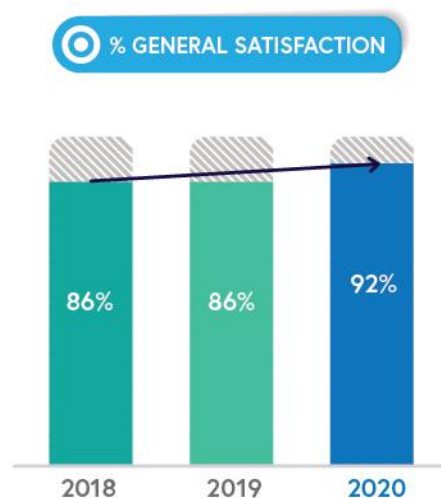


## For BMV Group, Customer Service is the priority in the execution of our activities.

Our culture of service and market knowledge allows us to understand the needs of our clients. We provide the best solution efficiently and assertively, honoring our commitments and anticipating to any situation, creating long-term value.

Every year we send surveys to measure the level of satisfaction of our clients, considering the variables of each business line. With the results, we can identify our strengths, detect opportunities to improve our service, analyze business opportunities and continue being the best solution in the market.

In 2020 we obtained a general positive perception of 92%, exceeding by 580 bp the previous year and by 170 bp our established target (90%).



Our target in a three-year period (2020-2022) is to **exceed 90% customer satisfaction** and stay at that level.

### Activities that were carried out to improve relationship with our clients:

The 2020 was a very challenging year in all industries, so having a closer relationship with our clients became essential to always accompany them. Therefore, we implemented a more robust customer service and support program through:

- Closer follow-up by an executive through weekly calls
- Periodic evaluations that measure:
  - o Customer service
  - o Time of service
  - o Professionalism and problem solving
  - o Quality of products and services
  - o Systems functionality
- Five – star ratings for every request attended in some areas
- Additionally, following the NPS (Net Promoter Score) methodology, we worked on a pilot, which will be officially implemented in 2021.

**At BMV Group, we will continue improving our Customer service and strengthening our service proposal through agile and high-value solutions.**