

What is the Bureau of Financial Entities?

It is a consultation and dissemination tool with which you can learn about the products offered by financial institutions, their fees and rates, user complaints, unsound practices, administrative sanctions imposed on them, abusive clauses in their contracts, and other relevant information to inform you about their performance.

With the Bureau of Financial Entities, you can find out who is who in banks, insurance companies, multiple-purpose financial companies, savings banks, retirement fund managers (*afores*), among other entities.

With this tool, you will be able to compare and evaluate financial entities, their products and services, and you will have more information to choose what is suits you best.

This information will be useful for selecting a financial product and also for a better understanding and use of those you already have.

This Bureau of Financial Institutions is a tool that can contribute to the country's economic growth by promoting competition among financial institutions, which will promote transparency by disclosing information to users about their performance and products they offer, and facilitate responsible management of financial products and services by providing detailed information on their characteristics.

This can lead to greater social well-being, because by bringing together such diverse information from the financial system in one space, users will have more tools to optimize their budget, improve their personal finances, properly use credit to strengthen their economy, and obtain insurance to protect it, among other aspects.

Information on subsidiaries of Monex Grupo Financiero, S.A. de C.V.

The Bureau of Financial Entities contains information on the performance vis-à-vis Users regarding the provision of products and services by **Monex Casa de Bolsa, S.A. de C.V.**, **Monex Grupo Financiero**; **Banco Monex, S.A.**, **Institución de Banca Múltiple, Monex Grupo Financiero**, and **Monex Operadora de Fondos, S.A. de C.V.**, **Monex Grupo Financiero**, and includes the following:

- **Monex Casa de Bolsa, S.A. de C.V., Monex Grupo Financiero:**

General Conduct of Brokerage Firms

Financial instructions that invest public resources in companies that issue stock and other instruments listed on the Stock Exchange, providing returns with a certain level of risk.

Source: National Banking and Securities Commission (*Comisión Nacional Bancaria y de Valores*) and *ABC Financiero, Condusef*.

The Bureau of Financial Entities has information on 36 Brokerage Firms.

Period: January - December 2023

Historical Data: 2022 2021 2020 2019 2018 2017 2016 2015 2014		[Monex logo] Consult the National Catalog of Financial Products and Services			Search: <input type="text" value="monex"/>	
Institutions	CLAIMS 1		SANCTIONS		Registry of Specialized Units (REUNE)	Financial Education Programs
	Details in:		*Details			
	Financial Institution	Condusef	Total Sanctions	Total Sanction Amount (\$)		
Total Sector	270	8.12	29	655,041		
<u>Monex Casa de Bolsa, S.A. de C.V.</u>	5	7.00		-	✓	✓
<u>Monex Grupo Financiero</u>						

BROKERAGE FIRMS
CLAIMS AT THE FINANCIAL INSTITUTION
 Brokerage Firm
 Period: January-December 2023

Sample: Records per page Search:

Institutions	Claims at the Financial Institution ¹					
	See the main causes					
	Total Claims	Amount Claimed	Average Amount per Claim	Amount Claimed in Concluded Cases	Amount Paid	Credit
		(\$)	(\$)	(\$)	(\$)	(%)
Total	139	118,239,084	850,641	81,155,402	53,184,739	66
Monex Casa de Bolsa, S.A. de C.V. Monex Grupo Financiero.	-	-	-	-	-	-

Showing page 1 of 1 with records (filtered from a total of 36 records)

1 Corresponds to complaints filed by users directly with the Financial Institutions through the Specialized Customer Service Units (SUNE).
 Source: Specialized Units Information Records (REUNE), CONDUSEF.

BROKERAGE FIRMS
CLAIMS AT CONDUSEF
 Brokerage Firms
 Period: January-December 2023

Sample: Records per page Search:

Institutions	Complaints at Condusef ¹			Main Causes		
	Search by process			Breach of contract	Refusal to deliver securities	Dissatisfaction with the balance reported by the Institution
	Total Claims	Favorable Resolution (%)	Response Time (days)			
Total	131	10.9	22	35	20	10
Monex Casa de Bolsa, S.A. de C.V. Monex Grupo Financiero.	5	0.0	19	0		

Showing page 1 of 1 with records (filtered from a total of 36 records)

1 Corresponds to claims filed by users with CONDUSEF, through Ordinary Management, Electronic Management and Conciliation processes.

BROKERAGE FIRMS
CLAIMS PER QUARTER: FINANCIAL INSTITUTION/ CONDUSEF
 Brokerage Firms
 Period: January-December 2023

Sample: Records per page Search:

Institutions	Total Claims	At the Institution				At Condusef			
		Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
		Monex Casa de Bolsa, S.A. de C.V. Monex Grupo Financiero.	5	0	0	0	0	0	1

Showing page 1 of 1 with records (filtered from a total of 36 records)

Note: Information is presented for institutions that as of the cut-off date are in "In Operation" status in the Financial Services Providers Registry System (SIPRES); therefore, those with a Dissolved, Liquidated, Transformed status, among others, are not considered.

BROKERAGE FIRMS
CUSTOMER SERVICE PERFORMANCE INDEX (IDATU)
 Brokerage Firms
 Period: January-December 2023

Rating generated, in reference to the attention granted by Financial Institutions to the Users of financial products and services before this National Commission, with respect to the following two variables. Electronic Management and Conciliation.

Sample: Records per page Search:

Institutions	Criteria evaluated		Final Rating (0-10)
	Electronic Process	Management Conciliation Process	
	Monex Casa de Bolsa, S.A. de C.V. Monex Grupo Financiero.	3.00	4.00

Showing page 1 of 1 with records (filtered from a total of 36 records)

BROKERAGE FIRMS SANCTIONS AT CONDUSEF
 Brokerage Firms
 Period: January-December 2023

Sample: Records per page Search:

Institutions	Law on the Protection and Defense of Financial Services Users (Ley de Protección y Defensa al Usuario de Servicios Financieros)					
	Total Sanctions	Amount (\$)	Article 94 Section II. The FI does not provide information related to the Bureau of Financial Entities (Articles 53, 58, and 92 Bis 1).	Article 94 Section I. The FI does not provide the necessary information for the SIPRES (Article 47)	Article 94 Section VIII. The FI does not file the Quarterly Report with the Reune (Article 50 Bis Section v). (System)	Other causes
Monex Casa de Bolsa, S.A. de C.V. Monex Grupo Financiero.	0	-	-	-	-	-

Showing page 1 of 1 with records (filtered from a total of 36 records)

The number of cases sent for the imposition of sanctions are shown for the Law on "Transparency and Regulation of Financial Services" and the "Credit Institutions Law." Final fines can be viewed at the [Sanctions Publication Portal](#).

• **Banco Monex, S.A., Institución de Banca Múltiple, Monex Grupo Financiero:**

General Conduct of Investment Company Management Companies

Financial institutions engaged in managing the securities portfolios of investment companies to obtain returns for investors.

This sector guarantees the payment of up to 400,000 investment units (UDI's) \$3,192,640.80 pesos per person, per bank, with a deposit insurance.

Source: National Banking and Securities Commission (Comisión Nacional Bancaria y de Valores) and ABC Financiero, Condusef.

The Bureau of Financial Entities has information on 50 Banks.

Period January - December 2023

Historical Data: 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014

Evaluation by Product

[Monex logo] Search the National Catalog of Financial Products and Services

DIRECTORY OF COLLECTION FIRMS

Sample: Records per page Search:

Institutions	Commitments in the Care of Older Adults ³	CLAIMS 1			SANCTIONS		Unsound Practices	Particular Abusive Clauses (in process of elimination)	Registry of Specialized Units (REUNE)	Financial Education Program	Condusef Evaluation by Product
		Details in:		*Details							
		Financial Institution	Condusef	Total Sanctions	Total Sanction Amount						
		Total Claims *Details	Claim rate per 10 thousand contracts 2 (Quarterly)	Customer service performance index (Quarterly) Rating 0-10						Synergy with Condusef	Rating (0-10)
Total Sector	5	6,920,181	31.1	9.07	173	13,028,318	0	0			
[Monex logo]		84	0.8	-	1	20,74	S/I	S/I	✓	✓	N/A

Banks CLAIMS AT THE FINANCIAL INSTITUTION
 Banks
 Period: January-December 2023

Sample: Records per page Search:

Institutions	Claims at the Financial Institution ¹					
	See the main causes					
	Total Claims	Amount Claimed	Average Amount per Claim (\$)	Amount Claimed in Concluded Cases (\$)	Amount Paid (\$)	Credit (%)
Total	6,796,443	37,756,749,118	5,555	35,934,612,323	5,350,110,873	15
[Monex logo]	-	-	-	-	-	-

Showing page 1 of 1 with records (filtered from a total of 50 records)

1 Corresponds to complaints filed by users directly with the Financial Institutions through the Specialized Customer Service Units (UNE).

Source: Specialized Units Information Records (REUNE), CONDUSEF.

Banks CLAIMS AT CONDUSEF
Banks
Period: January-December 2023

Sample: Records per page Search:

Institutions	Complaints at Condusef1 Search by process			Main Causes			Claims managed by Credit Bureaus
	Total Claims	Favorable Resolution (%)	Response Time (days)	Unrecognized transactions	Unrecognized wire transfer	Unrecognized charges in the account	
Total	123,738	40.9	16	23,378	22,425	8,315	149,807
[Monex logo]	27	10.7	17	1	16	1	83

Showing page 1 of 1 with records (filtered from a total of 50 records)

1 Corresponds to claims filed by users with CONDUSEF, through Ordinary Management, Electronic Management and Conciliation processes.

BANKS CLAIMS PER QUARTER: FINANCIAL INSTITUTION/ CONDUSEF
Banks
Period: January-December 2023

Sample: Records per page Search:

Institutions	Total Claims	At the Institution				At Condusef			
		Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
[Monex logo]	84	12	39	2	4	7	16	3	1

Showing page 1 of 1 with records (filtered from a total of 50 records)

Note: Information is presented for institutions that as of the cut-off date are in "In Operation" status in the Financial Services Providers Registry System (SIPRES); therefore, those with a Dissolved, Liquidated, Transformed status, among others, are not considered.

BANKS SANCTIONS AT CONDUSEF
Banks
Period: January-December 2023

Sample: Records per page Search:

Institutions	Law on the Protection and Defense of Financial Services Users (Ley de Protección y Defensa al Usuario de Servicios Financieros)											Article 108 Bis 2, Section I paragraph b).- Performing activities that deviate from sound practices (Article 94 Bis)			
	Total Sanctions	Amount (\$)	Article 94 Section II. The FI that does not file documents, elements, or specific information (Article 67).	Article 94 Section II. The FI does not provide information related to the Bureau of Financial Entities (Articles 53, 58, and 92 Bis 1).	Article 94 Section IV. The FI fails to appear at the conciliation hearing (Article 68 Section I).	Other Causes	Total Sanctions	Amount (\$)	Article 42 Section IV.- Disseminate advertising that does not meet the requirements of the Law or the DCG (Article 12)	Article 42 Section III Using model contract that do not meet the requirements of the Law or the DCG (Article 12)	Article 42 Section v.- Issuance of account statements that do not meet the requirements of the Law or the DCG (Article 13)	Other causes	Total Sanctions	Amount (\$)	Article 108 Bis 2, Section I paragraph b).- Performing activities that deviate from sound practices (Article 94 Bis)
[Monex logo]	0	-	-	-	-	-	1	20,748	-	-	-	1	0	-	-

Showing page 1 of 1 with records (filtered from a total of 50 records)

The number of cases sent for the imposition of sanctions are shown for the Law on "Transparency and Regulation of Financial Services" and the "Credit Institutions Law." Final fines can be viewed at the [Sanctions Publication Portal](#).

• **Monex Operadora de Fondos, S.A. de C.V., Monex Grupo Financiero:**

General Conduct of Investment Company Management Companies

Financial institutions engaged in managing the securities portfolios of investment companies to obtain returns for investors.

Source: National Banking and Securities Commission and respective laws.

The Bureau of Financial Entities has information on 37 Investment Company Management Companies.

These institutions do not have a deposit insurance.

Period January - December 2023

Historical Data: 2022 2021 2020 2019 2018 2017 2016 2015 2014		[Monex logo] Search the National Catalog of Financial Products and Services			Search: <input type="text" value="monex"/>		
Sample:	20	Records per page					
Institutions	CLAIMS 1		SANCTIONS		Registry of Specialized Units (REUNE)	Financial Education Programs	
	Details in: Financial Institution		*Details				
	Total Claims + Details Alert	Condusef Customer service performance index (Quarterly) *Details Rating 0-10	Total Sanctions	Total Sanction Amount (\$)			
Total Sector	38	9.21	17	446,345			
<u>Monex Casa de Bolsa, S.A. de C.V.</u> <u>Monex Grupo Financiero</u>	0	-	-	-	✓	X	

INVESTMENT COMPANY MANAGEMENT COMPANIES
CLAIMS AT THE FINANCIAL INSTITUTION
 Investment Company Management Companies
 Period: January-December 2023

Sample:	20	Records per page		Search: <input type="text" value="Monex"/>			
Institutions	Claims at the Financial Institution ¹						
	See the main causes						
	Total Claims	Amount Claimed (\$)	Average Amount per Claim (\$)	Amount Claimed in Concluded Cases (\$)	Amount Paid (\$)	Credit (%)	
Total	6	0	0	0	0	0	
<u>Monex Casa de Bolsa, S.A. de C.V.</u> <u>Monex Grupo Financiero.</u>	-	-	-	-	-	-	

Showing page 1 of 1 with records (filtered from a total of 37 records)

¹ Corresponds to complaints filed by users directly with the Financial Institutions through the Specialized Customer Service Units (UNE).
 Source: Specialized Units Information Records (REUNE), CONDUSEF.

INVESTMENT COMPANY MANAGEMENT COMPANIES
CLAIMS AT CONDUSEF
 Investment Company Management Companies
 Period: January-December 2023

Sample:	20	Records per page		Search: <input type="text" value="Monex"/>		
Institutions	Complaints at Condusef ¹			Main Causes		
	Search by process			Breach of contract	Refusal to deliver securities	Dissatisfaction with the balance reported by the Institution
	Total Claims	Favorable Resolution (%)	Response Time (days)			
Total	32	21.4	20	9	7	5
<u>Monex Casa de Bolsa, S.A. de C.V.</u> <u>Monex Grupo Financiero.</u>	0	0.0	19	0		

Showing page 1 of 1 with records (filtered from a total of 37 records)

¹ Corresponds to claims filed by users with CONDUSEF, through Ordinary Management, Electronic Management and Conciliation processes.

INVESTMENT COMPANY MANAGEMENT COMPANIES
CLAIMS PER QUARTER: FINANCIAL INSTITUTION/ CONDUSEF
 Investment Company Management Companies
 Period: January-December 2023

Sample:	20	Records per page		Search: <input type="text" value="Monex"/>					
Institutions	Total Claims	At the Institution				At Condusef			
		Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
<u>Monex Casa de Bolsa, S.A. de C.V.</u> <u>Monex Grupo Financiero.</u>	0	0	0	0	0	0	0	0	0

Showing page 1 of 1 with records (filtered from a total of 37 records)

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INVESTMENT COMPANY MANAGEMENT COMPANIES

CUSTOMER SERVICE PERFORMANCE INDEX (IDATU)
Investment Company Management Companies
Period: January-December 2023

Rating generated, in reference to the attention granted by Financial Institutions to the Users of financial products and services before this National Commission, with respect to the following two variables. Electronic Management and Conciliation.

Sample: Records per page Search:

Institutions	Criteria evaluated		Final Rating (0-10)
	Electronic Process	Management Conciliation Process	
Monex Casa de Bolsa, S.A. de C.V. Monex Grupo Financiero.	-	-	-

Showing page 1 of 1 with records (filtered from a total of 37 records)

INVESTMENT COMPANY MANAGEMENT COMPANIES

SANCTIONS AT CONDUSEF
Investment Company Management Companies
Period: January-December 2023

Sample: Records per page Search:

Institutions	Law on the Protection and Defense of Financial Services Users (<i>Ley de Protección y Defensa al Usuario de Servicios Financieros</i>)				
	Total Sanctions	Amount (\$)	Article 94 Section II. The FI does not provide information related to the Bureau of Financial Entities (Articles 53, 58, and 92 Bis 1).	Article 94 Section I. The FI does not provide the necessary information for the SIPRES (Article 47)	Article 94 Section VIII. The FI does not file the Quarterly Report with the Reune (Article 50 Bis Section v). (System)
Monex Casa de Bolsa, S.A. de C.V. Monex Grupo Financiero.	0	-	-	-	-

Showing page 1 of 1 with records (filtered from a total of 37 records)

The number of cases sent for the imposition of sanctions are shown for the Law on "Transparency and Regulation of Financial Services" and the "Credit Institutions Law." Final fines can be viewed at the [Sanctions Publication Portal](#).

The above information corresponds only to the Financial Entities mentioned above; for information on the entire sector of Brokerage Firms, Banks and Investment Company Management Companies, visit <http://www.buro.gob.mx>.