

**ORDINARY SHAREHOLDERS' MEETING – BANCO POPULAR
MARCH 27, 2025**

Proposal for the Appointment of the Financial Consumer Ombudsman and Fee Determination

The Board of Directors, after analyzing and evaluating the proposals submitted, recommends that the Shareholders' Meeting engage the firm Defensoría del Cliente Laguado Giraldo Ltda. to provide Financial Consumer Ombudsman services for the period from April 2025 to March 2027, and approve the following:

- A fixed monthly fee of COP (12.120.900), plus VAT, for handling the first three hundred fifty (350) complaints or claims that receive a formal response from the Ombudsman within each calendar month.
- For each additional response beyond the 351st in any given calendar month, a fee of COP (60.604), plus VAT, will be charged per case.
- For conciliations, a fee of COP 89,784, plus VAT, will be charged per case.
- The aforementioned amounts will be adjusted annually on January 1st, in accordance with the variation in the Consumer Price Index.

Additionally, it is reported that the firm Defensoría del Cliente Laguado Giraldo Ltda. recommends Dr. Darío Laguado Monsalve as Principal Financial Consumer Ombudsman and Dr. Gonzalo Méndez Morales as Alternate. Both candidates have declared that they do not present any situations that could generate conflicts of interest, disqualifications, or incompatibilities that would prevent them from exercising the role of Principal or Alternate Financial Consumer Ombudsman, nor any circumstances that would compromise their autonomy and independence in fulfilling the responsibilities of the position.

Curriculum Summary – Darío Laguado Monsalve

Lawyer and Economist Partner with a Master's Degree in Corporate Law from Pontificia Universidad Javeriana, certified in Conflict Negotiation Techniques from Harvard University, and a Conciliator accredited by the Bogotá Chamber of Commerce. He has served as Delegate Superintendent at the Financial Superintendence of Colombia, Superintendent of Companies, advisor to various entities in both the real and financial sectors, and as Financial Consumer Ombudsman for multiple banks, brokerage firms, fiduciary companies, financial cooperatives, commercial finance companies, and special entities such as Icetex and the National Guarantee Fund. He has over 40 years of professional and

academic experience in financial, corporate, commercial, insolvency, and contract law.

Curriculum Summary – Gonzalo Méndez Morales

Dr. Gonzalo Méndez Morales is a lawyer specializing in Economic Public Law from Universidad de los Andes, with advanced studies in Investment Banking, Stock Market, Value Management, and Business Valuation from the same university. He serves as an Arbitrator in Commercial and Financial matters, Friendly Mediator in Private Contractual matters, and Extrajudicial Conciliator in Law at the Arbitration and Conciliation Center of the Bogotá Chamber of Commerce. He is also a trainer in programs for Conciliators in Law, National and International Arbitration, and Arbitration Tribunal Secretaries, affiliated with the Arbitration and Conciliation Center and the Business Training Management of the Bogotá Chamber of Commerce. He is an Arbitrator, Friendly Mediator, Extrajudicial Conciliator in Law, and Legal Advisor at the Conciliation, Arbitration, and Friendly Mediation Center of the Colombian Society of Engineers. Additionally, he is a registered Appraiser in the Open Registry of Appraisers under the National Self-Regulatory Corporation of Appraisers (ANA), in the category of Special Intangibles. Currently, he serves as Alternate Financial Consumer Ombudsman for Alpopular S.A., Fiduciaria Popular S.A., Banco W S.A., Banco Falabella S.A., Banco Cooperativo Coopcentral S.A., Iris S.A., and Colpensiones S.A.