

Bogota, May 20, 2021

Dear customers:

This is to inform you that due to the public order circumstances that are widely known, which have been going on for several days at a national level, and despite the measures that have been taken to mitigate the risks arising from these, on May 19, ALMAVIVA's Distribution Center and its affiliate's locations in Buenaventura were the subject of criminal acts that could not be contained, therefore the intervention of the police was necessary to mitigate the situation.

Because of the above, service delivery at this Distribution Center located in Buenaventura has been affected. However, contingency plans have been undertaken and necessary actions have been taken to quickly and satisfactorily overcome this situation outside the control of ALMAVIVA S.A. and its affiliates.

We will notify you once normalcy has been reestablished to the operation at ALMAVIVA S.A. and its affiliate's Distribution Center.

Finally, please keep in mind that any request, eventuality, or comment will be promptly addressed by our customer service area by emailing us at [servicioalcliente@almaviva.com.co](mailto:servicioalcliente@almaviva.com.co), through our webpage [www.almaviva.com.co](http://www.almaviva.com.co) "Customer Service" section, or through our phone numbers 314-450-6776 and 310-311-1976.

Sincerely,

**ALMAVIVA S.A.**  
**ALMAVIVA GLOBAL CARGO S.A.S.**  
**ALMAVIVA ZONA FRANCA S.A.S.**

Soluciones Logísticas Integrales.

