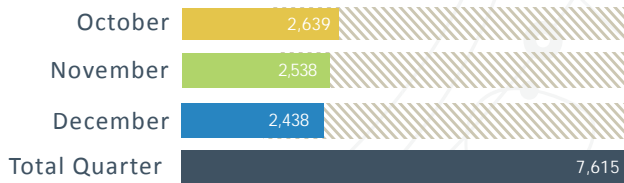


LEVEL OF SERVICE QUALITY PERIOD OCTOBER-DECEMBER 2016

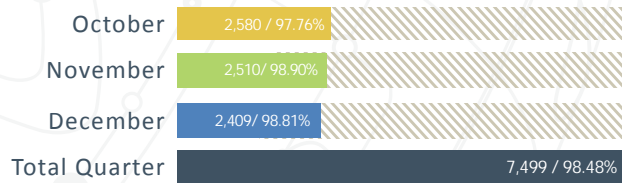


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

80%

Percentage of calls handled

98.48%

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**

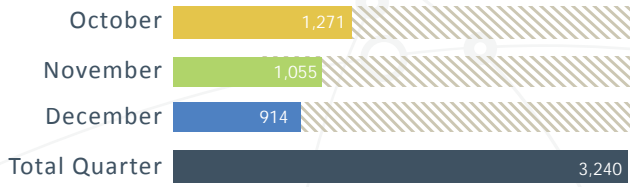
Nº Shareholders
(56 2) 23939003

Mail contact
atencionaccionistas@dcv.cl



SHAREHOLDERS INFORMATION SERVICE

Total shareholders answered



Standard committed according to SLA

15 Minutes

Average waiting time in halls



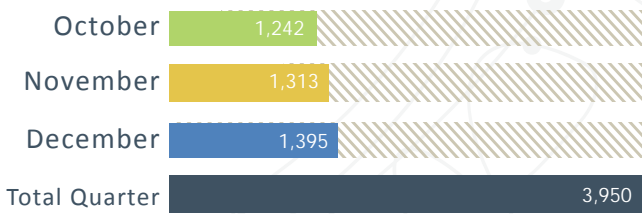
Average response time

2 min. 43 sec.



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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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
October	6.7	6.9	6.8	7.0
November	6.6	6.9	6.8	7.0
December	6.9	6.9	6.8	7.0
Average 4th Quarter	6.7	6.9	6.8	7.0

Total surveys: 106



SHAREHOLDERS' COMPLAINTS

• For the months of October, November and December no claims were filed. •




 ADDRESS

 FOLOW US

 CONTACT US

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