

# SERVICE QUALITY LEVEL

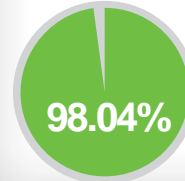
Period October - December 2013



## Telephone information service

MONTH	OCTOBER	OCTOBER	DECEMBER	TOTAL QUARTER
Llamadas recibidas	3,463	3,534	3,792	10,789
Llamadas atendidas	3,389	3,468	3,720	10,577
Porcentaje de llamadas atendidas	97.86%	98.13%	98.10%	98.04%

Percentage of calls answered



Standard engaged as per SQL



## Shareholders information service

MONTH	OCTOBER	NOVEMBER	DECEMBER	TOTAL QUARTER
Total shareholders answered	1,443	1,252	1,483	4,178
Average waiting time in halls	3 min. 15 sec.	2 min. 31sec.	3 min. 10 sec.	2 min. 59 sec.

Average waiting time per shareholder



Standard engaged as per SQL



## Electronic mail service

MONTH	OCTOBER	NOVEMBER	DECEMBER	TOTAL QUARTER
Electronic mails received	1,656	1,477	1,610	4,743
Average response time	48 hours	48 hours	48 hours	48 horas

Average response time for enquiries via electronic mail



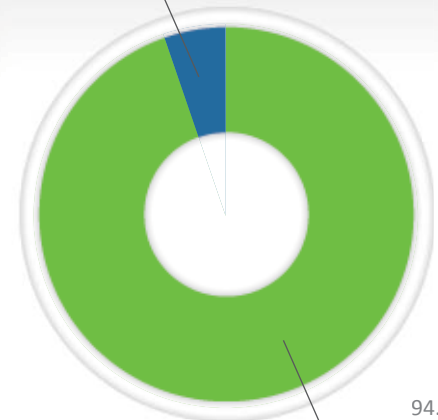
Standard engaged as per SQL



## Shareholders service survey

MONTH	OCTOBER	NOVEMBER	DECEMBER	TOTAL QUARTER
Service rated as very good	100%	87.50%	100%	94.74%
Service rated as good	0%	12.50%	0%	5.26%
Service assessed as bad	0%	0%	0%	0%

5.26%



94.74%

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

## Shareholders complains

In the period from October to December 5 cases were received

### October:

No history of contact points: Answers were sent to the shareholder on the same day with directions and procedures.

Claim correspondence that does not reach home. Updated information is recorded.

Claim by certificate requested via mail. Response procedures for shipping and sent certified mail.

### November:

Claim dividends paid to firefighters. Issuer redeems the shareholder dividend is canceled

### December:

A Claim by three shareholders of the regularization custody FIT C. Bag. Response is sent to the Head of Custody.