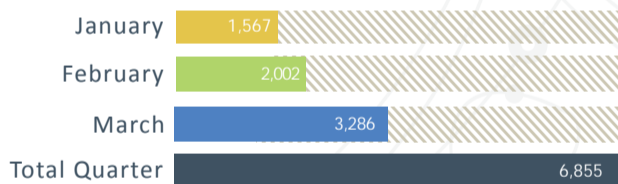


**LEVEL OF SERVICE QUALITY PERIOD JANUARY-MARCH 2016**

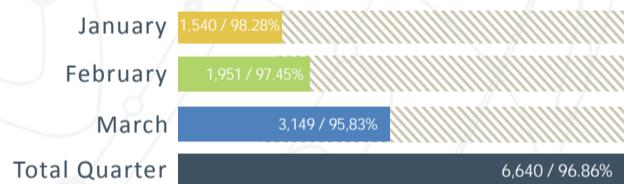


**TELEPHONE HELPLINE SERVICE**

**Calls received**



**Calls handled**



Standard committed according to SLA

**80%**

Percentage of calls handled

**96.86%**

**ADDRESS**

**FOLOW US**

**CONTACT US**

**DCV**  
Av. Apoquindo Nº 4001  
Floor 12 - Las Condes.

**DCV Registros**  
Huerfanos 770 Floor 22,  
Santiago Centro.

Sitio web: **DCV.CL**  
Follow us on : **in**

Nº Shareholders  
(56 2) 23939003

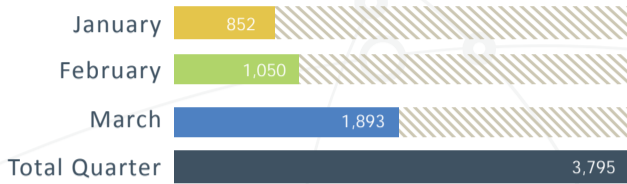
Mail contact  
atencionaccionistas@dcv.cl

## SHAREHOLDERS INFORMATION SERVICE



## SHAREHOLDERS INFORMATION SERVICE

### Total shareholders answered



Standard committed according to SLA

15 Minutes

### Average waiting time in halls



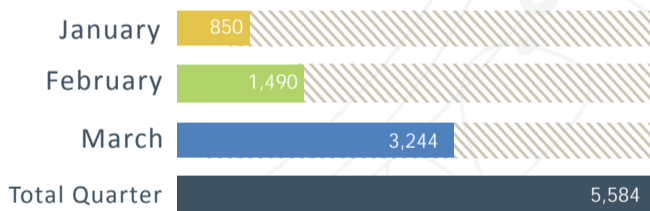
Average response time

2.32 Minutes



## ELECTRONIC MAIL SERVICE

### Electronic mail service



Standard committed according to SLA

48 Hours

### Average response time



Average response time

48 Hours

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[atencionaccionistas@dcv.cl](mailto:atencionaccionistas@dcv.cl)



## SHAREHOLDERS SERVICE SURVEYS

### Shareholders service surveys

Month	What is your overall opinion DCV Registros	How satisfied are find you with the service received in visiting the office DCV Registros	How do you evaluate the infrastructure General office DCV Records	overall assessment Executive (a) who treated in offices DCV Registros
January	6.9	7.0	7.0	7.0
February	6.7	6.9	6.8	6.9
March	6.7	6.6	6.6	6.9
Total Quarter	6.8	6.8	6.8	7.0

Total surveys: 45



## CLAIMS SHAREHOLDERS

### January: 1 case

- Reclamo por Prenda de acciones.
- Solución: Se entrega carta personalmente, indicando procedimiento para alzar la prenda y estado de dividendos.

### February: 1 case

- Complaint Pledge of shares.
- Solution: letter was hand-delivered, indicating the procedure to boost the garment and state dividends.

### March: 3 cases

- Claim for titles not available.
- Solution: applied title and letter of reply to the claim with the corresponding explanations is sent.
- Report claim unclear prosecution.
- Solution: Corrected report is sent.
- Legal Complaint Report with observations.
- Solution: the lawyer indicated by shareholder is informed and approved new report is issued.



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