

Bogotá, February 5th / 2024

BOARD OF DIRECTORS
BANCO DE BOGOTÁ
Bogotá

Reference: Executive Summary on the Financial Consumer Ombudsman's Management Report, 2023.

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 2023, 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	2022	2023
Complaints pending from previous year	996	616
Complaints received	11,455	19,768*
Complaints accepted	11,383	19,601
Complaints desisted	37	70
Complaints processed (resolved)	11,726	18,117**
Complaints outstanding as of December 31 st	616	2,093***

(*) In 2023, complaints from financial consumers increased by 72.57%, from 11,455 in 2022 to 19,768 in 2023. They are discriminated as follows:

(*) COMPLAINTS RECEIVED PRODUCT TYPE	Complaints	%
Credit Card	8,426	42.62%
Savings Accounts	4,314	21.82%
Consumer & Commercial Loans	4,046	20.46%
Other products	1,657	8.38%
Mortgage Loans	767	3.88%
Current Accounts	239	1.20%
Time Deposits	161	0.81%
Housing Leasing	119	0.60%
Microcredit	20	0.10%
Other Leasing	19	0.097%
Total	19,768	100.00%

(**) COMPLAINTS PROCESSED (RESOLVED)	100%	18,117
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 he states that the complaint was adequately met, recommending the entity to take measures to correct the situations that originated the complaint.	51.80%	9,385
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	48.19%	8,732

Out of total claims admitted and transferred by the Ombudsman to Banco de Bogotá in 2023, the Bank agreed to the financial consumer's financial pretense in 2,220 cases, making the respective reimbursement. This process represented \$555,597,441.60 pesos for the financial entity, as per information provided by the Customer Solutions area.

(***) From a total of outstanding complaints (being studied) as of December 31st, 2023, 1,221 refer to complaints received in the last month of 2023.

4. Banco de Bogotá's Financial Consumer Ombudsman, while carrying out his duties, did not detect practices that were undue, illegal, or not authorized from the Bank.
5. From the statements issued by the Ombudsman in relation to complaints filed by financial consumers against the Bank in 2023, he did not deem any of them to be of general interest.
6. During 2023, the Ombudsman's office recorded an increase in claims received, from 11,455 in 2022 to 19,768 in 2023, representing a **72.57%** increase.

Consequently, and looking to contribute to the consolidation of a client-centric culture that guarantees not only the fair treatment principle for financial consumers, but also best practices in provision of products and/or services, the Ombudsman presented in his 2023 report, comments related to the following products. These comments were based on the parameters and classifications established by the Financial Superintendence of Colombia, through the Smartsupervision technology:

- Credit Card.
 - Savings Accounts.
 - Consumer, Commercial and Mortgage credits.
 - Compulsory Insurance (life, vehicle and fire & earthquake).
7. During 2023 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 2023, out of the total complaints resolved by the Ombudsman (18,117), for **99.99%** the Ombudsman issued his opinion within 7 working days after the Bank's integral response i.e. in a term less than the maximum legally established in Decree 2555 / 2020 (8 working days).

The cycle, in terms of working days, of resolved complaints by the Ombudsman in 2023, presented a decrease Vs 2022, as follows:

	Total Average	Bank's Average	Ombudsman's Average
2022	20.5	14.12	5.93
2023	20.45	16	4.45

Kindly,

(Original signed)

ALVARO JULIO RODRIGUEZ PEREZ

Banco de Bogotá's Financial Consumer Ombudsman