the Brokerage Firms and Bursatec until it has been dully attended or resolved.

- The Trading Support Desk's personnel has the obligation to report Bursatec's personnel the technical issues notified by the Brokerage Firms for its monitoring and resolution.

- Trading Support Desk will act as an interlocutor between the Brokerage Firms and Bursatec.

II. Means of attention

• Trading Support Desk's personnel can only be contacted through their official telephone lines (5342-9601, 5342-9602 y 5342-9195) or the sentracapitales@grupobmv.com.mx e-mail account.

If there was any eventuality, Brokerage Firms' Traders will be able to communicate to the conference bridge through the following link:

<https://bursatec.webex.com/bursatec/j.php?ED=197816567&UID=496914117&PW=NMzI0NjBkZDgz&RT=MTQjOA%3D%3D>

Subject: DST_Capitales1

Conference bridge ID: 809 385 910

III. Verification means

• "Verification means" will be any mean that leaves any evidence or proof of the Brokerage Firms' requests and Trading Support Desk responses such as:

Phone calls recording and e-mails. (jarias@grupobmv.com.mx; agonzalezo@grupobmv.com.mx; lramos@grupobmv.com.mx)

• All phone calls will be recorded with the purpose of having an adequate process for the service improvement to the Brokerage Firms.

IV. Cell phone use policies

• Trading Support Desk's personnel will not be allowed to receive or make any phone call with the Brokerage Firms' personnel involved in daily trading. Phone calls will only be received during technological contingencies.

• Trading Support Desk's personnel will only be allowed to use cell phones for personal calls.

V. Support hours

• The Trading Support Desk will provide support from 7:30 to 15:30 hours, except during contingencies in the electronic trading system during the trading session.

VI. Information Disclosure and Confidentiality

- The information displayed in the different electronic systems of the BMV is exclusive for itself and cannot be provided to third parties.
- Brokerage Firms will only be provided with its own transactional information. This information will not be for personal use.
- In the same way, Trading Support Desk will keep confidentiality of any information related to the market

VII. Legal Doubts (BMV's Bylaws and Trading Rules).

- If Brokerage Firms had any doubts about trading functionality, they will be referred to the applicable policy or procedure of BMV's Bylaws or Trading Rules.
- Trading Support Desk's personnel cannot make any interpretation of the applicable regulation. Brokerage Firm's Traders are responsible of being will informed and updated on the current trading rules.

VIII. Service Limitations

- By any reason, Trading Support Desk's personnel will indicate the Brokerage Firms how to enter buy or sell orders, execute trades or provide trading strategies.
- Trading Support Desk is not allowed to recommend, suggest, imply or give any advise on trading matters related to issuers quoted in the BMV.
- Trading Support Desk can only indicate Traders of the Brokerage Firms through which means they can realize their activities, but they will not be able to make any recommendations about its use.

IX. Responsibilities

- Trading Support Desk and BMV will not hold responsibility on any damage or detriment suffered by the Brokerage Firms as a result of the halt, failure or interruption of the trading session, its systems or any other event resulting from the communication between the Brokerage Firms and Trading Support Desk.
- Neither Bolsa Mexicana de Valores or Trading Support Desk will be held responsible for damage or detriments suffered for this services.