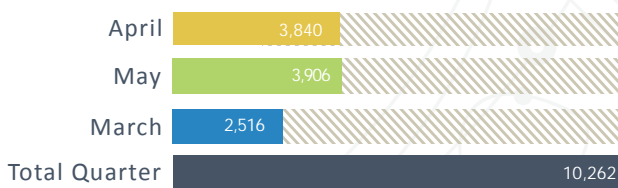


LEVEL OF SERVICE QUALITY PERIOD APRIL - JUNE 2017

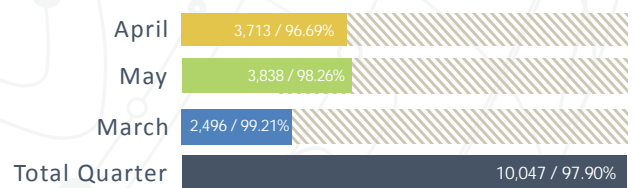


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

80%

Percentage of calls handled

98.50%

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**
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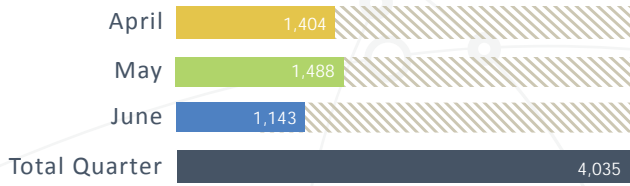
Nº Shareholders
(56 2) 23939003

Mail contact
atencionaccionistas@dcv.cl



SHAREHOLDERS INFORMATION SERVICE

Total shareholders answered



Standard committed according to SLA

15 Minutes

Average waiting time in halls



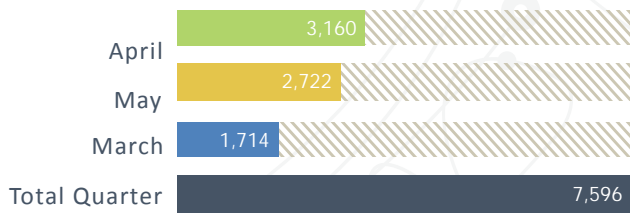
Average response time

1.39 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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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
April	6.8	6.9	6.8	7.0
May	6.8	7.0	6.4	7.0
June	--	--	--	--
Average 2 nd Quarter	6.8	6.9	6.6	7.0

Total surveys: 79



SHAREHOLDERS' COMPLAINTS

April: 3 cases

- Complaint: Via telephone, difficulty to communicate at the Call Center table to request tax certificates.
- Solution: Tax certificates are sent on the same day of the request to the registered address and response letter to the claim dated April 27, 2017.
- Complaint: Via email, for transfer of shares in the name of the Succession pending for titles removed from Inmobiliaria colo colo.
- Solution: A response letter is sent by email with the information and procedures, dated April 28, 2017.
- Complaint: Via email, correspondence citation to meetings that arrive late.
- Solution: A response letter is sent by email dated May 24, 2017, since prior to these requests were sent memories and certificates of dividends.

May: 5 cases

- Complaint: Sending the correspondence out of time.
- Solution: A letter is sent via email to the shareholder with the corresponding explanations dated May 24, 2017.
- Complaint: In Hall for delay payment dividends.
- Solution: Send response letter with information corresponding to the delay and suggestions so that it does not happen again in the future with date 11 of May 2017.
- Complaint: Via correspondence for dividends paid to firefighters.
- Solution: An answer letter is sent by email indicating what happened, rectifying the situation, the dividends were paid on June 14, 2017.
- Complaint: Via out-of-term correspondence mail.
- Solution: A letter is sent via email to the shareholder with the corresponding explanations dated May 24, 2017.
- Complaint: Via out-of-term correspondence mail.
- Solution: A letter is sent by e-mail to the shareholder dated May 30, 2017, indicating reason for the delay in the date of dispatch.

June: 5 cases

- Complaint: Outstanding Dividends.
- Solution: A letter is sent via email to the trustee dated June 6, 2017, it is reported that dividend was deposited as requested and the current account recorded in the system.
- Complaint: Via email by tax certificate.
- Solution: It is reported in a letter sent to Sernac's lawyer, since no dividends were paid last year, it is not appropriate to issue tax certificate, reply letter sent on June 12, 2017.
- Complaint: Via mail correspondence that the shareholder does not want to receive.
- Solution: It is informed via email that the measures of the case have been taken and informed to the responsible area letter sent to the shareholder dated June 12, 2017.
- Complaint: Via mail correspondence that the shareholder does not want to receive.
- Solution: It is informed via email that the measures of the case have been taken and informed to the responsible area letter sent to the shareholder dated June 12, 2017.
- Complaint: Via email, by tax return.
- Solution: A letter is sent via email dated July 5, 2017, clarifying the situation regarding the observation of the SII.

ADDRESS

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