

LEVEL OF SERVICE QUALITY PERIOD
PERIOD October-December 2018



TELEPHONE HELPLINE SERVICE

Calls received:



Calls handled:



Standard committed according to SLA
90%

Percentage of calls handled
98.98%



ATTENTION IN OFFICES

Total shareholders answered



Average waiting time in halls:



Standard committed according to SLA
15 Minutes

Average response time
1.41 Minutes



ELECTRONIC MAIL SERVICE

Electronic mail service



Average response time



Standard committed according to SLA
48 Hours

Average response time
99.98% en 48 Hours



SHAREHOLDERS' COMPLAINTS

October: 5 Cases

- 3 claims filed by the heirs' lawyer, error in Legal Reports.

Solution: Letter is sent and corrected reports are issued.

- Shareholder does not receive correspondence at home.

Solution: Information and support is requested from the supplier and the shareholder response is delivered.

- Heir claims for deficient attention delivered in person.

Solution: A response letter is sent with the explanations and is attended by the chief dept. to apologize for What happened.

November: 4 Cases

- Shareholder does not receive correspondence at home.

Solution: A response letter is sent with the information provided by the supplier and the apology corresponding to what happened.

- Shareholder indicates that the DCV telephone number indicated on Google does not answer calls.

Solution: The responsible area is informed about the telephone reflected in the web and the non-attention is exposed by the Central Table, proceeding to its change.

- Heir claims for ratification of assignment of rights.

Solution: The ratification exception proceeds, sending a report without observations.

- Claim filed by a representative who enters 2 different powers with the same repertoire.

Solution: It is verified with a granting notary and sent to a new lawyer's review.



SHAREHOLDERS' COMPLAINTS

December: 2 Cases

- Lawyer claims for excessive delay in the delivery of information, consequently that correspondence was sent to Apoquindo 4001, and got lost.

Solution: A response letter is sent with the information given in his opportunity to heirs.

- Heir claims by Legal Report with Observation and repeated requests for additional documents.

Solution: Response letter is sent to the claim, indicating the reasons for the requested background, to correct said Legal Report with Observation.



DCV

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