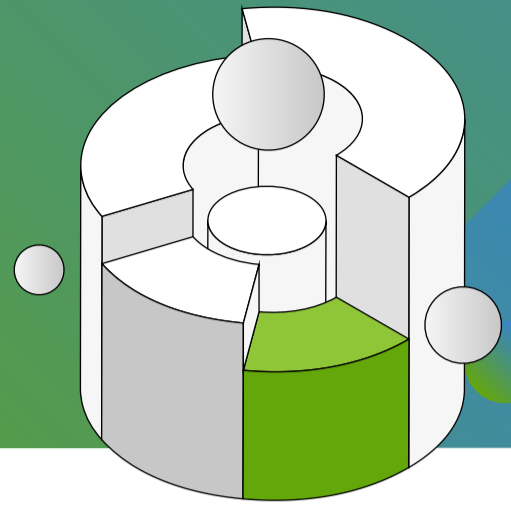
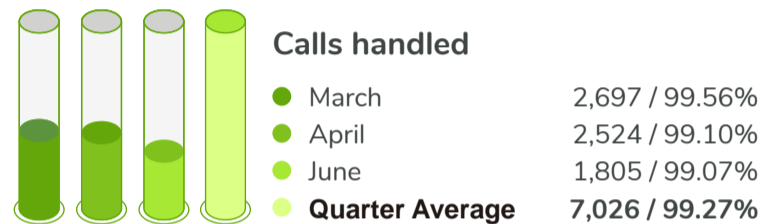
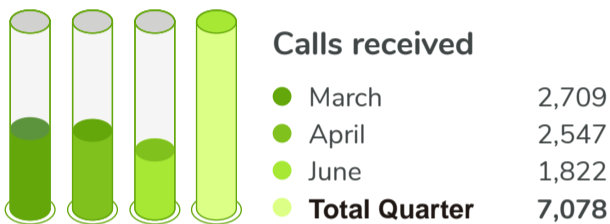


Level of Service Quality

March - June 2020

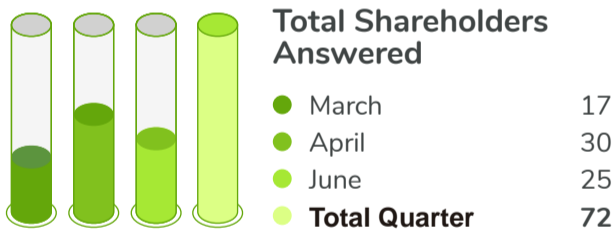


Telephone Helpline



90% Standard committed according to SLA | **99.27%** Percentage of calls handled.

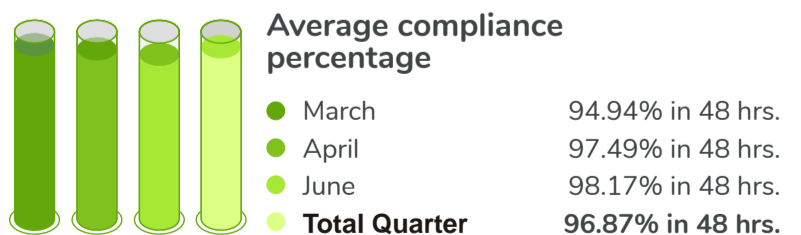
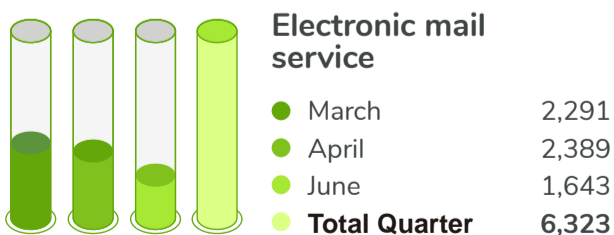
Attention in Offices



15 min. Standard committed according to SLA | **0.89 min.** Average response time.



Electronic Mail Services



48 hrs. Standard committed according to SLA | **96.87%** Average response time in 48 hrs.



April: 2 Cases

-Reclamation presented by Stockbroker, annoyance for Service delivered by DCV.

Solution: A response letter is sent indicating that each new procedure or its due update is informed through the DCV web portal.

- Shareholder claims for transfer not completed: Reasons for registration of rejected notarial signature and current MRI.

Solution: A response letter is sent indicating what happened and the solution to transfer.

May: 3 Cases

-Stockholder files claim because it receives a summons to the shareholders' meeting after the deadline.

Solution: The information is sent to the Issuer Aguas, dated 05/06/2020, who delivered a response directly to the CMF.

- Claim presented to the CMF, indicating that the dividend was wrongly paid to another person.

Solution: The background is sent to the Issuer, who delivered a response directly to the CMF.

-Reclamation filed by shareholder, delay in issuing Legal Report.

Solution: A response letter is sent by email indicating what happened. An approved Legal Report is attached.

June: 4 Cases

-Stockholder claims because issuer did not distribute dividends in May.

Solution: Response letter is sent with the agreement of the shareholders' meeting not to distribute dividends.

-Mandatory claims for delay in issuance of Legal Report and delay in payment of dividend.

Solution: A response letter is sent indicating what happened and a pending dividend is deposited.

-Mandatory claims for Stock Transfer rejected, loss of titles had not been ratified and when powers were approved they had expired.

Solution: Response letter is sent, prosecution approves extension of validity and shares are transferred to the Broker.

-Claim filed for delay in the payment of dividends from the AGF.

Solution: Pending dividends are paid by LBTR, response mail is sent by R. Roblero.