



Dear customer,

As it is widely known, the world is going through a difficult situation. We want to express that the **ALMAVIVA S.A.** team and its affiliates are working without rest at a national level to anticipate your needs, adjusting to changes and instructions issued by local and national authorities, expanding preventing measures to protect your products, our workers, and the public in general by doing everything that is within our reach to mitigate the spread of the virus and understandably ensure that our services are provided efficiently.

Considering the above and according to the indications covered in Decree 090 of March 19, 2020, issued by the Mayor's Office in Bogota, which imposes measures to limit the transit of people and vehicles in Bogota, **ALMAVIVA S.A.** advises that our services will be restricted in accordance with the limitations set forth by said provision, which will be in effect in Bogota from Friday, March 20 to Monday, March 23. Attached is Decree 090 of March 19, 2020.

We thank you in advance for the support and trust you have placed in **ALMAVIVA S.A., ALMAVIVA GLOBAL CARGO S.A.S. and ALMAVIVA ZONA FRANCA S.A.S.**

Sincerely,

CUSTOMER SERVICE MANAGEMENT

Almaviva 