



Bogotá, March 26, 2020

Grupo Aval and its banking subsidiaries are offering a relief package to support its customers as they face the effects of Covid-19, these package includes payment deferrals to up to 120 days for businesses and self-employed workers and temporary fee free digital transfers and call center transactions.

Grupo Aval announces the main measures that will be established, beginning this week, in relation with some financial products of its banking subsidiaries: Banco de Bogotá, Banco Popular, Banco AV Villas and Banco de Occidente:

- 1.** We are providing to businesses and self-employed workers the possibility to apply for a 2-month grace period with the option to extend it for another 2-month period, in which they won't be repaying the capital of their loans. The maturity of the loan will be extended by the number of months that payment is deferred.
- 2.** All digital and mobile banking transfers, to an account of any bank, will be free of charge for 60 days.
- 3.** All call center transactions will be free of charge for 60 days.
- 4.** With Bancoldex, through the credit line "Colombia Responde", we are trying to mitigate the impact in liquidity for businesses in the sectors that are most affected. We will grant 3-year loans of up to Ps 5,000 million with a 6-month grace period.
- 5.** The interest rate for credit card purchases in grocery stores, supermarkets, pharmacies, drugstores, clinics and hospitals, deferred to 36 months will be 0.95% N.M.V. **This offer will be available for the next 60 days.**

- 6. Savings accounts will be automatically opened for the retirees so that they don't need to come to our branches to personally withdraw their money.** Cash will be available through our ATM network (with or without a debit card) and our banking correspondents (from some of our banks).
- 7. A renegotiation channel has been established for customers who have any issue paying their credit obligations.**
- 8. Retail customers will be able to extend the terms of their balance** in their credit cards to up to 48 months.
- 9. If an employee loses its job, the current benefits of its payroll account will be maintained for the next 6 months** including exemptions in transactional fees.

To prevent customers from leaving their homes, we make our Mobile Banking and Personal Banking available to our customers with 24/7 availability and other channels such as Call Center, Virtual Assistant and Social Media will be available to clarify all the doubts of our customers.

All of the above adds to our regular personalized customer service offered through our network comprised of 3,528 Red Aval ATMs, 40,253 banking correspondents and 1,395 branches and pay-centers (with the exception for those places where local governments declare mobility restrictions). In order to avoid crowded queues and to prioritize the attention of the elders, pregnant women and women with children, we have enabled the option to request digitally for turns in all of our points of attention

Together with our customers and employees we will overcome the current situation. We'll keep structuring new products and solutions as we continue to understand your needs.