

SERVICE QUALITY LEVEL

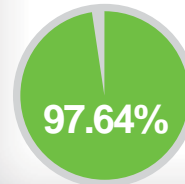
PERIOD APRIL - JUNE 2014



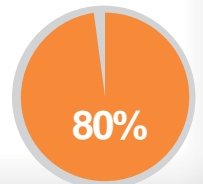
Telephone information service

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Call received	5,836	4,353	2,335	12,524
Call answered	5,684	4,262	2,282	12,228
Percentage of calls answered	97.40%	97.91%	97.73%	97.64%

Percentage of calls answered



Standard engaged as per SQL



Shareholders information service

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Total shareholders answered	1,966	1,570	1,139	4,675
Average waiting time in halls	4 min. 54 sec.	2 min. 36 sec.	2 min. 30 sec.	3 min. 20 sec.

Average waiting time per shareholder



Standard engaged as per SQL



Electronic mail service

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Electronic mails received	3,648	2,344	1,138	7,130
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
The service is described as very nice	100%	100%	100%	100%
The service is friendly qualified, satisfactory	0%	0%	0%	0%
The service is rated as fair, unpleasant	0%	0%	0%	0%
The service is rated as bad, very unpleasant	0%	0%	0%	0%

100%



Shareholders complains

3 complaints were received in the period April - June 2014

APRIL:

1 Case

Applies to tax certificate request shareholder license application procedure is reported.

Solution: the certificate was sent the same day with permission and according to procedures DCVR.

MAY:

No complaints were recorded.

JUNE:

No complaints were recorded.

- The service is described as very nice ■
- The service is friendly qualified, satisfactory ■
- The service is rated as fair, unpleasant ■
- The service is rated as bad, very unpleasant ■