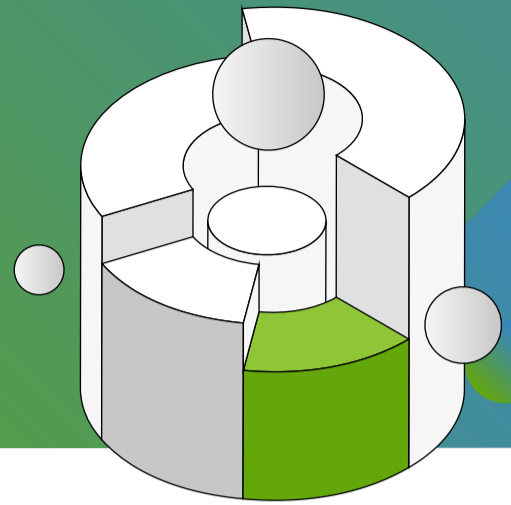


# Level of Service Quality

October - December 2020



## Telephone Helpline



**90%** Standard committed according to SLA | **97.56%** Percentage of calls handled.

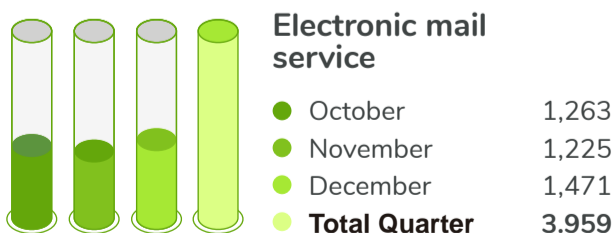
## Attention in Offices



**15 min.** Standard committed according to SLA | **2.14 min.** Average response time.



## Electronic Mail Services



**48 hrs.** Standard committed according to SLA | **99.53%** Average response time in 48 hrs.



### October: 3 Cases

- Heir points out that he does not agree with the ratification of assignment of hereditary rights.

**Solution:** Letter responding to the complaint is sent indicating the ratification procedures.

- Heir requests that dividends be paid in proportion to the awarded shares.

**Solution:** He is contacted by a lawyer, who clarifies that he must present power to collect outstanding dividends.

- Lawyer upset about the delay in the issuance of Legal Report and as a consequence, delay in payment of dividends.

**Solution:** Report is corrected and dividends are paid.

### November: 2 Cases

- Complaint presented in Sernac, for non-response delivered to the shareholder in due course, email did not arrive at the Shareholder Attention inbox.

**Solution:** A reply letter is sent indicating what happened to Sernac and the Shareholder.

- Claim submitted to the CMF, for the delay in the issuance of the Legal Report.

**Solution:** Letter responding to the complaint is sent to the CMF.

### December: 3 Cases

- Shareholder expresses annoyance for call center executive attention.

**Solution:** Head of the department, call the shareholder to give the excuses and send a formal letter of apology.

- Claim for late payment of outstanding dividends.

**Solution:** Issuer communicates with shareholder and makes payment.

- Shareholder indicates that his transfer was unprocessed at the OPA, because it was taken after hours.

**Solution:** Response letter is sent by mail, with the detailed information of the event closing.