

INSTRUCTIONS FOR THE GENERAL SHAREHOLDERS' MEETING

MARCH 24, 2023

1. BEFORE THE MEETING

- Registration of participants:

Shareholders or their proxies must send the following documents to alejandra_dumar@bancopopular.com.co and natalia_collante@bancopopular.com.co:

- A copy of the shareholder's and/or proxy's identity card.
 - Certificate of incorporation and legal representation if the shareholder is a legal entity.
 - In the case of acting through a proxy, a proxy form must be duly completed by the shareholder in accordance with the instructions available at: <https://www.bancopopular.com.co/wps/portal/bancopopular/inicio/sobre-nosotros/relacion-accionista-e-inversionista-Ingles>
 - Indicate if any additional supporting documents are required.
- In response to the above email, shareholders or their proxies will receive a link to access Microsoft Teams and all the information necessary to verify their identity, such as the name to be used in the profile configuration of the application, so that they can be easily recognized during the meeting.
 - It is recommended to check that the device used to attend the meeting be checked to ensure that the updated audio and video features are properly enabled.
 - The agenda for the meeting is available at <https://www.bancopopular.com.co/wps/portal/bancopopular/inicio/sobre-nosotros/relacion-accionista-e-inversionista-Ingles>
 - Documents related to the meeting will be available to shareholders upon request.

2. MICROSOFT TEAMS PLATFORM

- Join the meeting using the previously emailed link via one of the following options:
 - **Via desktop or laptop:** No application download is required and shareholders can join directly online. Simply click on the link provided to your email address to connect to the meeting.
 - **Via smartphone:** Download Microsoft Teams from the App Store (iPhone) or Play Store (Android), as the case may be, and click on the link provided in your email. To log in, join as a guest or sign in using your username.

Please contact Yeison Fernando Ramírez Marroquín at 3157637533 in case of difficulties with access to the platform or questions about the functioning of the virtual application.

3. PARTICIPATION IN THE MEETING:

- **Admission:** The host of the meeting will grant access to the participants to the meeting based on the username previously provided to the Bank during registration.
- **Verification of the Participants' Identity:** At the beginning of the meeting, the Secretary of the Meeting will verify the identity of all participants in accordance with the information previously registered by asking the shareholders or their proxies to introduce themselves. This is to ensure that the attendees are shareholders or their proxies.
- **Verification of Quorum:** The Secretary of the Meeting will verify that the number of participants required to deliberate and make decisions in accordance with the provisions of the Law and the Bank's Bylaws is present from the beginning to the end of the meeting. The full verification of the participation of shareholders and/or proxies will be duly documented.

In order to facilitate the control and verification of the quorum, the participants will be requested to notify their departure from the meeting by giving their full name, either by requesting to speak or writing a message in the meeting's chat room.

- **Recording:** At the beginning of the Meeting, permission to record the meeting will be presented for participants' consideration to freely and unambiguously express their decision in this regard.
- **Voting:** Shareholders or their proxies may exercise their right to vote during the Meeting. To this end, each participant will be asked to indicate the direction of their vote on each matter to be decided. The direction of the vote will be recorded in the corresponding minutes.
- **Questions:** Shareholders or their proxies may ask questions at any time by using the "raise your hand" button or expressing their intention by saying "I request the floor" or a similar phrase in the Microsoft Teams chat platform. Questions will be answered in the order in which they are raised.

4. At the end of the Meeting

A summary of the course of the Meeting will be made available on the website and the main decisions will be published on the information link provided for this purpose by the Financial Superintendence.