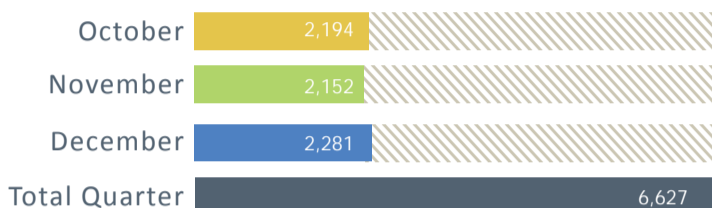


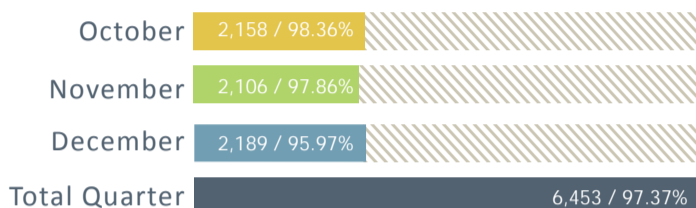
## PERIOD OCTOBER - DECEMBER 2014

### TELEPHONE INFORMATION SERVICE

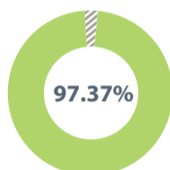
#### Call received



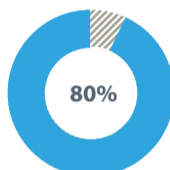
#### Call answered



#### Percentage of calls answered

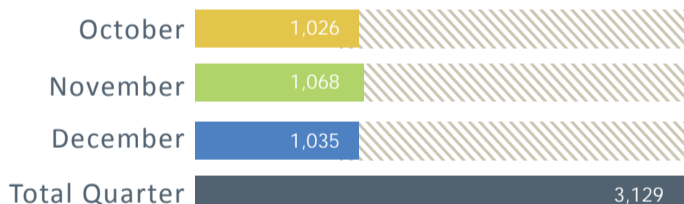


#### Standard engaged as per SQL



### SHAREHOLDERS INFORMATION SERVICE

#### Total shareholders answered



#### Average waiting time in halls

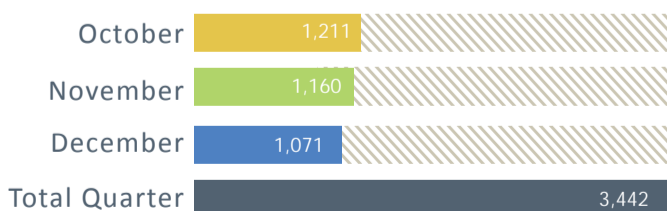


Standard engaged as per SQL  
15 Minutes

Percentage of calls answered  
1 Minute 59 Seconds

### ELECTRONIC MAIL SERVICE

#### Electronic mail service



#### Average response time



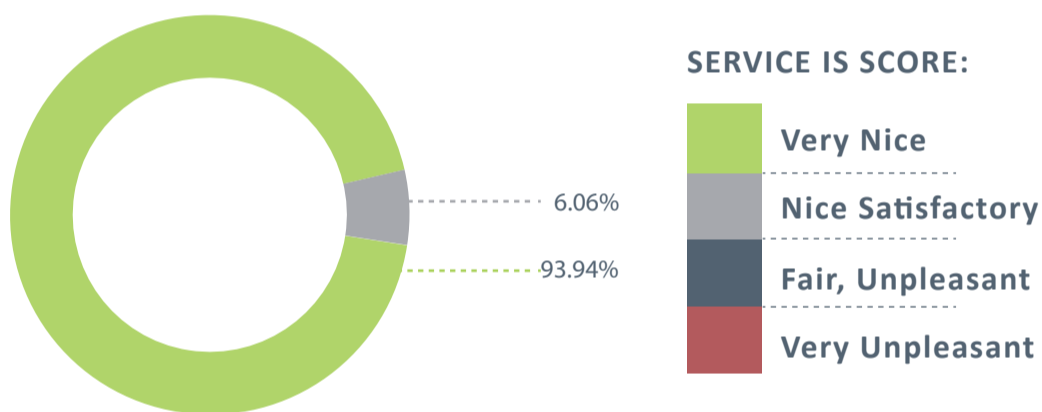
Standard engaged as per SQL  
48 hours.

Average response time to inquiries via email  
48 hours.

PERIOD OCTOBER - DECEMBER 2014

SHAREHOLDERS SERVICE SURVEYS

Shareholders service surveys				
Month	The service is described as very nice	The service is friendly qualified,satisfactory	The service is rated as fair, unpleasant	The service is rated as bad, very unpleasant
October	90.91%	9.09%	0%	0%
November	100%	0%	0%	0%
December	90.91%	9.09%	0%	0%
Average Quarter	93.94%	6.06%	0%	0%



CLAIMS SHAREHOLDERS

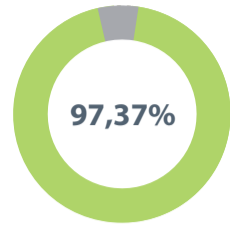
In Quarter 3 claims, which were resolved in an average of three days were received.

Porcentaje de llamadas atendidas

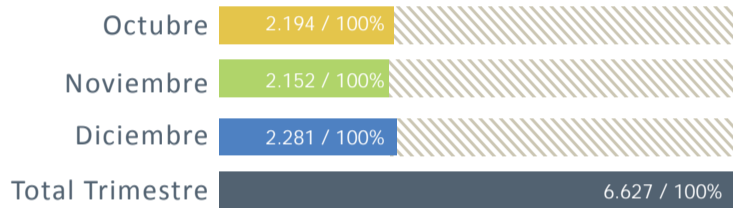


Tiempo promedio de espera en sala por accionista

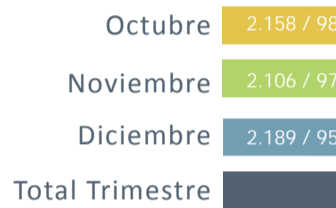
Accionistas que califican el servicio recibido como muy bueno y bueno



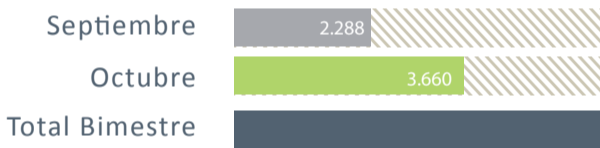
Llamadas recibidas



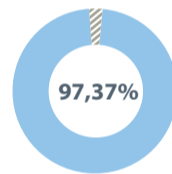
Llamadas atendidas



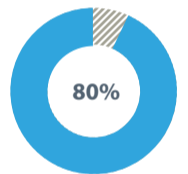
LLAMADAS ATENDIDAS



Porcentaje de llamadas atendidas



Estándar comprometido según NSC



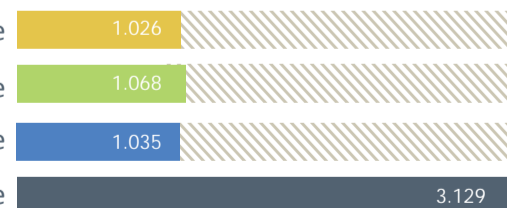
Envía carta con la solución e Informe correcto.  
 Respuesta con Informe y las disculpas correspondientes.  
 Accionistas. Emisor CEM responde que ellos contactarán directamente al accionista.  
 Se cursa extravío y posterior traspaso, considerando reclamo de abogado.  
 Envía carta con la solución e Informe correcto.

SERVICIO ATENCIÓN ACCIONISTAS

En el trimestre se recibieron 3 reclamos:

- JULIO / 2 CASOS**
  - Corresponde a error en la emisión de Informe L
  - Demora en proceso de emisión Informe. Se env
- AGOSTO / 3 CASOS**
  - No recibe a tiempo carta para presentarse a la Ju
  - Extravío de títulos con reparo, se solicita autori
- SEPTIEMBRE / 1 CASO**
  - Corresponde a error en la emisión de Informe L

Llamadas atendidas



Tiempo promedio de espera en sala



LLAMADAS RECIBIDAS



Estándar comprometido según NCS  
15 Minutos

Tiempo de espera promedio por accionista  
2 Minutos

1 Minuto 59 Segundos