

## SUPPORT IN VARIOUS INSURANCE APPLICATIONS AND SERVICES OF FLOSOL HOTEL OPERATOR

Hello

I hope you're doing well. I am writing to you from OPERADORA DE HOTELES FLOSOL SA DE CV, regarding several requests regarding certain policies and services.

First of all, we have received a suggestion for change from a customer whose commercial use unit is going through different states. We believe that it would be even more appropriate to change this unit to the category of federal public. We kindly ask you to help us with this correction.

On the other hand, we received a suggestion to respond to a service satisfaction survey. This information will be useful in continuing to improve our service to our hotel guests. You can count on our support in this regard.

Additionally, we would like to point out that commercial policies for drivers of companies such as Uber or Didi require a type C license. In addition, these policies are not valid if the driver is under the influence of alcohol or any other substance.

On another issue, we are calling for a change in the leadership included in the F942003914 policy of Celia Abigail Silva Leal. The new address required is Victoria No. 613. We ask for your support in carrying out this update.

Finally, we have received an email asking us to cancel an insurance policy, indicating that the customer has opted for another insurance company. We would like to confirm that indeed from the moment this email is received, the responsibility for any incident related to the unpaid fee on time is fully exempt.

We hope you can help us with these requests. We thank you in advance.

Best regards,

[Your Name]

OPERADORA DE HOTELES FLOSOL SA DE CV