

# Service quality Level

## Period April - June 2012



### Telephone information service



Percentage of calls answered: 98.80%  
Standard engaged as per SQL : 80%

Month	April	May	June	Total quarter
Call received	5,026	5,517	3,162	<b>13,705</b>
Call answered	4,975	5,453	3,112	<b>13,540</b>
Percentage of calls answered	98.99%	98.84%	98.42%	<b>98.80%</b>

### Shareholders information service



Average waiting time per shareholder : 3 min. 2 sec.  
Standard engaged as per SQL : 15 min.

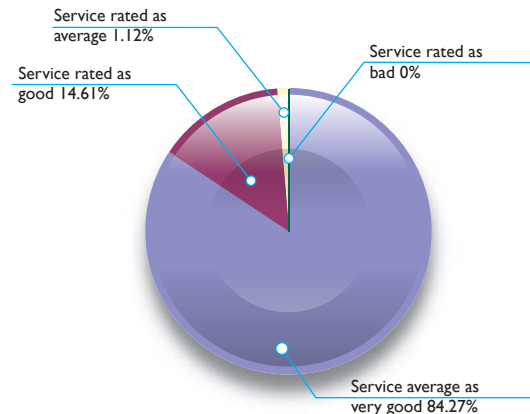
Month	April	May	June	Total quarter
Total de accionistas atendidos	1,852	1,797	1,279	<b>4,928</b>
Tiempo promedio de espera en salas	3 min. 27 sec.	2 min. 44 sec.	2 min. 57 sec.	<b>3 min. 2 sec.</b>

### Shareholders service survey



Survey performed : 89

Month	April	May	June	Total quarter
Service rated as very good	84.09%	80%	93.33%	<b>84.27%</b>
Service rated as good	13.64%	20%	6.67%	<b>14.61%</b>
Service rated as average	2.27%	0%	0%	<b>1.12%</b>
Service assessed as bad	0%	0%	0%	<b>0%</b>



### Electronic mail service



Average response time for enquiries via electronic mail : 48 horas  
Standard engaged as per SQL : 48 horas

Month	April	May	June	Total quarter
Electronic mails received	3,038	2,483	1,038	<b>6,559</b>
Average response time	48 horas	48 horas	48 horas	<b>48 horas</b>

### Shareholders complains



Period April - June 2012

Between April- June, 7 complaints were received from shareholders regarding telephone communications, post and information record.

They were all addressed in a period of less than 3 days.