

**CONSUMER BILL OF RIGHTS**  
**COSTA DEVELOPMENT S.A. DE C.V., TRADING AS COSTA REALTY**

In every home sale transaction, the provider undertakes to carry it out in accordance with the provisions of the LFPC (Federal Consumer Protection Law), its Regulations, and this Official Mexican Standard (NOM); therefore it acknowledges that consumers have the following rights:

- To receive, regarding the offered real estate, truthful, clear and up-to-date information and advertising, regardless of the medium used, including digital media, in such a way that it allows the consumer to make the best purchase decision by truthfully knowing the characteristics of the property being acquired, in accordance with the Law.
- To be informed about the characteristics of the property, among them: land area, built surface, type of structure, installations, finishes, accessories, parking space, common-use areas, services available and general physical condition of the property.
- To freely choose the property that best satisfies their needs and fits their purchasing capacity.
- Not to make any payment until the contractual relationship is recorded in writing, except for down-payments and operating expenses, under the terms provided by the LFPC.
- To sign an adhesion contract under the model registered with the Federal Consumer Protection Agency, in which the terms and conditions of the real-estate sale are stated. After signing, the provider is obliged to deliver a signed copy of the contract to the consumer.
- To acquire a property that has the safety and quality features contained in the applicable regulations and reflected in the information and advertising received.
- To receive the property within the term and under the conditions agreed with the provider in the respective adhesion contract.
- Where applicable, to exercise the guarantees on real estate provided for in the LFPC, taking into account the specifications set out in the respective adhesion contract.
- To receive the corresponding bonus or compensation under the terms of the LFPC, in the event that, once the guarantee has been exercised, defects or failures in the property persist. Likewise, to have the necessary repairs carried out in the event of defects or failures attributable to the provider, or to opt for substitution of the property or rescission of the contract when appropriate.
- To have free and accessible channels and mechanisms for inquiries, requests, complaints and suggestions to the provider, and to know the address given by the provider to hear and receive notifications.
- The right to protection by the competent authorities and in accordance with the applicable laws, including the right to file complaints and claims with them.
- To have a Privacy Notice available to know the treatment that will be given to the personal data provided and to consent to it, where applicable; that their personal data be processed in accordance with the applicable regulations, and to know the mechanisms available to exercise their Rights of Access, Rectification, Cancellation and Opposition.
- To receive treatment free of discrimination, without being denied or conditioned attention or the sale of a home for reasons of gender, nationality, ethnicity, sexual preference, religion or any other particularity under the terms of the applicable legislation.
- To freely choose the notary public to carry out the conveyancing procedure.