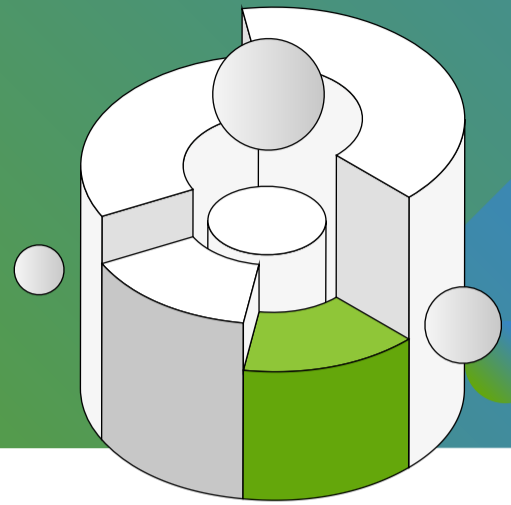


Level of Service Quality

July - September 2019



Telephone Helpline



90% Standard committed according to SLA | **98.66%** Percentage of calls handled.

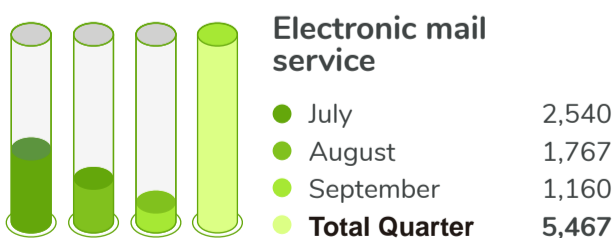
Attention in Offices



15 min. Standard committed according to SLA | **3.22 min.** Average response time.



Electronic Mail Services



48 hrs. Standard committed according to SLA | **99.97%** Average response time in 48 hrs.



July: 4 Cases

- Shareholder claims by description in transfer in the payment of dividends.

Solution: A letter is sent indicating what happened, as an isolated case in the payment management by the paying Bank.

- 2 Shareholders claim for delay in review and issuance of Legal Report.

Solution: Approved Legal Report and letters answering claims to homes and the corresponding explanations are sent.

- Shareholder poses problems on the site of the shareholder and return of subscription contracts by email.

Solution: A reply letter is sent explaining what happened, indicating the opportunities for improvement in the procedures.

August: 3 Cases

- Lawyer claims for error in the awards, according to the report issued by the Prosecutor.

Solution: Letter of reply is sent to the shareholder with Corrected Report and explanations of what happened.

- Shareholder claims because he did not receive the dividend payment in his account, indicates it has never changed.

Solution: Letter of reply is sent, where what happened with the dividend payment is exposed.

- Disagreement in the quality of service obtained.

Solution: Response letter and copy of the deposit made for the total dividends paid are sent.

Septiembre: 4 Casos

- Error in the available information of the titles in custody.

Solution: Response letter is sent, indicating what happened.

- Mandatory claims for the delay in the payment of dividends and product of the auction.

Solution: Response is sent with the details of the payments made.

- Mandatory claims for the proceeds of the auction of shares paid to Bomberos.

Solution: Response in process.

- Albacea claims for the delay in issuing Legal Report.

Solution: Response in process.