



Oficialía de Cumplimiento AMX

Mexico City, July 9th 2021

Dear Henry Peck and Christen Dobson,

First of all, on behalf of América Móvil, I would like to thank you for reaching out and letting us share our point of view regarding security and privacy of the information.

This year, the Compliance Office has worked on the creation and implementation of the Integrity and Compliance Program, to develop new policies and strengthen the existing ones, to disseminate training courses, risk mapping and the reinforcement of our Whistleblower Portal; as well as better practices in Privacy, Anti-Corruption and Money Laundering Prevention, among others.

Additionally, we have recognized the need to improve our standards and harmonize privacy practices across our 25 operations, through the formal implementation of our Privacy and Personal Data Policy that provides the required structure and guidance in order to incorporate the highest privacy practices and standards in the industry.

On the other hand, as our communications privacy protocols are essential to maintain the trust of our clients while ensuring compliance with applicable regulations, this year, we published a paper (linked to our sustainability report) explaining how we respond to government requests to block content, restrict user accounts, shut down networks, or provide user information. To access the document directly, please go to: <http://img1.telcel.com/amx/communications-transparency-report.pdf>.

Given the speed of the technological evolution in the Telecommunications Industry, América Móvil relies on our continuous improvement programs to ensure the protection of human rights in the digital age. To learn more about these efforts see our Annual Sustainability Reports at www.americamovil.com/sustainability.

Sincerely,

Daniel Alejandro Tapia Mejía
Compliance Officer
América Móvil, S.A.B. de C.V.