



UNIFIN Corporate Presentation | 1Q20



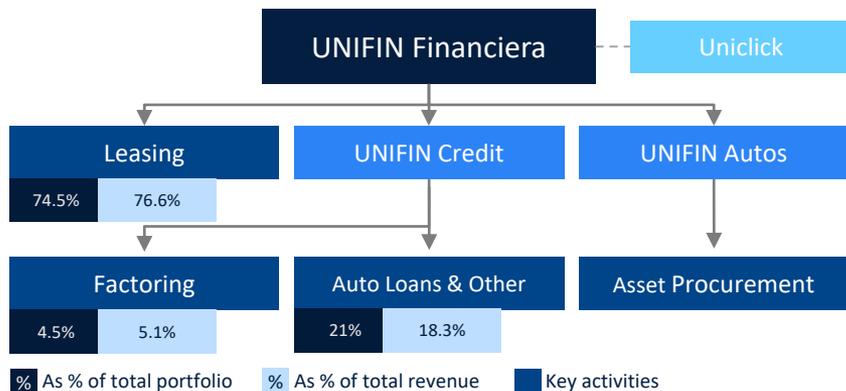
Corporate Summary

- 1 UNIFIN focuses on providing financing solutions to the growing and underserved SME market through a variety of financial services, lead by leasing
- 2 With over 25 years of experience, UNIFIN is the largest independent Non-banking Financial Institution (NBFI) in Mexico
- 3 UNIFIN is a public entity with a successful capital market track record, in both local and international markets
- 4 In 2019, the Company adopted IFRS to enhance transparency and improve comparability with industry peers

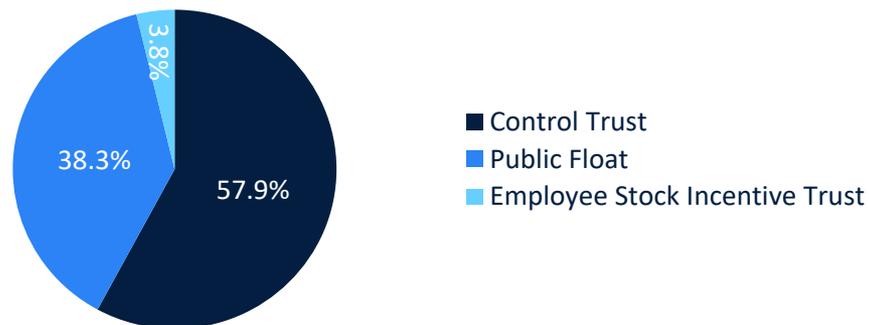
Financial Highlights

(MXN\$ million)	2019	2018	1Q20	1Q19	Var. %
Income Statement					
Total interest income	10,762	8,727	2,926	2,399	22.0%
Financial margin	3,817	3,215	1,125	871	29.2%
Consolidated net income	1,949	1,983	413	473	[12.8%]
Balance Sheet					
Total portfolio	58,611	45,149	63,340	47,004	34.8%
Total assets	78,996	60,959	93,886	62,762	49.6%
Financial debt	62,935	49,753	77,728	51,614	50.6%
Total stockholders' equity	10,899	9,626	12,271	9,325	31.6%
Selected Key Metrics					
NPLs / total portfolio	4.1%	3.1%	4.3%	3.5%	
ROAA	2.8%	3.4%	2.1%	3.1%	
ROAE	19.6%	21.0%	15.5%	19.6%	
Capitalization	19.0%	21.8%	19.8%	20.2%	
Financial leverage	4.4x	3.6x	5.2x	3.9x	

Corporate Structure



Shareholder Structure



As of March 31, 2020

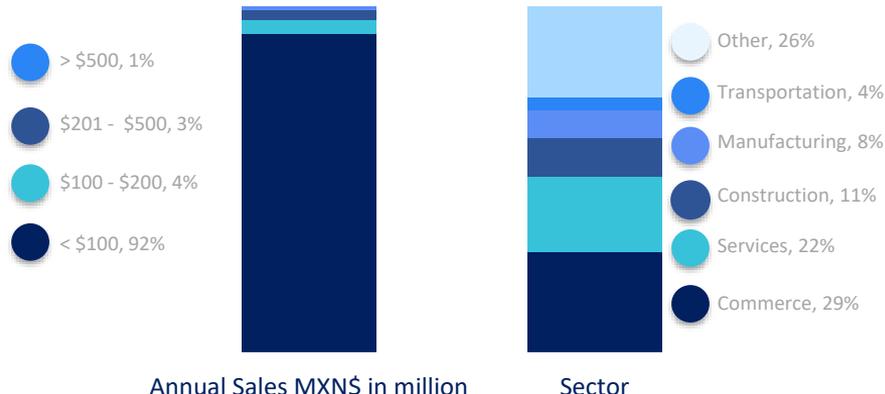
The credit market for SMEs in Mexico is attractive and underserved

Mexico: Largest Financing Gap for SMEs in Latam



Source: SME Finance Forum (2017)

UNIFIN's Target Market: +239,000 SMEs



Sources: Base Point of Interest, Pitney Bowes 2019

SMEs are underserved in Mexico

Lack of Information

Difficulty in tracking the credit history and financial performance of SMEs due to the lack of data stored by informal businesses

Costs

A traditional bank's high operational costs, from prospecting to collection, does not allow them to generate adequate returns with many SMEs

Lack of Guarantees

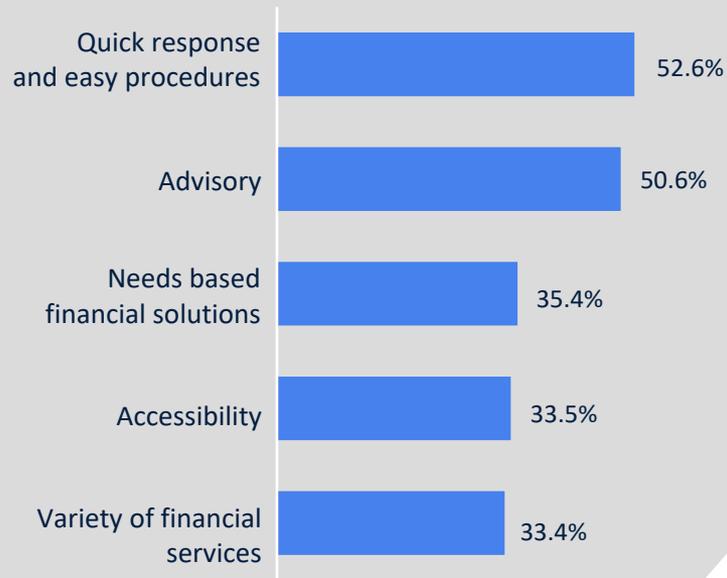
There is often no collateral available to compensate for credit risk

Regulations & Policies

Due to compliance with multiple local and international regulations, Banks usually focus on large clients and do not address some sectors

UNIFIN focuses on addressing SMEs' key loan requirements

Most important factors for SMEs when choosing financing



Main distinctive elements

- Quick response & easy procedures**
 - ▶ Easy process and quick response in approved credit lines:
 - ▶ Credit lines <MXN\$1 million in less than 24 hours
 - ▶ Credit lines <MXN\$10 million in less than 72 hours
 - ▶ Credit lines >MXN\$10 million in less than 2 weeks
- Advisory**
 - ▶ Certified advisors from *Tecnologico de Monterrey*
 - ▶ Daily support for commercial advisors
- Financial solutions**
 - ▶ Diversified product offering
 - ▶ Focused team working on ongoing product development on demand



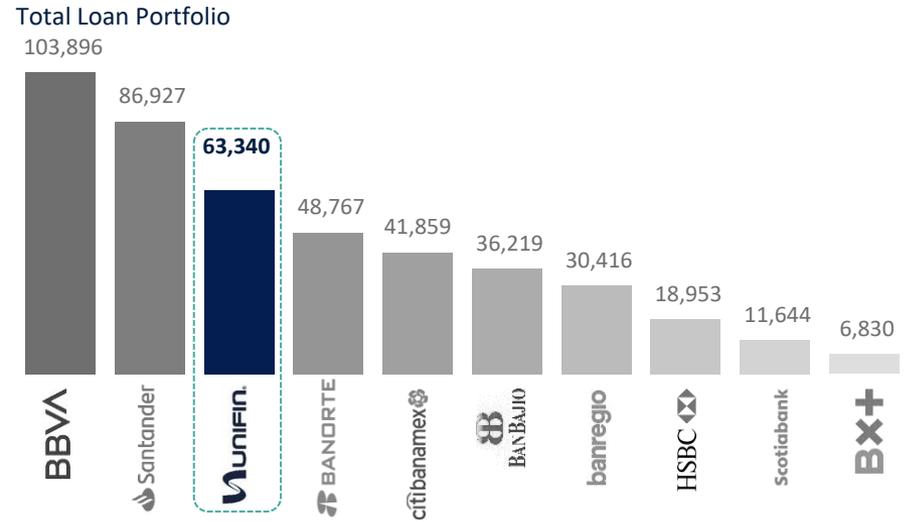
UNIFIN's target market: 239,000 SMEs

- | | | | |
|---|---|-----|--------------------|
| 1) Revenues of MXN\$10 to \$1,000 million | } | 92% | <MXN\$100 mm |
| 2) 10 – 500 employees | | 7% | MXN\$101 to 500 mm |
| 3) Solid credit history | | 1% | >MXN\$500 mm |

UNIFIN's Competitive Advantages

- Unique product offering compared to banks
- Strong focus on new client prospects
- Faster response and easier procedures vs competition
- Ample financial liquidity through diversified funding sources

Ranking vs Bank SME Financing



Source: CNBV, February 2020

Relevant Leasing Companies in Mexico

Competitive advantages have lead UNIFIN to emerge as the market leader

Local / Independent



Bank related



International



Brand/Specialized



Client Approach

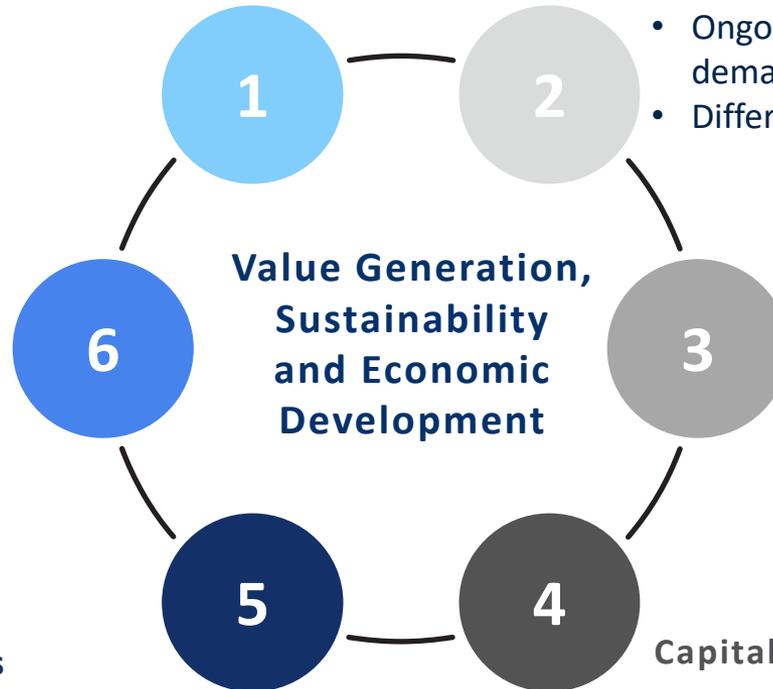
- Innovation focused on improving customer experience
- Expert advice
- Quick response

Brand Positioning & Product Offering

- Premium brand
- Ongoing product development on demand
- Differentiated marketing

Excellent Corporate Governance

- Management team with +20 years of experience
- Board of Directors well-known for compliance and best corporate practices



Focus on Data Analysis

- Economic and business analysis
- Client information drives innovation in processes, services and products

Quality Operations

- Solid credit risk framework
- Agile asset valuation
- Efficient Credit committees

Capital and Funding

- Strong capital structure
- Diversified funding sources
- Well positioned in capital markets

1. Developed Prospecting Model B2B

Prospecting center with 80 specialized telephone consultants



Database with SMEs segmented by:

- Turnover
- Number of employees
- Economic sector
- Geography



Quality appointments:

- Within UNIFIN's target sales range
- Decision makers

2. Strong Sales Force

2.1 Relationship Managers

Operation size: > MXN\$ 30 mm

Divided into 5 teams:

- 1) Oil & Gas / Infrastructure
- 2) Transportation
- 3) Services
- 4) Manufacturing
- 5) Agroindustry

2.2 Specialized Product Executives

Operation size: between MXN\$1 and \$30 mm

3. Digital Platform

Operation size: < MXN\$3 mm



Agile Process

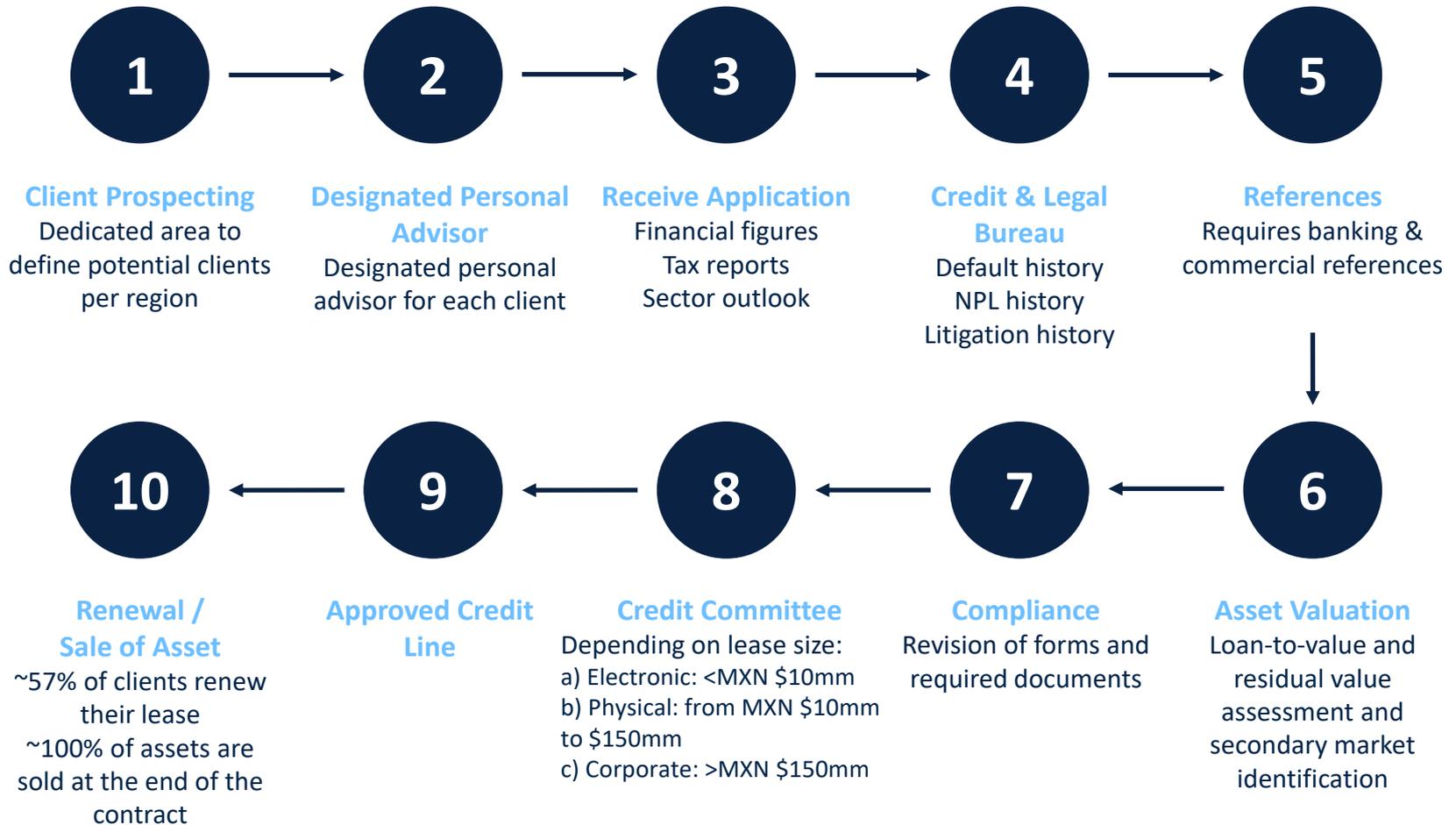


Online authorization within 5 minutes and dispersion of resources within 24 hours



National Coverage and Personalized Products

Streamlined Process from Origination to Post-sale



Platform focused on capturing new clients...

Digital Channel	<ul style="list-style-type: none"> ▶ Digital platform to streamline processes and reach the target segment efficiently
Culture & Independence	<ul style="list-style-type: none"> ▶ Culture focused on speed ▶ Leverage UNIFIN's experience, maintaining independence
Reputation	<ul style="list-style-type: none"> ▶ Support of UNIFIN brand
Team	<ul style="list-style-type: none"> ▶ Dedicated team with digital expertise
Technology	<ul style="list-style-type: none"> ▶ Parametric model of risk analysis and approval ▶ Big Data and AI management for business management

Fast, easy and simple process to pre-approve a credit line in less than 5 minutes



Uniclick
by UNIFIN

- 1 Registration: General data and KYC
- 2 Check customer history at the tax administrator (SAT) via CIEC
- 3 Check customer history at the credit bureau
- 4 Risk model → credit authorized or rejected



...supported by best in class technology to collect data from clients





Reputation

- ▶ Top 10 recognized brands in the financial sector in Mexico
- ▶ With over 25 years of experience, UNIFIN is the largest Non-banking Financial Institution (NBFII) in Mexico



Strength

- ▶ Remarkable financial strength, maintaining solid capital structure, funding operations and steady growth
- ▶ This allows UNIFIN to reach the markets continuously and successfully



Expertise

- ▶ Deep knowledge of the SMEs market and their needs
- ▶ The Company has a detailed history of the behaviour of its products



Commercial

- ▶ Commercial capacities are superior to others in the market
- ▶ The prospecting center is boosting sales productivity



- ▶ UNIFIN will gain a competitive advantage with the use of digital platforms and launching new brands



- ▶ Uniclick will benefit from and be supported by the financial strength of UNIFIN



- ▶ Knowledge will be shared to aid the growth of this new product in a similar segment



- ▶ The commercial model is replicated in Uniclick leveraging the Prospecting Center

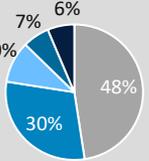
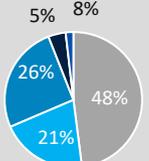
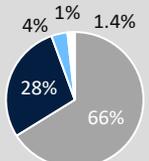
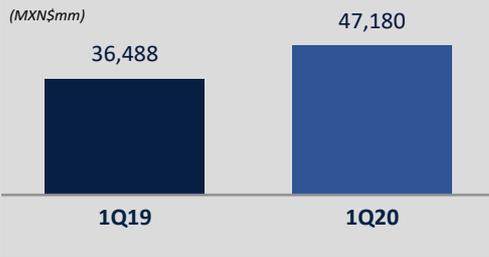
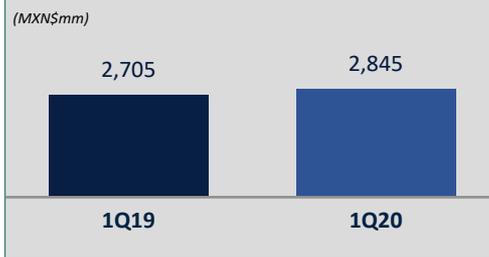
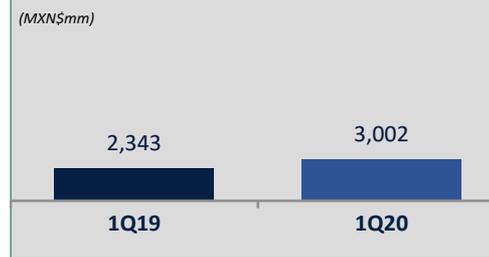
Three main products that provide valuable and complementary financing options for Mexican SMEs:

	Leasing 	Factoring 	Auto Loans 
Financing Uses	<ul style="list-style-type: none"> ■ Machinery, equipment & vehicles 	<ul style="list-style-type: none"> ■ Working capital 	<ul style="list-style-type: none"> ■ Any type of vehicle
Target Clients	<ul style="list-style-type: none"> ■ SMEs ■ Individuals with business activities 	<ul style="list-style-type: none"> ■ SMEs ■ Individuals with business activities 	<ul style="list-style-type: none"> ■ SMEs ■ Individuals
Loan Range	<ul style="list-style-type: none"> ■ MXN\$100k – \$150mm 	<ul style="list-style-type: none"> ■ MXN\$500k – \$150mm 	<ul style="list-style-type: none"> ■ Up to 80% of the vehicle’s price
Tenor Range	<ul style="list-style-type: none"> ■ 12–48 months 	<ul style="list-style-type: none"> ■ 8–180 days 	<ul style="list-style-type: none"> ■ 12–60 months
Interest Rate & Fee	<ul style="list-style-type: none"> ■ Rate: 23% - 27% fixed¹ ■ Fee: 1.0% - 3.0% of the loan per operation 	<ul style="list-style-type: none"> ■ Rate: TIIE + 14.5% – 19.5% ■ Fee: 0.5% - 1.5% of the total amount per month term 	<ul style="list-style-type: none"> ■ Rate: 17.5% - 20.5% fixed² ■ Fee: 12-48 months: 2% origination; 60 month: 3% origination

Source: Company’s filings

- (1) In addition to the interest rate, leasing and auto loans have a down payment attached to them. For leasing, the down payment on transportation equipment and other equipment is 10% and 20% respectively
- (2) For auto loans, the down payment is at least 20%

As of 1Q20, UNIFIN had a highly diversified portfolio of +6,700 clients, with an average ticket per client of ~MXN\$ 8.7mm¹

	Leasing 	Factoring 	Auto Loans 
% of Total Portfolio²	■ 74.5%	■ 4.5%	■ 4.7%
Number of Active Clients	■ 4,320	■ 796	■ 1,584
Average Ticket	■ MXN\$10.9 mm	■ MXN\$3.6 mm	■ MXN\$1.9 mm
Weighted Average Maturity	■ 31 months	■ 96 days	■ 33 months
Total Loan Portfolio Growth (1Q19-1Q20)	■ 29.3%	■ 5.2%	■ 28.1%
Loan Portfolio Breakdown by Economic Sector	<ul style="list-style-type: none"> Services: 48% Industry & Manufacturing: 30% Commerce: 10% Construction: 7% Transportation: 6% 	<ul style="list-style-type: none"> Services: 48% Commerce: 26% Industry & Manufacturing: 21% Transportation: 5% Construction: 8% 	<ul style="list-style-type: none"> Services: 66% Transportation: 28% Commerce: 4% Industry & Manufacturing: 1% Construction: 1.4% 
Total Loan Portfolio Evolution	<p>(MXN\$mm)</p> <p>1Q19: 36,488</p> <p>1Q20: 47,180</p> 	<p>(MXN\$mm)</p> <p>1Q19: 2,705</p> <p>1Q20: 2,845</p> 	<p>(MXN\$mm)</p> <p>1Q19: 2,343</p> <p>1Q20: 3,002</p> 

Source: Company's filings

- (1) Based on total loan portfolio and total clients
- (2) Other lending accounts represent 16.3% of the Company's total portfolio

Attract and Retain Profitable Customers

Working Capital (cross-default)

-  Prequalified client with good payment history and at least one leased asset
-  Up to MXN\$3 million
-  3, 7 or 14 days
-  No interest rate / 5% fee
-  Same legal representatives and guarantees for leasing (cross-default)

Working Capital (unsecured)



-  SMEs and individuals with business activities
-  Up to MXN\$1 million
-  3, 6, 9 or 12 months
-  30% - 40% interest rate / 3% fee
-  Domiciliated payment / Unsecured

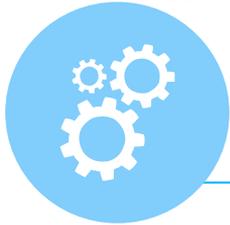
Fleet Services

-  SMEs and individuals with business activities
-  Manage, monitor and maintain our clients' fleets nationwide
-  Two services:
 - 1) Full service lease: all-inclusive lease scheme
 - 2) By event: independent management of whether vehicles are leased or not

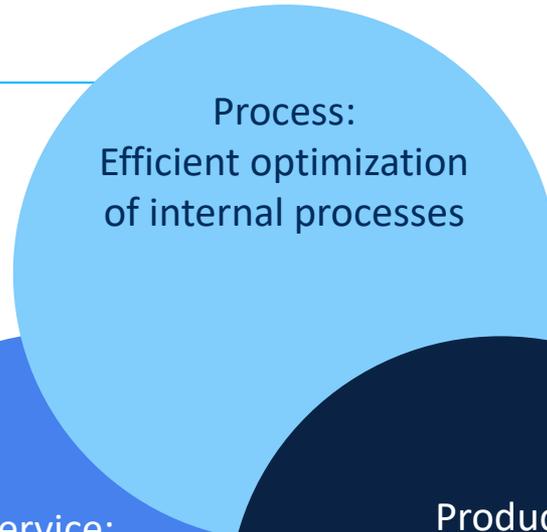
Insurance Brokerage

-  SMEs, natural and legal persons
-  12 or 48 months
-  Two classifications:
 - 1) Insurance for UNIFIN assets
 - 2) Insurance for clients (any line of insurance)

Effectively leveraging data and technology to improve processes, products and services



- Credit: Scoring by type of client
- HR: Parametric profiling of sales force
- Collections: Default prediction
- Legal: Automation (Forms) / Reputational Analysis



- Economic analysis
- UNIFIN Virtual Assistant
- Next Best Action – Next Best Offer Models



- Business opportunity in dynamic segmentation for cross-sale of customized products

Relocation and opening of new offices based on qualitative and quantitative analysis performed by BI and Economic Analysis teams

The 18 states where UNIFIN operates represent 80.4% of Mexico's GDP and 69.6% of SMEs



- **North:** Nuevo Leon, Tamaulipas, Coahuila
- **Northwest:** Chihuahua, Baja California Norte, Sonora, Jalisco
- **Bajío:** Queretaro, Guanajuato, San Luis Potosi, Aguascalientes
- **Metro:** Mexico City, State of Mexico, Puebla
- **South:** Veracruz, Yucatan, Quintana Roo, Tabasco

Where to play in 2020?

UNIFIN has already identified opportunities for the upcoming years based on analysis and projections

Strategic Sectors

Agroindustry: migration to intensive processes in machinery and equipment, dynamism of the sector and lack of financial penetration

Manufacturing: focused mainly on exporting companies

Transportation: light and heavy vehicles

Services: strength of internal consumption, social programs and strong flow of remittances

Energy and infrastructure

Strategic Regions

Bajío: Guanajuato, Queretaro, Aguascalientes

Northwest: Chihuahua, Jalisco, Baja California

North: Nuevo Leon, Coahuila

South: Quintana Roo and Yucatan

Development of Core Capabilities

Marketing

- Optimization
- Brand Awareness
- Engagement
- Campaign Performance: National Rank 9

Customer Knowledge and Segmentation

- Ad-hoc Studies
- Customer Experience
- 11,309 Surveys Answered

Prospecting Center

- Proprietary Methodology
- +3,900 Appointments in 1Q20

Digital Transformation & Channels

- Web/ Chat
- Customer Portal *+90% of customers registered*
- Digital Onboarding

Data Analytics and Artificial Intelligence

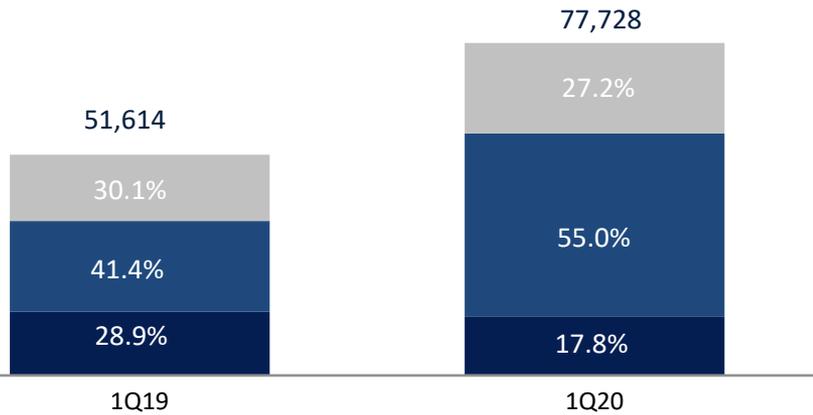
- SME Database
- Data Driven
- Decision Making
- High Quality Business Data



Financial Liabilities

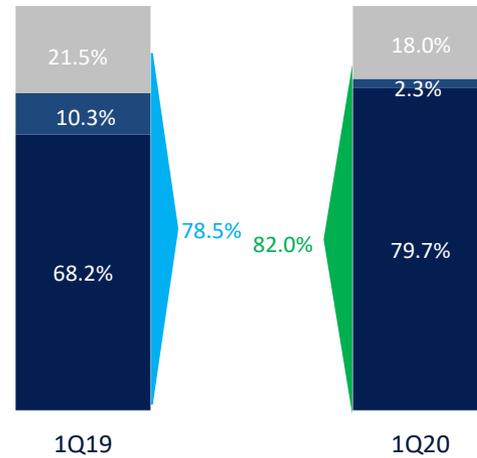
[MXN\$mm]

■ Securitizations ■ International Notes ■ Bank loans

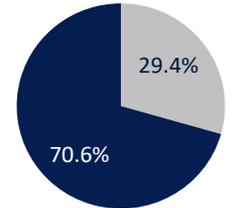


Weighted Average Rate: 10.08%

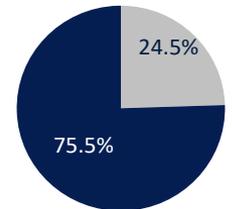
■ Variable ■ Cap @ 7.44 ■ Fixed



■ \$MXN ■ Hedged \$USD



■ Secured ■ Unsecured



Maturity Profile

Significant liquidity gap: WAVG life of the portfolio is 30 months vs. 46 months for financial debt

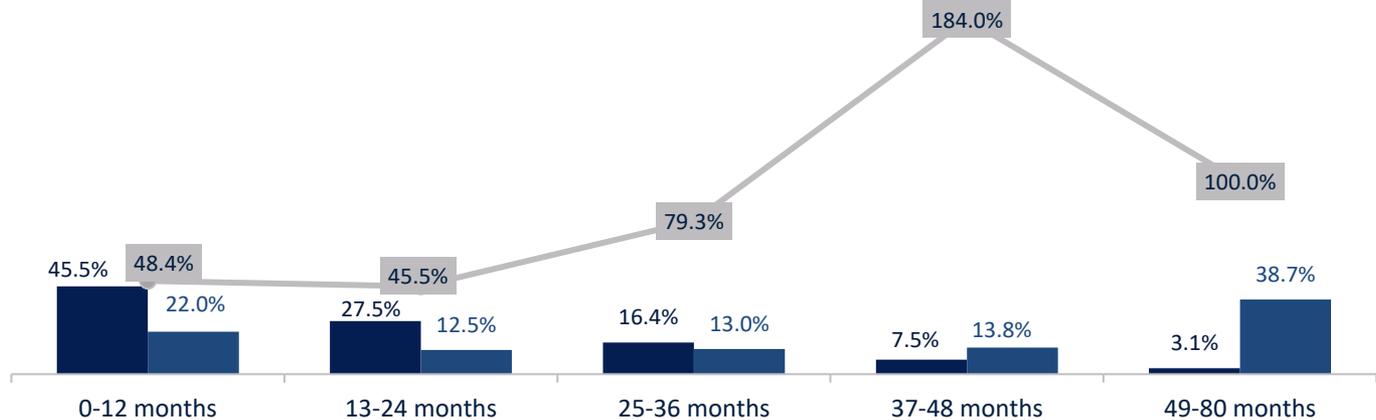
■ Total portfolio

WAVG 30 months

■ Total Financial Debt

WAVG 46 months

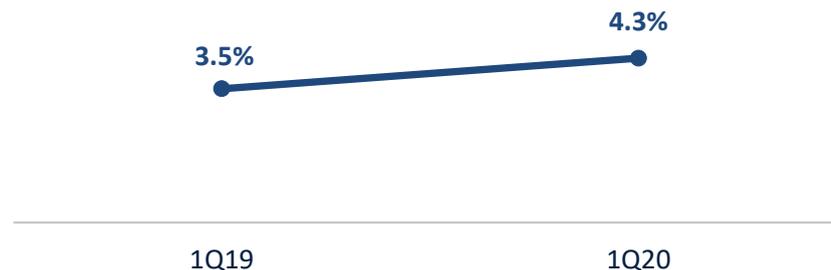
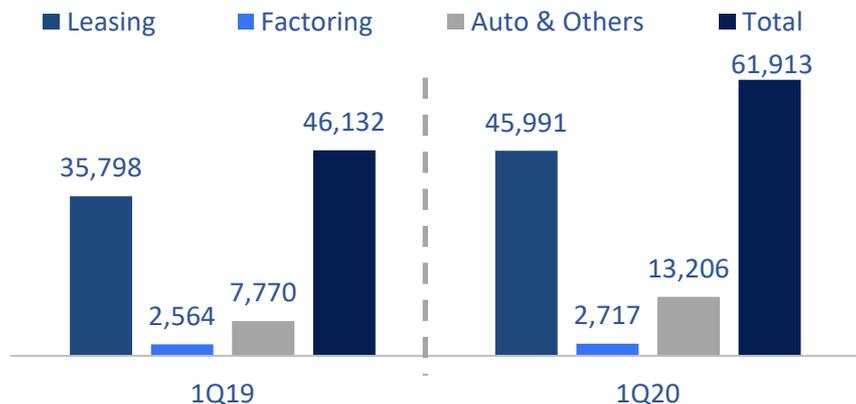
● Debt / Portfolio



Net Loan Portfolio

Non-Performing Loans

[MXN\$mm]



Aging Balances

Leasing

Total NPL: 5.3%

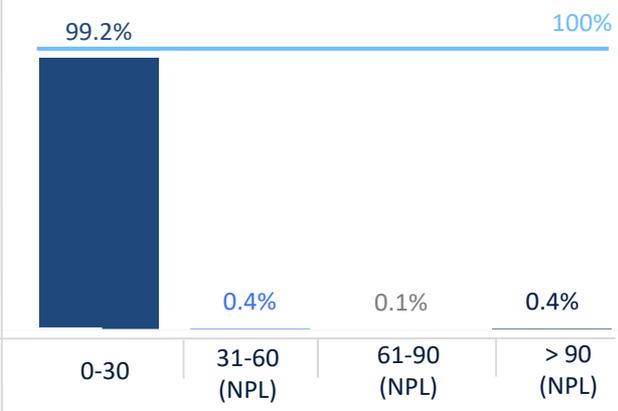
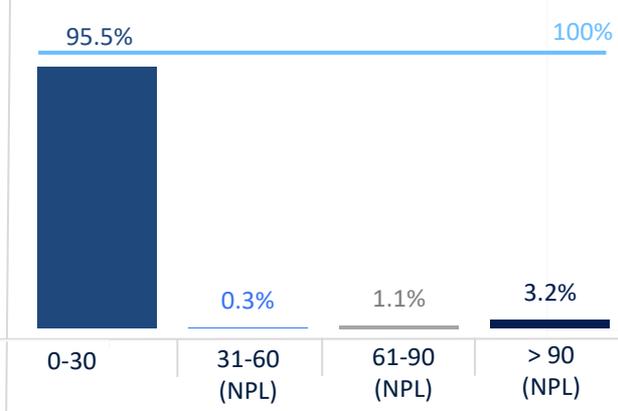
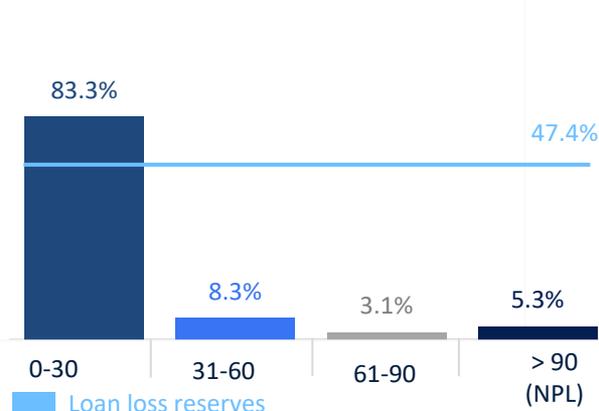
Factoring

Total NPL: 4.5%

Auto & Other Loans

Total NPL: 0.8%

Estimated break-even value of the assets: 54.3%



Capitalization

■ Accounting ■ Adjusted (excl. MTM)



Total Leverage

■ Total excl. MTM ■ Total



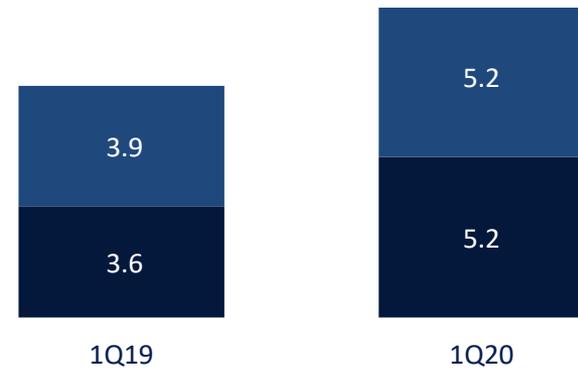
Equity

[MXN\$mm]



Financial Leverage

■ Financial excl. MTM ■ Financial



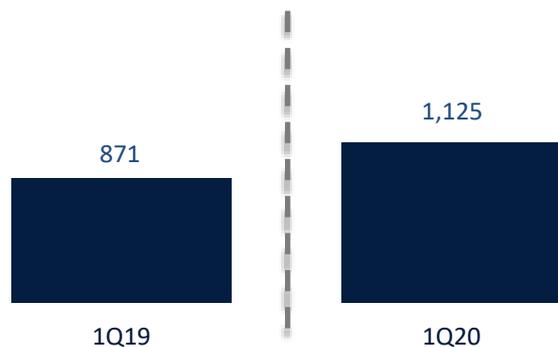
Key Metrics

[MXN\$ mm]	1Q20	1Q19
NIM ¹	7.2%	7.9%
Opex	12.7%	13.5%
ROAA	2.1%	3.1%
ROAE (excl. Perpetual Bond)	26.8%	37.1%
ROAE	15.5%	19.6%
Efficiency Ratio ²	38.0%	42.4%

Financial Margin

Var. 29.2%

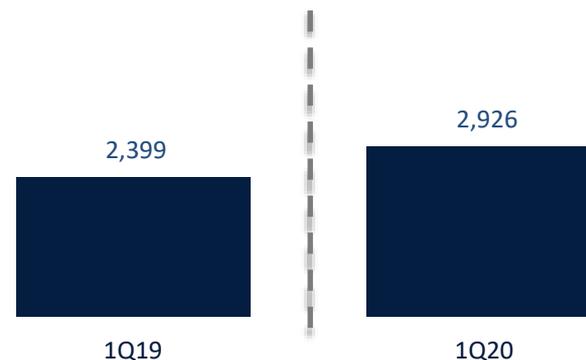
[MXN\$mm]



Interest Income

Var. 22.0%

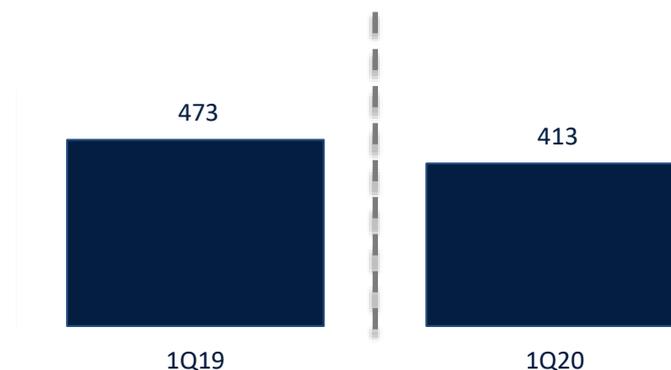
[MXN\$mm]



Net Income

Var. -12.8%

[MXN\$mm]



(1) Nominal Financial Margin: Interest income minus total interest expenses | NIM: Nominal Financial Margin over average productive assets (gross loan portfolio and investments in securities)

(2) Efficiency Ratio: Operating expenses, depreciation of owned assets, and income or expenses from the sale of fixed assets divided by financial margin before loan loss reserves

Collection Process

- Specialized collection process has helped NPL figures to remain stable
- UNIFIN owns all leased assets
- The clients, shareholders and/or their top management are personally liable in the case of default or failure to return the leased asset

Loan Loss Reserves

[MXN\$mmm]

	Leasing	Factoring	Auto & Other Loans	Total Loan Portfolio
NPL	2,511	128	110	2,749
Loan Loss	(1,189)	(128)	(110)	(1,427)
Loan Loss as % of NPL	47.4%	100%	100%	51.9%

Information as of March 2020

Estimated Break-Even Value of the Leased Asset

Historically, the Company has sold repossessed assets at approximately 80% of commercial value

% Recovery Scenario	Est. Recovery Value	NPL +90	Net Gain (Loss) ¹
100.0%	2,436	2,511	(75)
85.0%	2,071	2,511	(440)
70.0%	1,705	2,511	(806)
55.0%	1,340	2,511	(1,171)
54.3%	1,322	2,511	(1,189)
Reserve	(1,189)		

Information as of March 2020

(1) Net Gain (Loss) = Estimated Recovery Value – NPL

COLLECTION PROCESS



Board of Directors

Rodrigo Lebois Mateos
Chairman of the Board

Executive Member	Patrimonial Members		Related Member		Independent Members			
Rodrigo Ballí Thiele	Almudena Lebois Ocejo	Rodrigo Lebois Ocejo	Enrique Castillo Sánchez Mejorada	Luis Barroso González	Federico Chávez Peón	José Luis Llamas Figueroa	José Luis Fernández Fernández	Juan Marco Gutiérrez Wanless

Selected Management Team

Name	Position	Years of Experience	
		Total	At UNIFIN
Sergio Camacho Carmona	Chief Executive Officer	24	4
Sergio Cancino Rodríguez	Chief Financial Officer	33	5
Eduardo Castillo Sánchez Mejorada	Chief Business Officer	37	5
Juan José del Cueto Martínez	Chief Operating Officer	39	13
Guillermo García San Pedro	Legal Counsel	20	2
Federico Castillo Sánchez Mejorada	Chief Credit Officer	45	1
Rafael Caballero Hernández	Head of HR	42	6

Executive Board Committees

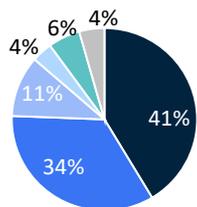


UNIFIN continues to grow its workforce mainly via increases in its variably compensated sales team, while maintaining high levels of operational efficiency

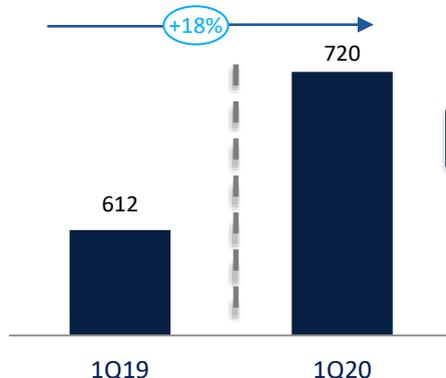
Workforce Evolution and Breakdown

(Employee type)

(Number of employees)



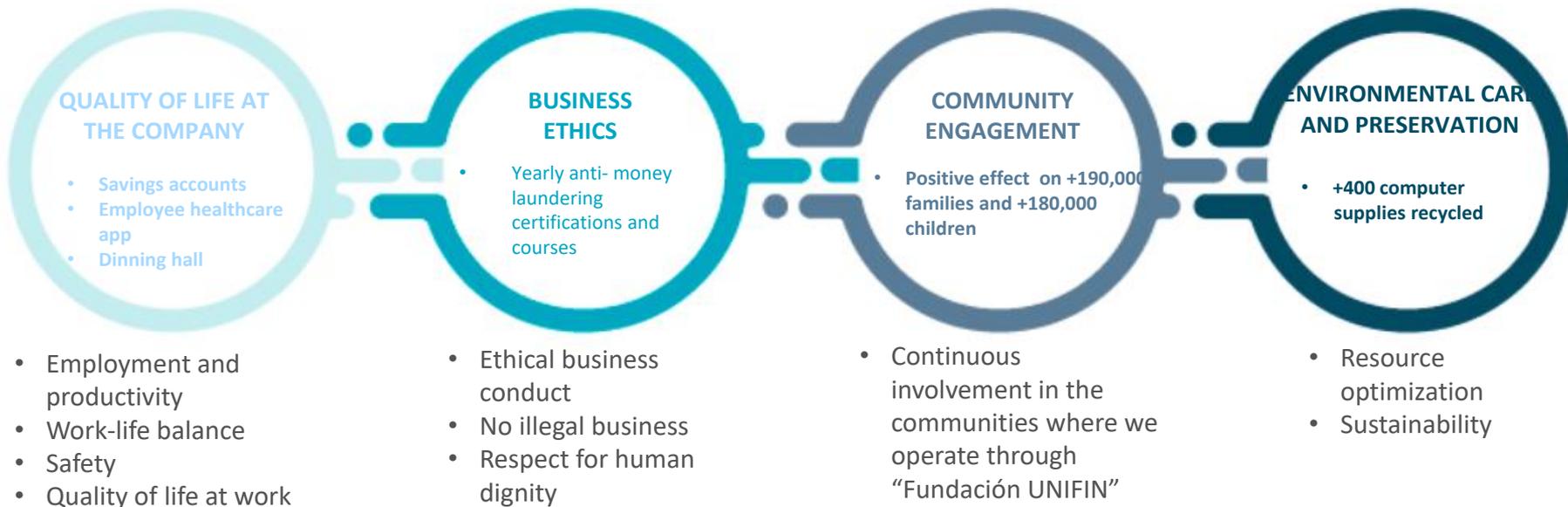
- Sales force
- Admin. & Finance
- Operations
- Innovation
- I.T.
- Corporate



The development of our workforce is a priority for the Company. In 1Q20:

- +107 Courses
- 7 Scholarships
- 1 MBAs
- +3,684 hours provided in teaching and courses

Social Responsibility



Risk	UNIFIN's Opportunities
Slowdown in economic activity	<ul style="list-style-type: none"> • Focusing on identifying regions and sectors that have positive dynamics: <ul style="list-style-type: none"> • Manufacturing, services, consumables and sectors migrating from labor to new technologies • North and Center-North of the country have been growing
Low levels of investment in fixed assets	<ul style="list-style-type: none"> • Remain close to our clients, offering financial advisory for their future investment plans • We expect an improvement in the exporting sector once the United States shows signs of recovery, this will lead to an increase in investment and overall production • The government will continue to carry on with its priority infrastructure projects, which we closely monitor, in order to capture opportunities for our clients
New government policies that affect the growth and/or development of SMEs	<ul style="list-style-type: none"> • Several measures have been announced by the government to support SMEs • Working closely with the sectors and companies that are being prioritized by the government
Decrease in reference rates	<ul style="list-style-type: none"> • Renegotiate the general conditions of our current debt (hedging) to improve our margins and offer competitive interest rates to our clients
Main competition has an outdated service approach, data and IT infrastructure	<ul style="list-style-type: none"> • Made significant investments in our business model, IT department and operational platforms
Current exchange risk	<ul style="list-style-type: none"> • 100% FX coverage – 70.6% hedged USD and 29.4% in MXN

Appendix



Income Statement

Figures in Ps. million	1Q20	1Q19	Var.%
Interest income	2,926	2,399	22.0%
Interest cost	1,802	1,529	17.8%
Loan losses reserve	127	59	114.5%
Adjusted financial margin	998	812	23.0%
Financial margin	34.1%	33.8%	
Admin. Expenses	373	325	14.8%
Operating income	570	440	29.7%
Operating margin (% of sales)	19.5%	18.3%	
Financing result	(55)	138	(140.2%)
Net income	413	473	(12.8%)
Net margin (% of sales)	14.1%	19.7%	

Balance Sheet

Figures in Ps. Million	3M20	3M19	Var.%
Assets			
Cash & cash equivalents	3,568	4,800	(25.7%)
Total loan portfolio, net	61,913	46,131	34.2%
Derivative financial instruments	14,781	3,727	296.6%
Deferred taxes	3,536	5,264	(32.8%)
Total assets	93,886	62,762	49.6%
Liabilities			
Bank loans	21,172	15,529	36.3%
Debt securities	13,818	14,894	(7.2%)
Senior notes	42,738	21,191	101.7%
Derivative financial instruments	1,421	146	872.3%
Other accounts payable	1,615	1,426	13.3%
Total liabilities	81,615	53,436	52.7%
Total stockholders' equity	12,271	9,325	31.6%
Total liabilities & stockholders' equity	93,886	62,762	49.6%

UNIFIN changed its SOFOM GAAP reporting to IFRS (international standard) to provide greater transparency, additional disclosure and make its information more comparable to peers

Balance Sheet and P&L Impact

	Impact Summary
Portfolio ¹	• Total portfolio of leasing, factoring & auto loans is now 100% registered on the balance sheet, contrary to SOFOM GAAP
PP&E	• IFRS only registers owned assets vs SOFOM GAAP which registers assets under operating lease & owned assets
Stockholders' Equity	• Initial impact due to IFRS as retained earnings change
Total Revenues	• IFRS does not capture capital reimbursement, investment income and FX income
Financial Margin	• Main impact is to expenses. IFRS registers interest expense and SOFOM GAAP registers other lease expenses
Net Income	• Result of all the above, among others

Main Financial Metrics Impact

	Impact Summary
Capitalization Ratio	• Decrease of Total Equity greater than the decrease in Total Assets
Financial Leverage ²	• Decrease of Total Equity
Total Leverage ²	• Decrease of Total Equity
Total Portfolio ³	• IFRS only registers the NPV of the leasing portfolio vs SOFOM GAAP that registers principal & accrued interests
ROE	• Decrease of Total Equity greater than the decrease in Net Income
ROA	• Decrease of Total Assets greater than the decrease in Net Income
NPLs	• SOFOM GAAP only registers 90 day accrued rentals of leasing vs IFRS which registers outstanding balance
Coverage Ratio	• SOFOM GAAP only registers 3 month rentals for leasing NPL vs IFRS which registers 100% of the NPL outstanding balance

Note: Preliminary figures subject to independent auditor revision.

(1) Balance sheet account

(2) Excluding securitizations

(3) Memorandum account for SOFOM GAAP

About Unifin

UNIFIN is a non-regulated Mexican leasing company, operating as a non-banking financial services company, specializing in three main business lines: operating leasing, factoring and auto and other lending. Through UNIFIN's leasing business line, its core business line, the Company offers operating leases for all types of equipment and machinery, various types of transportation vehicles (including cars, trucks, helicopters, airplanes and other vessels) and other assets in a variety of industries. Through its factoring business line, UNIFIN provides liquidity and financing solutions to its customers by purchasing or discounting accounts receivables and by providing vendor financing. UNIFIN's auto loans and other lending business line is focused on financing the acquisition of new and used vehicles, while the other lending portion of this business line includes financing working capital needs and the acquisition of other capital assets.

Disclaimer

This document may contain certain forward-looking statements. These statements are non-historical facts, and they are based on the current vision of the Management of Unifin Financiera, S.A.B. de C.V., for future economic circumstances, the conditions of the industry, the performance of the Company and its financial results. The terms "anticipated", "believe", "estimate", "expect", "plan" and other similar terms related to the Company, are solely intended to identify estimates or predictions. The statements relating to the declaration or the payment of dividends, the implementation of the main operational and financial strategies and plans of investment of equity, the direction of future operations and the factors or trends that affect the financial condition, the liquidity or the operating results of the Company are examples of such statements. Such statements reflect the current expectations of the management and are subject to various risks and uncertainties. There is no guarantee that the expected events, trends or results will occur. The statements are based on several suppositions and factors, including economic general conditions and market conditions, industry conditions and various factors of operation. Any change in such suppositions or factors may cause the actual results to differ from expectations.



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