

## RECOMMENDATIONS FOR SAFELY PAYING THE CODENSA BILL AT CORRESPONDENT BANKS

- *On average, CODENSA receives 1.5 million monthly payments through correspondent banks, a figure that equals 50% of the total collected.*
- *CODENSA encourages keeping in mind a series of tips for users to avoid making payments in fraudulent bank branches.*

**Bogotá, December 13, 2017.** With the objective of offering greater payment coverage, where customers may find a payment point close to their home or office, CODENSA has enabled different correspondent banks points, in which users may pay their bills quickly and efficiently.

The company encourages following a series of tips to optimally use this service and make these payments safely:

1. The correspondent banks are found inside commercial establishments such as supermarkets, stores and drugstores in several neighborhoods of Bogotá and municipalities of Cundinamarca. These are duly labelled with the name of the network to which they belong and the bank that endorses transactions carried out in them.
2. The correspondent banks have technology from the bank such as a dataphone and/or credit card machine to ensure the transaction and deliver supporting documentation thereof. Said banks are not authorized to stamp as supporting documentation.
3. Before making a payment, it is important for the user to identify that the establishment has advertising on the outside, consisting of the name of the network and the bank that endorses it. It must have good-quality images.
4. Upon completing the transaction, the user must receive a payment slip in which the transaction information and information about the bill, amount, and paid service may be found.

5. It is important to keep in mind that this service is free and should have no additional costs. The establishments that illegally carry out payments charge additionally between COP 500 and COP 1,500 for the service.
6. If the user happens to doubt the authenticity and legality of the correspondent banks, he/she may check the back of the CODENSA bill, where he/she will find all the information to verify whether the establishment is authorized to make the payment or not. Likewise, they may verify the list of businesses authorized to provide banking services and receive payments on the banks' web pages. Additionally, they may go to the web page, <http://puntosrecaudo.micodensa.com/> and check the other authorized points.

## **INFORMATION THAT MUST APPEAR ON THE PRINTED SLIP AFTER MAKING A PAYMENT AT A CORRESPONDENT BANK**

- The bank to which the correspondent belongs and that endorses the payment point
- Name of the correspondent bank network
- Result of the transaction (successful or unsuccessful)
- Date and time of the payment
- Payment establishment number
- Public service being payed
- Account number or payment reference
- Amount payed (must be an exact match to the total amount of the bill)
- Customer service phone number of the bank that endorses the correspondent

## **LOGOS OF AUTHORIZED CORRESPONDENT BANKS IN CODENSA**

Red De Corresponsales	Almacenes de Cadena	
  	 	* Recibe Facturas Vencidas
 	 	
 	 	
  	<p>Montos hasta \$1.000.000 De acuerdo al cupo asignado al tendero.</p>	
<p>*** Excepto Centro de Servicio Villeta</p>		
<p>Centros de Servicio</p>  <p>*** Grupo Enel</p>		<p>Otras Redes</p>  <p>CENTRO DE PAGO DE SERVICIOS</p>

## ABOUT THE ENEL GROUP – CODENSA AND EMGESA

CODENSA and EMGESA are part of the Enel Group, a multinational energy company and one of the main global integrated operators in the electricity and gas sector. The Group operates in more than 30 countries from four continents, generating energy through an installed net capacity of around 83 GW and distributing electricity and gas to a network of around 2 million kilometers. With more than 65 million users in the world, the Enel Group has the largest customer base compared to its European competitors. The Enel Group is the biggest integrated utility company in Europe in terms of market capitalization, and it is one of the main electricity companies in Europe in terms of installed capacity and reported EBITDA.

**Codensa S.A. E.S.P.** is a distribution and electric energy sales company, as well as a leader on the market, with more than 3,200,000 clients distributed in Bogotá, in 116 municipalities of Cundinamarca, 6 in Boyacá, 4 in Tolima and 3 in Meta. Established in 1997, CODENSA has an installed capacity of 10,633 MVA (megavolt amperes) along 69,821 kilometers of high, medium and low voltage networks. The Company generates around 14,000 jobs both directly and indirectly in Colombia.

### For more information:

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