

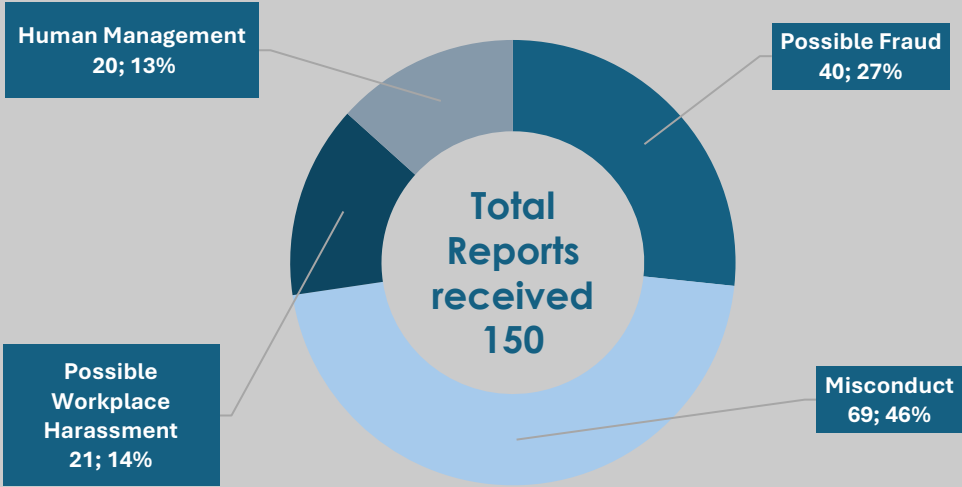
2025 Code of Ethics and Conduct Breaches



Alerts and Whistleblowing Management

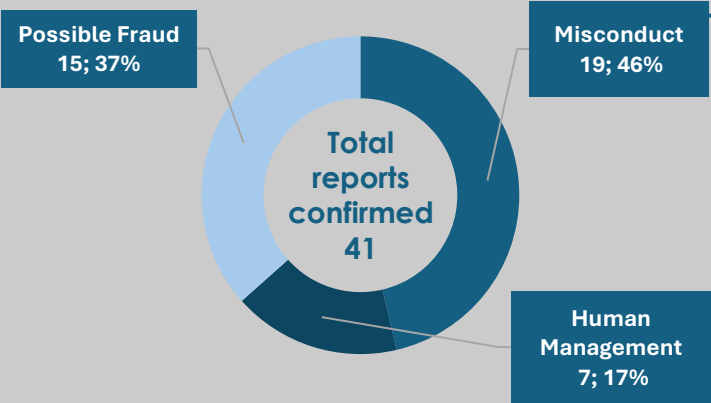
Banco Popular has established formal reporting mechanisms, including the Ethics Line, to facilitate the communication of potential irregularities or violations of the Code of Ethics and Conduct by employees and other stakeholders in a safe, confidential, and retaliation-free environment.

Reports Received



The breaches of the Code of Ethics and Conduct are reported periodically to the Bank's Ethics and Audit Committees. These reports enable the adoption of corrective actions and disciplinary measures in accordance with internal guidelines and the applicable regulatory framework.

Confirmed reports



Possible Fraud

15 cases were confirmed involving 11 individuals.

Misappropriation of resources	8 cases
Inappropriate commercial practices	6 cases
Cash shortages	1 case

Misconduct

19 cases were confirmed involving 214 individuals.

Insurance sales	4 cases
Payroll loan origination	5 cases
Subsidiaries	4 cases
Others	6 cases

Actions Taken by the Bank

Possible Fraud

Misappropriation of resources	Termination of involved employees (6)
Inappropriate commercial practices	Written warnings (3)

Misconduct

Insurance sales	Feedback sessions (200)
Payroll loan origination	Written warnings (3)
Subsidiaries	Feedback sessions (2)
Others	Written warnings (3)

During 2025, no reports related to discrimination, corruption, data privacy, or AML/CFT were received through the ethics line.