

PROCEDURE FOR REPLACEMENT OF SECURITY TITLES

In case of **loss and/or misplacement** of the security title(s), or in case of **theft**, you must request their replacement, attaching the following documents:

- Statement before a notary (in case of loss and/or misplacement) or complaint before the police (in case of theft), with the number(s) of security title(s), number of shares and Issuer.
- Duly completed form authenticated before a notary and addressed to the Board of Directors of ALMACENES ÉXITO S.A. (Appendix 1).
- Duly completed replacement form before the Stock Exchange of Colombia. (Appendix 2).
- Copy of the citizenship card.
- In the event that the replacement is for a Legal Entity: a copy of the citizenship card of the legal representative and the Chamber of Commerce Certificate of Existence and Legal Representation with a validity of no more than 3 months since issue.
- If the procedure is going to be carried out by a third party, attach a power of attorney duly authenticated by a notary with a validity of no more than 1 month since issue.
- In case of death of the shareholder, attach:
 - ✓ Succession document (if you have one).
 - ✓ Civil registration of death.
 - ✓ Civil registration that proves the relationship with the shareholder.
 - ✓ Copy of the identity document of the shareholder and the heirs.

If you have doubts about the security titles replacement procedure, you can contact Fiduciaria Bancolombia S.A. at the following phone numbers:

- Medellín: (4) 4447231 option 2
- Bogotá: (1) 7421576 option 2
- National phone number: 01 8000 954 242 option 2.

The documents can be delivered to the following office of Fiduciaria Bancolombia S.A.:

- Medellín - Shareholder Service Center: Avenida Los Industriales Carrera 48 No. 26 – 85. South Tower First Floor – Sucursal Puerta del Río.

The documents can also be sent digitally to the email CAA@Bancolombia.com.co, as long as those that must be submitted authenticated have the verification code of the Ventanilla Única de Registro – VUR.