

LEVEL OF SERVICE QUALITY

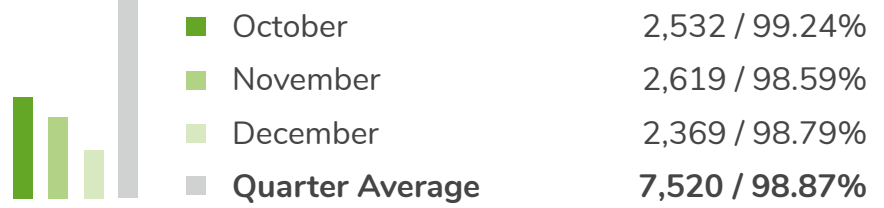
October - December 2021

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.87%

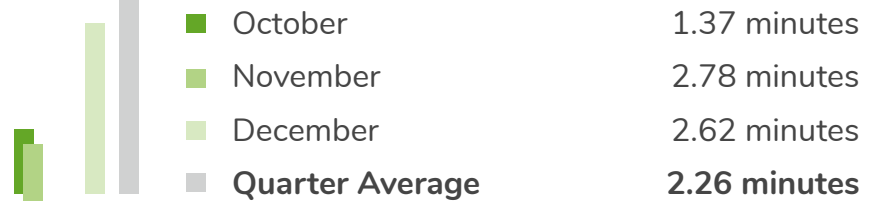
Average percentage of answered calls

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

Standard committed according to SLA

2.26 minutes

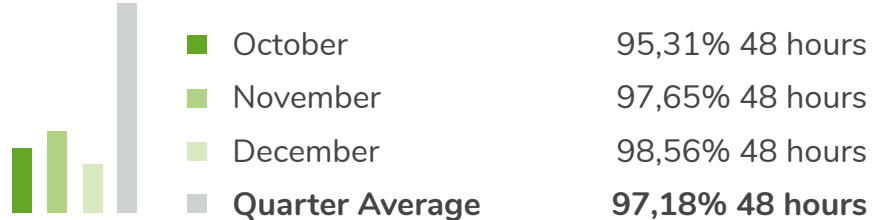
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hours

Standard committed according to SLA.

97.18%

Average response time.

Shareholders' complaints

October: 3 cases

- Claim submitted by shareholder to the CMF; delay in issuing Report.
Solution: it is indicated which shares were awarded and the interested parties were informed in a response letter sent to the CMF.
- Claim presented by the agent to the CMF; impossibility of ratifying the medical certificate delivered by the treating physician.
Solution: power of attorney is ratified and processed, doctor contacted, response letter sent to the CMF.
- Claim presented by shareholder because he receives correspondence after the deadline.
Solution: a response is sent by email, indicating an essential fact related to the shareholders' meeting.

November: 3 cases

- Claim presented by a shareholder's son to the CMF; He asks to know where the custody of his father's shares is located.
Solution: it is indicated that the shareholder transferred his shares on 04-14-2000 to the brokerage, a response letter sent to the CMF.
 - Claim presented to the CMF, for the issuance of the unfavorable legal report to sell shares.
Solution: the deadlines for reviewing the legal background are clarified, in case of objectionable reports, reply letter sent to the CMF.
- Claim submitted by shareholder; correspondence received after the deadline, related to the
- ISFUT.
Solution: reply sent by the issuer to the shareholder, via email, stating what happened.

December: 3 cases

- 2 claims submitted by correspondence received after the deadline, related to the ISFUT.
Solution: reply sent by email stating that the information and the respective instructions were made available to the shareholders.
- Claim submitted to the CMF; Background checks, but listed companies are not managed by DCVR.
Solution: a reply letter is sent to the CMF.