

## ANNEX A

### Content of the Letter of Consumer Rights

In all commercial transactions regarding the purchase and sale of real property, the supplier is obliged to ensure that they are carried out in accordance with the provisions of the Federal Consumer Protection Law (LFPC), its Regulations and this NOM, and therefore acknowledges that consumers have the following rights:

1. Receiving, with respect to the real property offered, truthful, clear and updated information and advertising, regardless of the means of communication, including digital media, allowing the consumer to make the best purchase decision by knowing truthfully the characteristics of the property being acquiring, in accordance with the provisions of the Law.
2. Knowing all the information regarding the characteristics of the property, such as: the extension of the land, floor area, type of structure, facilities, finishes, accessories, parking place, common use areas, utilities and the general physical condition of the property.
3. Choosing the property that best meets the consumer's needs and fits the purchasing power.
4. Not to making any payment until the contractual relationship is set in writing, except for advance payments and operating expenses, in accordance with the terms set forth in the LFPC.
5. Signing an adhesion contract registered in the Federal Consumer Protection Agency, in which the terms and conditions of the sale and purchase of the real property must be stated. After signing the contract, the supplier is obliged to deliver a copy of the signed contract to the consumer.
6. Acquiring a property that has the safety and quality characteristics contained in the applicable regulations and reflected in the information and advertising received by consumer.
7. Receiving the real property within the terms and conditions agreed upon with the supplier in the respective adhesion contract.
8. If applicable, the enforcement of real property guarantees provided for in the LFPC, considering the specifications set forth in the respective adhesion contract.
9. Receiving the corresponding bonus or compensation in terms of the LFPC, if, once the guarantee has been enforced, defects or faults persist in the real property. Including the right to the necessary repairs made in case of defects or faults attributable to the supplier or opting for the replacement of the property or termination of the contract.
10. Having free and accessible reporting channels and processes for consultations, requests, claims and suggestions to the supplier, and knowing the address indicated by the supplier for service of process.
11. Protection by the competent authorities and in accordance with applicable laws, including the right to file complaints and claims before said authorities.
12. Access to a Privacy Notice to know the treatment that will be given to the personal data provided by the consumer, giving consent thereof and ensuring that personal data will be treated in accordance with the applicable regulations; in addition to making available to the consumer mechanisms to exercise the Rights of Access, Rectification, Cancellation and Opposition.
13. Receiving a treatment free of discrimination, without the support or sale of a real property being denied or conditioned for reasons of gender, nationality, ethnicity, sexual preference, religion or any other particularity under the terms of applicable law.
14. Freedom to choose a notary public to carry out the deed process.

