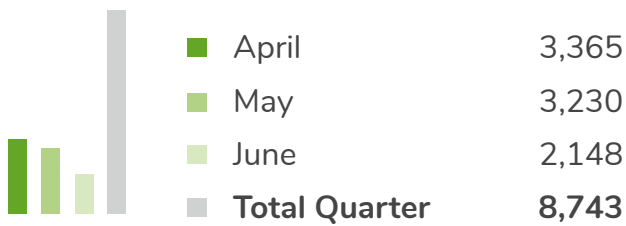


# LEVEL OF SERVICE QUALITY

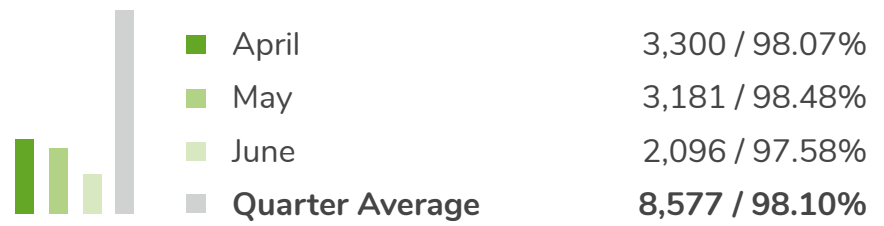
April - June 2023

## Telephone helpline

### Calls received



### Calls handled



90%

Standard committed according to SLA

98.10%

Percentage of calls handled.

## Attention in Offices

### Total Shareholders Answered



### Average waiting time in halls



15 minutes

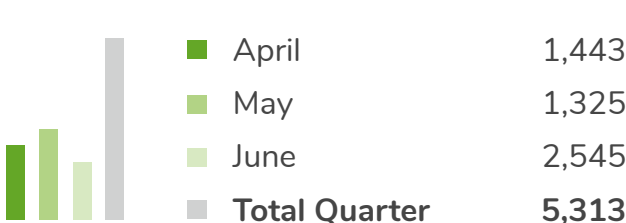
Standard committed according to SLA

1.94 minutes

Average response time.

## Electronic Mail Services

### Electronic mail service



### Average compliance percentage



90% in 48 hours

Standard committed according to SLA.

99.20%

Average response time.

## Shareholders' complaints

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### April: 4 cases

- AGF claims, due to the delay of the issuer Quiñenco in the delivery of the tax certificate.  
Solution: it is reported that the company generated a delay in the process of issuing tax certificates.
- Legal representative of the company complains because the dividend received is not covered by the ISFUT.  
Solution: It is currently under review between DCVR, issuer and shareholder.
- Representative of the Succession claims for a report with objections, rejected power of attorney does not indicate that it corresponds to the succession.  
Solution: the issuer has been reiterated, but to date no definitive response has been made.
- Succession heir claims in the CMF for dividends paid to firefighters and non-adjudicated partition.  
Solution: Details of dividends paid to firefighters and an explanation of the reasons why the adjudication is pending is sent.

### May 1 case

- Mandate of succession claims for delay in payment dividend issuer Chile.  
Solution: it is pointed out that the representative was not registered, by power of attorney without validity.

### June no cases