

Bogotá, February 2nd / 2023

BOARD OF DIRECTORS
BANCO DE BOGOTÁ
Bogotá

Reference: Executive Summary on the Financial Consumer Ombudsman's Management Report, 2022.

Dear Sirs:

This report is written following and complying with prescriptions included in Law 1328 / 2009, in the Basic Legal Circular 29 / 2014 and in External Circular 013 / 2022, issued by the Financial Superintendence of Colombia.

1. The office of the Financial Consumer Ombudsman issued its opinions based on the documents and evidence included in the respective files. Its concepts or opinions are not mandatory or binding for the financial consumer and would only be binding for the financial entity if it has considered them as such in its rules of procedure. Banco de Bogotá does not consider the Financial Consumer Ombudsman's opinions to have a binding nature.
2. In 2022, the office of the Financial Consumer Ombudsman held virtual meetings and had constant communication with Banco de Bogotá's Customer Solutions area, with the purpose of evaluating specific cases related to services or products offered by the Bank and aspects considered of interest for the Bank, as part of the evaluation of financial consumer service and attention processes.
3. Statistical reference on complaints:

CONSOLIDATED CLAIMS & COMPLAINTS	2021	2022
Complaints pending from previous year	1,945	996
Complaints received	15,594	11,455*
Complaints accepted	15,562	11,383
Complaints desisted	23	37
Complaints processed (resolved)	16,488	11,726**
Complaints outstanding as of December 31 st	996	616***

(***)From a total of outstanding complaints (being studied) as of December 31st, 2022, 524 refer to complaints received in the last month of 2022.

(*) COMPLAINTS RECEIVED PRODUCT TYPE	Complaints	%
Credit Card	4,105	35.84%
Consumer & Commercial Loans	2,953	25.78%
Savings Accounts	2,596	22.66%
Other products	747	6.52%
Mortgage Loans	579	5.05%
Current Accounts	243	2.12%
Housing Leasing	113	0.99%
Time Deposits	72	0.63%
Microcredit	31	0.27%
Other Leasing	16	0.14%
Total	11,455	100.00%

(**) COMPLAINTS PROCESSED (RESOLVED)	100%	11,726
Rectified: In Rectified Complaints, the entity grants reason to the Financial Consumer and takes action prior to the Ombudsman's statement; for statistical purposes, the Ombudsman does not file in favor of the financial consumer but rather he states that the complaint was adequately met, recommending the entity to take measures to correct the situations that originated the complaint.	52.94%	6,208
In favor of Banco de Bogotá Includes complaints for which, in accordance with available documentation and information, the Ombudsman does not find basis or evidence to assign responsibility on Banco de Bogotá	47.06%	5,518

Out of total claims admitted and transferred by the Ombudsman to Banco de Bogotá in 2022, the Bank agreed to the financial consumer's financial pretense in 1,244 cases, making the respective reimbursement. This process represented \$313,205,053.84 pesos for the financial entity, as per information provided by the Customer Solutions area.

4. Banco de Bogotá's Financial Consumer Ombudsman, while carrying out his duties, did not detect practices that were undue, illegal, or not authorized by the Bank.
5. From the statements issued by the Ombudsman in relation to complaints filed by financial consumers against the Bank in 2022, he did not deem any of them to be of general interest.
6. Regarding recommendations issued in his 2021 report, the Ombudsman observed as part of the follow-up process, and based on Banco de Bogotá's answer dated May 31st / 2022, that out of the fifteen recommendations issued,

the Bank defined and implemented an equal number of action plans which led to a reduction, at the close of 2022, in the number of complaints related to 7 recommendations. Therefore, the Ombudsman's office recorded a 26.5% reduction in the number of complaints received, moving from 15,594 in 2021 to 11,455 in 2022.

Consequently, the Financial Consumer Ombudsman presented in his 2022 report, comments regarding the following products, using the parameters and classifications established by the Financial Superintendence of Colombia, through the Smartsupervision technology :

- Consumer, Commercial and Mortgage Loans.
 - Credit Cards.
 - Savings Accounts.
7. During 2022 Banco de Bogotá S.A. provided the Financial Consumer Ombudsman the resources necessary for the Ombudsman's office to function normally and appropriately.
8. In 2022, out of the total complaints resolved by the Ombudsman (11,726), 98.17% were resolved in a term less than the maximum term legally established, without any of the complaints being resolved out of term.

The cycle, in terms of working days, of resolved complaints by the Ombudsman in 2022, presented a decrease Vs 2021, as follows:

	Total Average	Bank's Average	Ombudsman's Average
2021	28.44	20.94	7.5
2022	20.5	14.12	5.93

Kindly,

(Original signed)

ALVARO JULIO RODRIGUEZ PEREZ

Banco de Bogotá's Financial Consumer Ombudsman