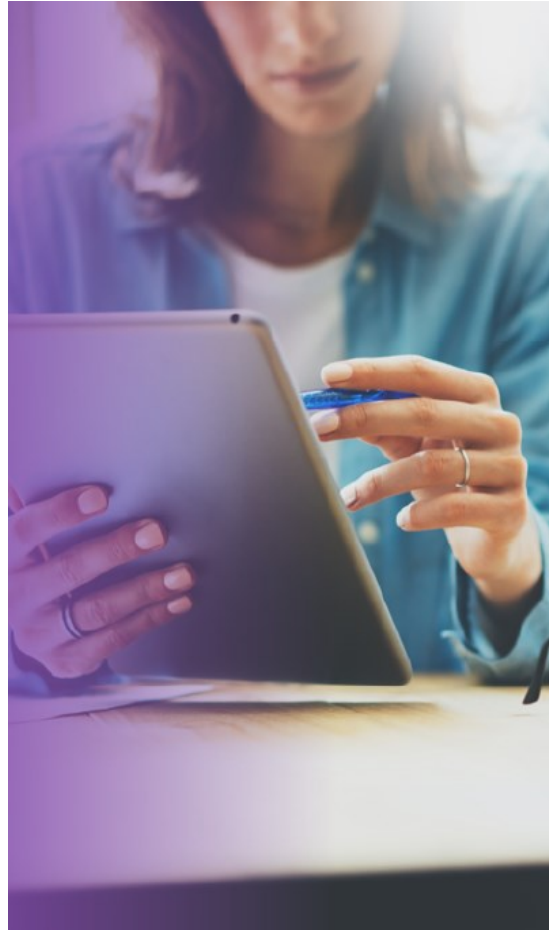


Our Whistleblower Portal allows us to consolidate complaints submitted by employees, Third-Parties and other business partners across all our operations. They are reviewed and investigated by the Compliance Office of América Móvil and each subsidiary, along with a multidisciplinary group of Company officials that are comprised by the respective Ethics Committees.

Our Whistleblower process offers anonymity and legal protection for the complainant.

A complaint number and password are generated where the whistleblower can check the status of their complaint at any time. Once the report is received, the corporate manager standardizes the information and sends it to the country manager if the provided information is subject to being assessed. Upon receiving the report, the country manager will present it to the local Ethics Committee and will support them in reviewing and monitoring the report until it is determined whether it is admissible or not.

The types of complaints that can be presented in our Whistleblower Portal are: fraud, generation of false or inappropriate information, use or disclosure of restricted or limited information, theft, use or inappropriate provision of resources, bribery, corruption, conflicts of interest, illegal bonus payments, extortion, money laundering or other types of complaints such as: damage to the integrity, health or safety of people, damage to people's dignity, unequal or discriminatory treatment, damage to freedom of expression, damage of personal data, breach of other human rights, generation of environmental damage, workplace and/or sexual harassment, among others.



In case that a member of the Local Ethics Committee or a senior executive officer is reported or if the complaint is of sexual harassment, they will be retained for attention and investigation by the Ethics Committee of América Móvil. Also, if any of the members of the Ethics Committee of América Móvil or the corporate administrator of the Portal is reported, the complaint will be redirected to the other members of the Ethics Committee who will supervise the corresponding investigation. The Ethics Committee will decide whether the complaint is admissible and, if so, will determine corrective measures.

We constantly carry out campaigns at the corporate level and in the subsidiaries to inform employees regarding the Whistleblower Portal. In many of our operations, employees have received online training on the procedures and benefits of this reporting tool.