

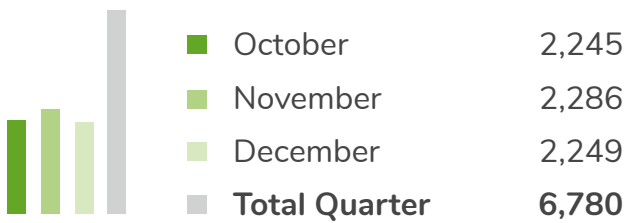


LEVEL OF SERVICE QUALITY

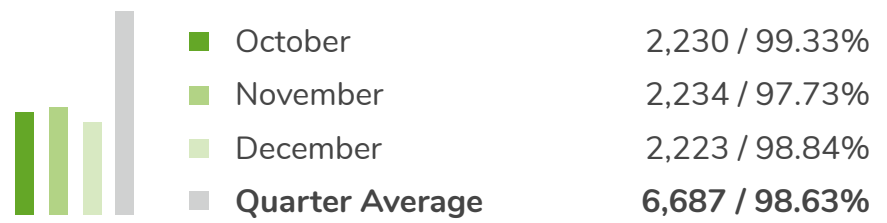
October - December 2022

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.63%

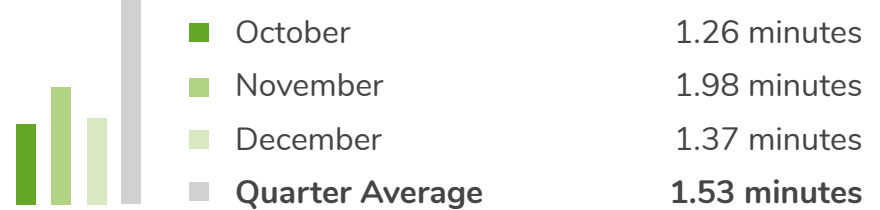
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

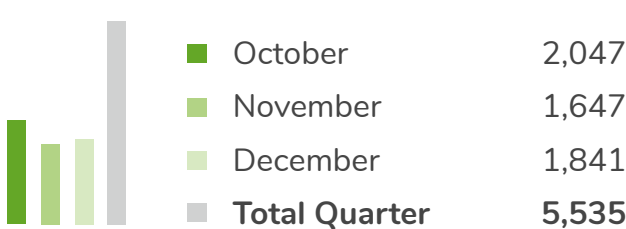
Standard committed according to SLA

1.53 minutes

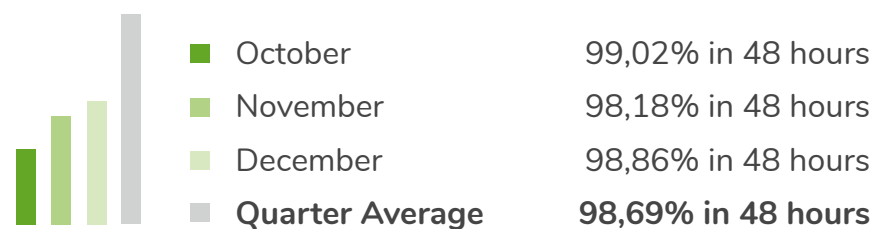
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hours

Standard committed according to SLA.

98.69%

Average response time.

Shareholders' complaints

October: 3 cases

- Claim presented by heir: disagreement in the balance of shares due to the merger of the company.
Answer: sent directly by the issuer with the clarification to the heirs.
- Claim presented to the CMF by representative: power of attorney presented pending ratification.
Answer: validated by the prosecutor's office, the procedure is reported and the steps associated with the case are carried out.
- Claim presented by an heir: delay in the payment of the auction of shares by the issuer.
Answer: it is reported that payment was requested, to be later cancelled.

November: 3 cases

- Claim presented by succession lawyer: delay in the delivery of certificates for effective possession.
Answer: it is indicated that, due to the age of the information required, there was a delay in the delivery of the certificates.
- Claim presented to the CMF: requests that the shares corresponding to the succession be passed to the heirs and the registry be updated.
Answer: the result of the management is reported. Report and share balance certificates are attached.
- Claim presented to the CMF by a shareholder nephew: noting that he did not agree with the procedures, he requests that the mandate be validated.
Answer: the case is raised for review and the power of attorney is processed with the powers indicated in it.

December: 2 cases

- Claim presented by the succession lawyer to the General Manager of DCV: delay in the issuance of the Legal Report.
Answer: sent by Mr. Rodrigo Roblero, general manager. Payment of the auction product and dividends are managed.
- Claim presented by heir: for the attention received in person, which according to our standards of attention have kindness and provide solutions to the requirements of our shareholders as principles.
Answer: The corresponding apologies are sent, noting that the quality of care delivered by our executives will be reinforced.