

Dear CITGO community,

It is with a deep sense of respect and gratitude to the CITGO community that I wanted to share with you my plan to accept a full-time position at an academic institution, which will require me to depart from the CITGO Corporation board effective March 31.

It has been an honor to have been part of this resilient company. I have learned so much from our tenacious and hardworking employees. I am very thankful to our executive team and their stewardship of the company during these times. My appreciation also goes to my brave colleagues at the board of directors. I leave with the knowledge that the company is in the most capable of hands and is committed to doing things the right way at all times.

When we began this journey in early 2019, we were committed to ensuring that CITGO stood for excellence and integrity in all facets of the business. We also wanted CITGO to embody what it means to be a responsible corporate citizen caring about the right causes. I leave knowing that CITGO is a company with purpose, involved in the communities in which we operate and committed to the environment. I am particularly grateful to have had the opportunity to help our Foundation with its vital role in helping to ameliorate Venezuela's complex humanitarian crisis.

As the first woman to have occupied the position of chair of the board of directors, I also want to acknowledge and give thanks to the very talented group of CITGO women.

And to all the CITGO community, I will be forever grateful to have had the chance to work alongside you to help CITGO navigate through unprecedented challenges while positioning it for a bright future. Thank you for your trust and the opportunity to serve.

Yours truly,

A handwritten signature in black ink, appearing to read 'Luisa Palacios', written in a cursive style.

Luisa Palacios