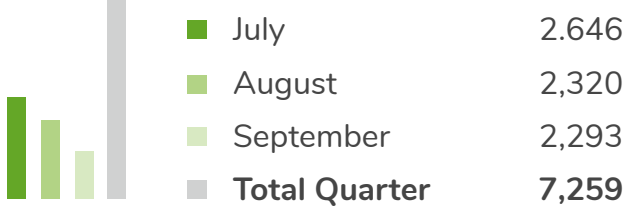


LEVEL OF SERVICE QUALITY

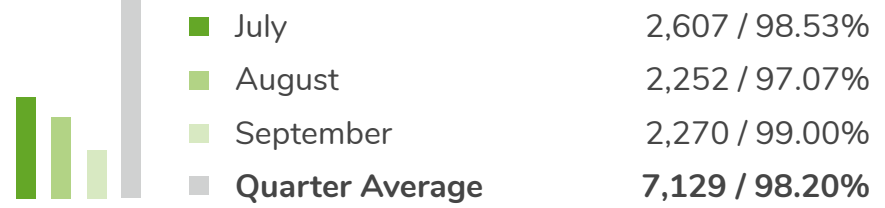
July - September 2021

Telephone helpline

Calls received



Calls handled



90%

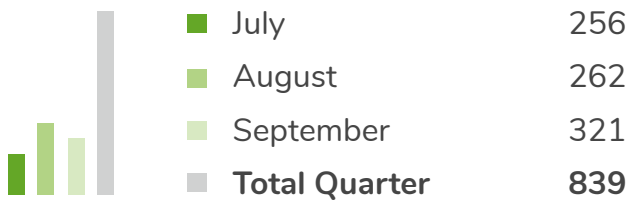
Standard committed according to SLA

98.20%

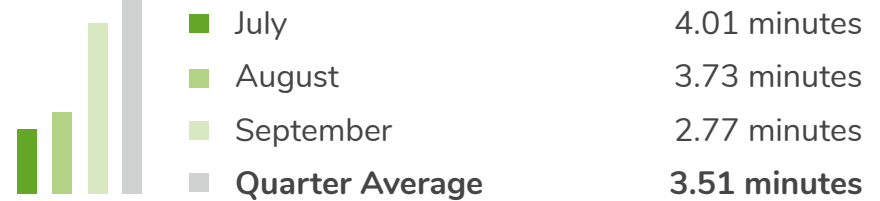
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

Standard committed according to SLA

3.51 minutes

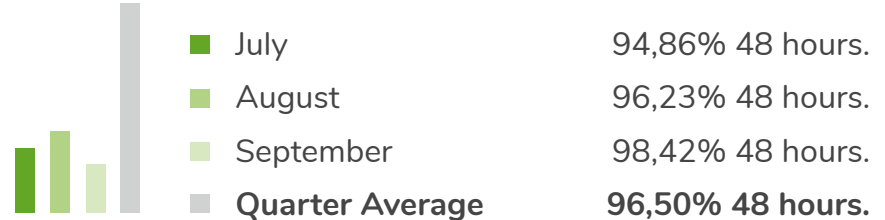
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hours

Standard committed according to SLA.

96.50%

Average response time.

Shareholders' complaints

July: 3 cases

- Claim submitted by shareholder to the CMF, for dividends received from DCVR and does not record shares in custody.
Solution: endorsements and information are provided indicating that it is not a shareholder, a response delivered by the issuer to the CMF.
- Claim presented by a shareholder, because his daughter receives a summons to the meeting after the deadline.
Solution: a response letter is sent by mail, the supplier's endorsement is attached with the delivery date of the letter.
- Claim presented by heir to the CMF, for document presented and repaired by the prosecution, is not current.
Solution: case had been solved before the mail was received. Lawyer had contacted the probate attorney.

August: 1 case

- Claim presented by usufructuary, due to the delay in the issuance of the legal report.
Solution: a reply letter is sent, where the security protocols are indicated. Approved legal report.

September: 3 cases

2 claims submitted by heir to DCVR and the CMF, due to delay in issuing the legal report.

Solution: a response letter is sent, stating that the antecedents were entered with priority, approved legal report.

Solution: a letter issued by our prosecutor's office is sent to respond to the claim filed ex officio to the CMF.

- Claim presented by heir, because he must present an original power of attorney for Banco Chile's fiscal review.
Solution: a response and approved legal report are sent by mail.