

**OFFICIAL ANNOUNCEMENT**  
**HANDLING OF IMPORT, EXPORT AND CUSTOMS TRANSIT OPERATIONS DURING THE**  
**MANDATORY PREVENTIVE SHELTER-IN-PLACE**  
**MARCH 23, 2020**

Dear customers and suppliers:

As the public knows, the world is currently going through a difficult situation as a result of the spread of COVID-19, a situation that, while under a State of Emergency, has led the National Government to implement a mandatory shelter-in-place starting on March 24 at 23:59 until 12:00 p.m. of April 13, 2020, just as it was notified to the general public with the issuance of Decree 457 of March 23, 2020.

With the country being in a quarantine, it is clear that both importers and exporters will find it difficult to deliver original supporting documents of their operation to the Customs Broker, in addition to the restriction put in place for people from the Customs Authority, Customs Warehouses, Free Trade Zones and ports.

Aware of this situation, the **CUSTOMS MANAGEMENT ADMINISTRATION** of the **NATIONAL TAX AND CUSTOMS AUTHORITY – DIAN** issued **MEMORANDUM 53** dated March 18, 2020, by which it has notified what guidelines must be followed during the state of emergency to avoid physical presence.

Concerning customs operations, the memorandum states that foreign trade operations can be done electronically, meaning that customs users will be able to send documentation to the entity electronically. It needs to be noted that the Customs Director left this to the discretion of the Sectional Directors.

As a result of the above, **ALMAVIVA S.A.**, as an assistant to the public customs operation as a **CUSTOMS BROKER**, is ready to support the National government during this period of confinement, and to this end, customs operations supporting documentation will be accepted electronically; however, once the emergency is over, it will be mandatory for our **IMPORT and EXPORT** customers to present all original documentation that corresponds to everything sent via email. This information must be sent by operation to **ALMAVIVA S.A.** (marked with its corresponding DO), once the **NATIONAL TAX AND CUSTOMS AUTHORITY – DIAN** reviews what was submitted in order to verify the existence of original documentation and that it corresponds to the information that was digitally submitted.

**ALMAVIVA S.A.** will do everything that it is within its reach to always comply with the guidelines of the National government. We thank you in advance for your understanding of the changes that will have to take place in our operation to abide by the mandatory orders issued by government authorities.

Sending you a fraternal hug, sure that GOD will act during this time and will watch over each of you and your families.

Finally, please keep in mind that any request, contingency, or comment can be sent to our customer service area [servicioalcliente@almaviva.com.co](mailto:servicioalcliente@almaviva.com.co), through our webpage [www.almaviva.com.co](http://www.almaviva.com.co) "Customer Service" section.

Sincerely,

**ANA MERCY SALAMANCA**  
**Foreign Trade National Manager**  
**ALMAVIVA S.A.**