

Whistleblower Portal



At América Móvil, we promote a culture of integrity, transparency, and accountability. As part of our commitment to the highest ethical standards, we provide our employees, business partners, and stakeholders with the Whistleblower Portal—a secure, confidential, and accessible channel for reporting potential violations of the Integrity and Compliance Program (PIC).

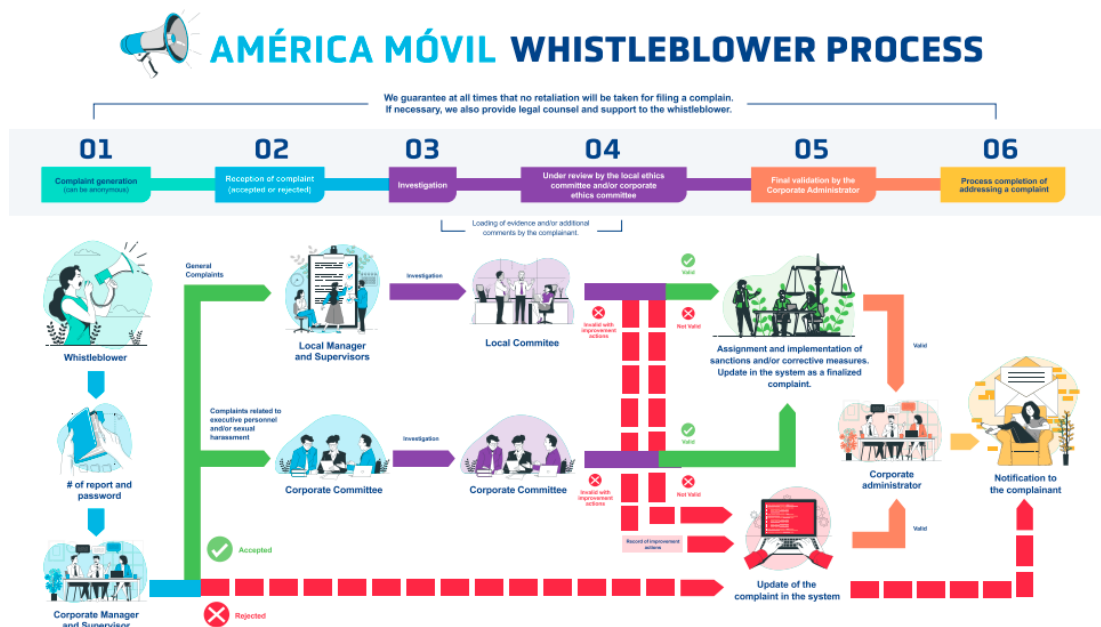
This mechanism is part of our comprehensive approach to preventing, identifying, managing, and remedying conduct that goes against our corporate values and ethical principles. All reports received are promptly evaluated by the Compliance Office and Ethics Committees, which are composed of multidisciplinary teams with expertise in ethical, legal, and corporate governance matters. The analysis is conducted locally, in accordance with applicable laws and with strict adherence to our principles of fairness, confidentiality, and due diligence.

It is important to note that some reports may be deemed inadmissible if they are unrelated to the company's operations, are duplicates, or do not impact the Integrity and Compliance Program. Nevertheless, we assess the context of every case seriously and, when appropriate, provide legal guidance and support to the whistleblower.

América Móvil maintains a zero-tolerance policy for retaliation against anyone who reports a concern in good faith. We guarantee the protection of the whistleblower and the confidentiality of the information throughout the entire process.

Whistleblower Case Management Process

Below is a visual diagram outlining the different stages of the process for handling reports received through the portal. This process ensures traceability, rigorous case analysis, and the implementation of corrective measures when necessary:



Corrective Measures and Outcomes

Substantiated reports may lead to a range of corrective actions, from targeted training and the strengthening of internal controls to disciplinary, administrative, or legal sanctions, including the termination of employment or business relationships, depending on the severity of the case.

In addition, we continuously carry out communication and training campaigns to strengthen the culture of integrity across the organization and to promote the proper use of the Whistleblower Portal among our employees and strategic partners.

If you have questions or suspicions about potential conduct that may violate our Integrity and Compliance Program, we encourage you to contact América Móvil's Compliance Office directly at yocumplo@americamovil.com.

This whistleblowing system is a key pillar of our corporate governance. It enables us to anticipate risks, build trust, and foster an ethical, transparent, and responsible work environment.