

Dear Team,

Your cooperation is required in some modifications and actions to be taken in our insurance policies.

In the first place, we must consider a change in the social rationale of some policies. Would you be so kind as to confirm if such a change can be effected internally by us? We have attached an Excel file for your reference, which contains the complete list of the policies subject to this change.

Secondly, I would like to draw your attention to the case of the QV42008476 policy. Emmanuel Salvador Pérez, in his role as Customer Service Analyst, requires the cancellation of the same and the consequent refund of the corresponding premiums. The documents required to complete this action are attached for your convenience.

In addition, we would be happy to provide additional information related to a bank deposit and some correlated matters. In particular, we have to deal with the issues of vehicle inspection, the Uber taxi service and the automatic renewal of the policy.

We would like to thank you for your prompt response and efficient handling of these issues. Thank you very much for your attention.

Francisca Ben tez Oliva, Auto Account Executive, Territory 52.81.1052.8000 e 8179, t 52.81.8888.8179 .mx, Aon Torre VAO2 David Alfaro Siqueiros No.104 Piso 19 Zona Valle Oriente C.P. 66269 San Pedro Garza Garc a Nuevo Le n.