



BILL OF RIGHTS OF THE CONSUMER WHO ACQUIRES A HOME

- 1.** Receive, with respect to the real estate offered, truthful, clear and updated information and advertising, regardless of how it is communicated, including digital media, in such a way as to allow the consumer to make the best purchase decision by truthfully knowing the characteristics of the property they are acquiring, in accordance with the provisions of the Law.
- 2.** Know the information on the characteristics of the property, including: the extension of the land, built area, type of structure, facilities, finishes, accessories, parking space, areas of common use, services it has and general physical condition of the property.
- 3.** Freely choose the property that best meets their needs and fits their purchasing capacity.
- 4.** Do not make any payment until a contractual relationship is recorded in writing, or if it is about advances and operating expenses, in the terms provided by the Federal Consumer Protection Law.
- 5.** Sign an adhesion contract under the model registered with the Federal Consumer Protection Office, which states the terms and conditions of the purchase and sale of the property. After signing, the provider is obliged to deliver a copy of the signed contract to the consumer.
- 6.** Acquire a property that has the safety and quality characteristics that are contained in the applicable regulations and reflected in the information and publicity received.
- 7.** Receive the real estate within the term and conditions agreed with the supplier in the respective adhesion contract.
- 8.** Where appropriate, exercise the guarantees on real estate provided for in the Federal Consumer Protection Law, considering the specifications provided for in the respective adhesion contract.



9. To receive the corresponding bonus or compensation in terms of the Federal Consumer Protection Law, only when appropriate and in the event that once the guarantee has been exercised, defects or failures persist in the property, in the opinion of an expert who so determines. Likewise, to have the necessary repairs carried out in case of defects or failures attributable to the supplier, or to opt for the replacement of the property or termination of the contract when appropriate.

10. Have free and accessible service channels and mechanisms for consultations, requests, claims and suggestions to the supplier, and know the address indicated by the supplier to hear and receive notifications.

11. The right to protection by the competent authorities and in accordance with applicable laws, including the right to file complaints and claims with them.

12. Have at your disposal a Privacy Notice to know the treatment that will be given to the personal data you provide and consent to it, if applicable; that your personal data are processed in accordance with the applicable regulations and know the mechanisms available to exercise your Rights of Access, Rectification, Cancellation and Opposition.

13. To receive treatment free of discrimination, without being denied or conditioned to the care or sale of a home for reasons of gender, nationality, ethnicity, sexual preference, religion or any other particularity in the terms of the applicable legislation.

14. To freely choose the notary public to carry out the deed procedure.

Client Name and Signature

Acknowledgment of Receipt Date: