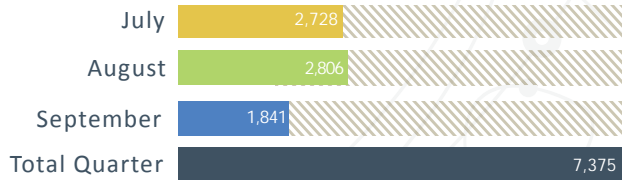


LEVEL OF SERVICE QUALITY PERIOD JULY - SEPTEMBER 2016

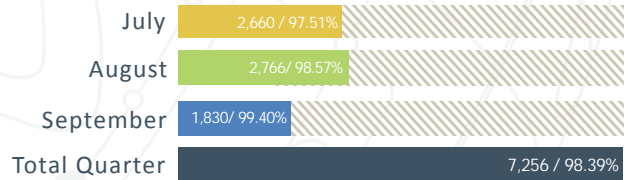


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

80%

Percentage of calls handled

98.39%

ADDRESS

FOLOW US

CONTACT US

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

DCV Registros
Huerfanos 770 Floor 22,
Santiago Centro.

Web site: **DCV.CL**
Follow us on : **in**

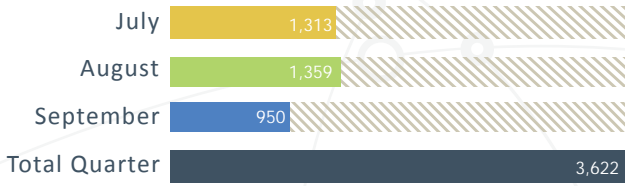
Nº Shareholders
(56 2) 23939003

Mail contact
atencionaccionistas@dcv.cl



SHAREHOLDERS INFORMATION SERVICE

Total shareholders answered



Standard committed according to SLA

15 Minutes

Average waiting time in halls



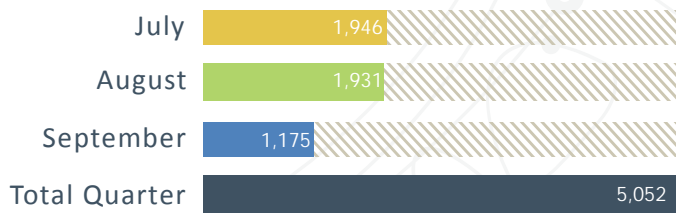
Average response time

2 min. 17 sec.



ELECTRONIC MAIL SERVICE

Electronic mail service



Standard committed according to SLA

48 Hours

Average response time



Average response time

48 Hours

ADDRESS

DCV
Av. Apoquindo N° 4001
Floor 12 - Las Condes.

DCV Registros
Huerfanos 770 Floor 22,
Santiago Centro.

FOLOW US

Web site: DCV.CL
Follow us on :

CONTACT US

N° Shareholders
(56 2) 23939003

Mail contact
atencionaccionistas@dcv.cl



SHAREHOLDER SATISFACTION TREATED IN OFFICE DCV REGISTROS

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
July	6.8	6.8	6.8	6.9
August	6.7	7.0	6.8	6.9
September	6.8	6.9	6.9	7.0
Promedio 3 ^{er} Trimestre	6.8	6.9	6.8	6.9

Total surveys: 69



SHAREHOLDERS' COMPLAINTS

July : 1 case

- 1 Claim: Subscription process.

August: 7 cases

- 1 Claim: For insufficient balance.
- 2 Claims: By actual possession.
- 3 Claims: By mail subscription of shares.
- 1 Claim: second round Subscription Agreement.

September: 5 cases

- 1 Claim: By rejecting transfer.
- 4 Claims: By mail delivery.

All claims were processed and were answered to shareholders.



ADDRESS

FOLLOW US

CONTACT US

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

DCV Registros
Huerfanos 770 Floor 22,
Santiago Centro.

Web site: DCV.CL
Follow us on :

Nº Shareholders
(56 2) 23939003

Mail contact
atencionaccionistas@dcv.cl