

Investment Service Guide

Pursuant to the "General provisions applicable to brokerage firms and credit institutions with regard to investment services (the Provisions)," issued by the Ministry of Finance and Public Credit and published in the Official Gazette of the Federation on April 24, 2013, Monex, Grupo Financiero is providing you with this Investment Service Guide.

Investment Service Guide Contents:

- Services supplied by Banco Monex;
- Securities investments Banco Monex offers its clients;
- Fees (according to the Provisions), costs and other charges or considerations that may be charged for the Investment Services;
- Policies and guidelines established by Banco Monex to avoid conflicts of interest;
- Steps for filing and addressing claims.

Types of Service

Banco Monex will offer the investment services described in this document through a product called a "Digital Account."

Non-Advisory Service

- **Selling**

This is a generalized recommendation on investment products that does not involve a recommendation to invest in a specific product. With this type of service, the client makes the decision without the advice of a Banco Monex executive. [Click here to view maximum limits on selling services.](#)

- **Transaction support**

This is the receipt and execution of transactions according to the client's direct instructions, without advice or recommendation from Banco Monex. The bank is legally bound to execute the transaction according to the terms given by the client.

Securities investments that Banco Monex offers its clients

Banco Monex offers the following securities investment products:

- Fixed-term deposits
- Money market

Derivatives

- Foreign-exchange futures
- Interest rate futures
- Options
- Swaps
- Forwards

Fees and Commissions

In keeping with the General Provisions applicable to Brokerage Firms and Credit Institutions with regard to investment services, Banco Monex informs you of the following:

For fixed-term deposits, money market and derivative investments, Monex does not charge a fee or commission.

There are certain fees relating to banking transactions performed through the digital account that do not have to do with any investment service. For details, [Click here to see Monex Digital Account Fees and Commissions](#)

Conflicts of interest

Banco Monex abides by policies and guidelines that stipulate that its representatives must conduct themselves appropriately in matters of investment services at all levels. These policies ensure that we remain in compliance with the Provisions.

A conflict of interest occurs when, in a transaction or obligation involving a third party, an employee or representative's personal interests are at odds with their obligations toward Banco Monex or its clients.

This includes using their position for personal benefit by taking advantage of confidential information.

Banco Monex has a Code of Ethics, approved by the Board of Directors of Grupo Financiero Monex, which is distributed via the intranet to all employees so that they are aware of it and can comply with it. That Code includes a specific section on Conflicts of Interest which is applicable to all employees.

In the area of Investment Services, in addition to the foregoing, the following rules also apply:

- No officer or representative may make recommendations, give advice or offer suggestions, nor perform transactions that are not consistent with the client's investment profile. Providing false or misleading information or receiving any income, commission or any other consideration from the bank for these activities is strictly prohibited.
- Performing transactions under the Transaction Support service when there is evidence that the client has been given recommendations, advice or suggestions, is strictly prohibited.
- Clients must be informed before any recommendations or transactions are carried out that it involves the provision of an Investment Service, and the amount of the fee or commission they will pay.
- Banco Monex has policies and guidelines to regulate the flow of sensitive information when different areas are dealing with information that may give rise to conflicts of interest between the lines of business.
- Pressuring, persuading, or transmitting confidential information to lines of business that offer investment advisory services is strictly prohibited, as it may generate a conflict of interest in their activities regarding the client.
- Analysts are prohibited from accepting any compensation or receiving any type of benefit in return for a certain recommendation or advice.

Steps for filing and addressing claims.

In addition to complaints, suggestions, questions or comments, clients can file a claim in connection with investments in unrecognized certificates and/or securities, as well as other objections, or when they detect a trading error by the bank.

Claims, objections, or reports of error must be presented within 60 days of the account statement reflecting that event, through the following medium:

- a) The Monex Specialized User Service Unit, Monday to Friday, 9:00 a.m. to 6:00 p.m., e-mail gmascorro@monex.com.mx, or by phone at (+52 55) 5230 0200, extension 0441.
1. To file a claim, clients must have your contract number at hand.
 2. The response time to the claim is generally 45 calendar days, although this may depend on the nature of the case.