

10 Things you **NEED** to know about the BANCAFE Claim Process

- 1) All Bancafe Account holders were sent a statement from PricewaterhouseCoopers in late 2007. If you have not received a statement please contact the custodian **immediately** via email bbinfo@bb.pwc.com.
- 2) All accepted claims were given a Decision Code of 1 or 2. You should have received a letter in early 2008 detailing this information.
- 3) Those claims that were not immediately accepted were given a Decision Code of 3, 4, 5, or 6. You should have received a letter in early 2008 detailing this information.
- 4) Those account holders with a Decision Code of 3, 4, 5 or 6 need to provide additional information in order to have their claim accepted. **Failure to do this will lead to delays in processing your payment.** If you are not sure what information you need to provide, please contact the Custodian via email bbinfo@bb.pwc.com
- 5) There is a declaration in the Letter that was sent out in early 2008. This declaration needs to be signed if you have not received funds from the FAS Trust.
- 6) All declarations must be notarised and returned to the Custodian via fax 1-246-427-0676 or via email bbinfo@bb.pwc.com
- 7) In order to receive any funds that will be distributed, all account holders are to open an account at Banco Agromercantile. Please send the account number and proof that the account was opened to the Custodian. ***If you are unable to open a Banco Agromercantile Account please indicate this to the processing team via fax 1-246-427-0676 or via email bbinfo@bb.pwc.com.***
- 8) For those accountholders who do not live in Guatemala, you do not have to open an account at Banco Agromercantile to receive your distribution; we will Fedex a US\$ bank draft to your address.
- 9) All documents can be also be sent to the custodian via Cargo Expreso at the following Address:

PricewaterhouseCoopers EC Inc.,
Custodian for Bancafe International Bank Ltd.,
C/O CAEX D6, Diagonal 6 11-97 Zona 10,
Edificio Internaciones, Local 101,
Guatemala, Centro America.

- 10) Note that all correspondence must be directed to the Claims Team via the address above or via fax 1-246-427-0676 or via email bbinfo@bb.pwc.com. Please do **not** send emails directly to PricewaterhouseCoopers staff.
- 11) We have made provisions to provide all account holders with a payment. Should your claim require more time to process, your potential payment will be held in reserve until all criteria to accept your claim have been met.