

Frequently asked questions: shares dematerialization

1. What is a dematerialized share?

R/ It is a share that is not physically represented in a security title, but rather is represented in a book entry held by a central securities depository, which, in this case, is Deceval, who has in custody a macro title representative of the entire issuance. The owner of the share is the one who appears registered in the Issuer's shareholders' book with its corresponding book entry in the system managed by Deceval.

That owner does not require a security title to exercise their political and economic rights; its annotation in the register managed by Deceval is enough. Now, if that owner wants a certificate stating that it appears in the registry, Deceval will issue that certificate, upon request to the corresponding Issuer or Direct Depositor, which will give an account of the values on deposit recorded in the account in favor of the investor, and may be used for the exercise of patrimonial and/or political rights, as appropriate. These certificates are enforceable but cannot circulate or serve to transfer ownership of the securities, which can only be transferred by book entry.

2. Why do a dematerialization process?

R/ The shares dematerialization brings a series of advantages to the Company and its shareholders. In addition to bringing the Company up to global stock trading standards, it facilitates the operational implementation of corporate events (such as shareholders' meetings), reduces the risk of (physical) fraud, provides security over the number of shares held by each shareholder, and facilitates the negotiation processes.

3. What should I do to dematerialize my shares?

R/ The shareholder does not have to do anything to dematerialize their shares. The shares dematerialization is a process managed by the Company and coordinated by Deceval through the delivery by the Company of the duly updated shareholder registry book.

4. Do I have to bear costs for the dematerialization?

R/ No. The shareholders will not assume additional costs related to the dematerialization. If the shareholders want to sell their shares, they must assume those costs that derive from the negotiation of their shares in the secondary market.

5. What about my rights as a shareholder?

R/ The rights of the shareholders are not affected by the dematerialization. The shareholders will continue to have the same shares and the same rights that they had before the dematerialization.

6. How can I exercise political rights over the shares after the dematerialization?

R/ Shareholders will be able to exercise their rights effectively without the need to have a physical security since their representation in meetings and some other procedures can be done with the exhibition of their identity document and without the need to present any other different support.

7. I have my physical shares, what should I do?

R/ It is not necessary to do any procedure, because the change is automatic. If the shareholders want to sell their shares at any time, they must do so through the Stock Exchange, and the transfer of the shares will be completed by book entry in Deceval. To do this, they must be linked to a stock brokerage company. The foregoing means that the holders of physical shares will not be able to trade their shares and/or transfer ownership over them through mechanisms other than book entry, whose record must be updated upon request made to Deceval through its corresponding Direct Depositor or the Issuer, in the event that the latter holds said capacity or the entity designated by it.

8. I still have shares of Cadenalco or Carulla, what should I do?

R/ It is not necessary to do any procedure, because the change is automatic. Those shareholders who still have shares in Cadenalco or Carulla will automatically receive their rights in Éxito shares. If the shareholders want to sell their shares at any time, they must do so through the Stock Exchange, and the transfer of the shares will be completed by book entry in Deceval. To do this, they must be linked to a stock brokerage company.

9. I already have a brokerage company that manages my shares, what should I do?

R/ Shareholders who currently have a direct depositor, that is, a brokerage company with direct access to Deceval and its systems for registration purposes, will have their shares booked on the day of the dematerialization process in that same direct depositor.

10. What if I don't have a direct depositor?

R/ The Issuer or whoever it designates will act as direct depositor for the shareholders who currently do not have a direct depositor.

11. What should I do to change my direct depositor if the depositor is the Issuer or whoever is designated by him?

R/ The shareholder must go to the Issuer or whoever it designates and request the change from the depositor with whom the shareholder has previously been linked.

12. Does dematerialization affect the sale of my shares?

R/ No, on the contrary, it facilitates it since the secondary sale of the shares can only be carried out with dematerialized shares.

13. Does the dematerialization of the shares imply changes regarding the treatment of my personal data?

R/ Almacenes Éxito S.A. treats the personal data provided by the shareholder during its relationship as a shareholder, in order to comply with the legal duties that the company has towards the shareholder, generate the corresponding legal certifications, and carry out the contact and activities to guarantee the transparent flow of information that is of interest to the shareholder based on this quality, in compliance with the applicable legal regulations and in accordance with the provisions of the personal data processing policy of Almacenes Éxito S.A. Personal data may be processed by those in charge of processing for the development of the purposes described above, including the intermediary and/or centralized deposit that is in charge of managing the shares of Almacenes Éxito S.A. Shareholders are reminded that they can exercise their habeas data rights by sending an email to proteccion.datos@grupo-exito.com. The personal data processing policy of Almacenes Éxito S.A. can be consulted at www.grupoexito.com.co