

SERVICE QUALITY LEVEL

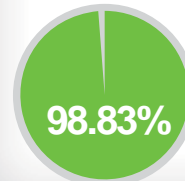
Period July-September 2013



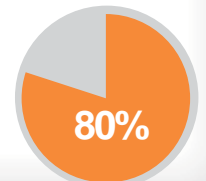
Telephone information service

MONTH	JULY	AUGUST	SEPTEMBRE	TOTAL QUARTER
Call received	2,340	2,428	3,159	7,927
Call answered	2,310	2,395	3,129	7,834
Percentage of calls answered	98.72%	98.64%	99.05%	98.83%

Percentage of calls answered



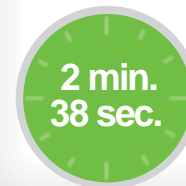
Standard engaged as per SQL



Shareholders information service

MONTH	JULY	AUGUST	SEPTEMBRE	TOTAL QUARTER
Total shareholders answered	1,099	1,055	1,114	3,268
Average waiting time in halls	3 min. 00 sec.	2 min. 54 sec.	2 min. 01 sec.	2 min. 38 sec.

Average waiting time per shareholder



Standard engaged as per SQL



Electronic mail service

MONTH	JULY	AUGUST	SEPTEMBRE	TOTAL QUARTER
Electronic mails received	1,054	1,135	1,240	3,429
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	JULY	AUGUST	SEPTEMBRE	TOTAL QUARTER
Service rated as very good	100%	100%	100%	100%
Service rated as good	0%	0%	0%	0%
Service assessed as bad	0%	0%	0%	0%



100%

Shareholders complains

PERIOD JULY-SEPTEMBRE

In the period July, September 2 complaints were received.

- Report lawyer incomplete records are sent to prosecutors for review and repair remedied.
- Claim for legal background information provided. Dividend payment is authorized in risk committee.

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