

LEVEL OF SERVICE QUALITY PERIOD
PERIOD APRIL - JUNE 2018



TELEPHONE HELPLINE SERVICE

Calls received:



Calls handled:



Standard committed according to SLA
90%

Percentage of calls handled
99.22%



ATTENTION IN OFFICES

Total shareholders answered



Average waiting time in halls:



Standard committed according to SLA
15 Minutes

Average response time
1.17 Minutes



ELECTRONIC MAIL SERVICE

Electronic mail service



Average response time



Standard committed according to SLA
48 Hours

Average response time
99.97% en 48 Hours



SHAREHOLDERS' COMPLAINTS

July: 3 Cases

- There are 3 claims presented to the CMF for Pending Dividends, Dividends paid to Firemen and Balance inquiry.
- Solution: Background information is sent with the information corresponding to each case to respond to the CMF.

August: 1 Case

- Claim presented by heiress for the delay in the delivery of the check.

Solution: It is indicated that having no power registered in the Succession, this causes a longer waiting time than the established

September: No claims



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