

Indemnity Payment Period Comparison Report - 2025 Q4/ 2026 Q1 Periods

| File Completion Process | Average Number of Days from Notification of Damage Report/Claim for Compensation to the Company to Completion of Documentation | | Average Number of Days from Completion of Documents to First Compensation Payment | | Average Number of Days from the First Compensation Payment to the Payment of the Full Compensation Amount in Cases Where Compensation is Paid in Installments | |
|------------------------------|--|---------|---|---------|---|---------|
| | 2025 Q4 | 2026 Q1 | 2025 Q4 | 2026 Q1 | 2025 Q4 | 2026 Q1 |
| Life | 87,75 | 91,97 | 1,57 | 1,80 | 15,99 | 16,01 |
| Savings | 81,92 | 68,07 | 1,63 | 1,87 | 17,71 | 17,08 |
| Mixed | 182,43 | 423,89 | 0,47 | 0,75 | 5,54 | 5,28 |
| Life (Covered by Credit) | | | | | | |
| Life (Not Covered by Credit) | | | | | | |
| Income | | | | | | |

| BES File Completion Process for Pension Companies | 1. Average Number of Days from the Date the Company Receives the Cancellation Request to the Date the Request is Processed | | 2. Average Number of Days from the Date the Information and Documents for the Request to Exit the System Reach the Company to the Date the Request is Processed | | 3. Average Number of Days from the Date the Information and Documents for the Retirement Request Reach the Company to the Date the Request is Processed (For All Retirement Requests) | | 4. Average Number of Days from the Date the Information and Documents for the Exit Request Due to Death Reach the Company to the Date the Request is Processed | | 5. Average Number of Days from the Date the Information and Documents for the Request for Termination Due to Disability Reach the Company Until the Request is | | 6. Average Number of Days from the Date the Information and Documents for the Transfer of Accumulated Funds Reach the Company Until the Request is Processed | |
|---|--|---------|---|---------|---|---------|--|---------|--|---------|--|---------|
| | 2025 Q4 | 2026 Q1 | 2025 Q4 | 2026 Q1 | 2025 Q4 | 2026 Q1 | 2025 Q4 | 2026 Q1 | 2025 Q4 | 2026 Q1 | 2025 Q4 | 2026 Q1 |
| Pension | 3 | 2 | 6 | 5 | 4 | 5 | 4 | 5 | 3 | 3 | 3 | 3 |
| Personal | 6 | 5 | 9 | 7 | 4 | 5 | 4 | 5 | 3 | 4 | 5 | 6 |
| Personal Affiliated to Group | 5 | 6 | 7 | 6 | 5 | 5 | 6 | 5 | 4 | 3 | 5 | 6 |
| Employer | 5 | 3 | 5 | 4 | | | 3 | 3 | | 3 | 3 | 3 |
| Automatic Participation | 2 | 1 | 5 | 5 | | | 3 | 5 | 2 | 2 | 3 | 2 |

The average working day was calculated for the exit periods of retirement contracts in Q2.