

Dear Customer,

Hoping that both you and your family are in good health and following the instructions of the authorities regarding the state of emergency that we are experiencing.

Prival, with the intention of maintaining good customer service at a distance due to the circumstances, we made some improvements to our digital platform, **Prival Online**, to make your online transactions more user-friendly. We are sure that some of the improvements made will add value to your online experience:

- More detailed information on your investments.
- Notification email to the final beneficiary of a payment transaction.
- Detail of the balance of your accounts when making transactions.
- Inclusion of "Update" or "Return to the home page" buttons.
- More fields for the description of payments, among others.

If you still do not have access to our new platform, we encourage you to contact your Financial Advisor so that they can provide you the support for this service.