

# SERVICE QUALITY LEVEL

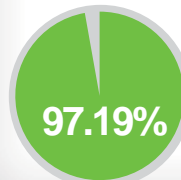
Period April - June 2013



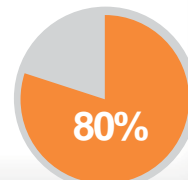
## Telephone information service

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Call received	5,156	4,585	3,045	12,786
Call answered	5,088	4,321	3,018	12,427
Percentage of calls answered	98.68%	94.24%	99.11%	97.19%

Percentage of calls answered



Standard engaged as per SQL



## Shareholders information service

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Total shareholders answered	1,937	1,708	1,327	4,972
Average waiting time in halls	3 min. 08 sec.	2 min. 55 sec.	3 min. 38 sec.	3 min. 14 sec.

Average waiting time per shareholder



Standard engaged as per SQL



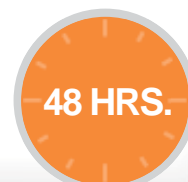
## Electronic mail service

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Electronic mails received	2,914	1,802	1,330	6,046
Average response time	48 hours	48 hours	48 hours	48 hours

Average response time for enquiries via electronic mail

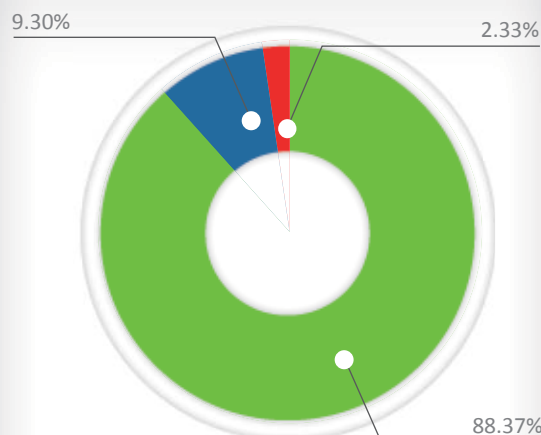


Standard engaged as per SQL



## Shareholders service survey

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Service rated as very good	86.96%	100%	75%	88.37%
Service rated as good	8.70%	0%	25%	9.30%
Service assessed as bad	4.35%	0%	0%	2.33%



Service rated as very good ■  
 Service rated as good ■  
 Service assessed as bad ■

## Shareholders complains

PERIOD APRIL-JUNE

In the period April - June, received five letters of complaints.

- Correspond to misleading information provided to shareholders, gave lower response within 5 working days.