

SERVICE QUALITY LEVEL

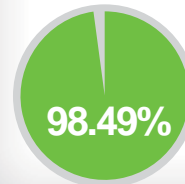
Period January - March 2014



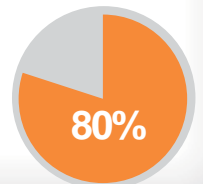
Telephone information service

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Call received	2,820	2,372	3,935	9,127
Call answered	2,756	2,346	3,887	8,989
Percentage of calls answered	97.73%	98.90%	98.78%	98.49%

Percentage of calls answered



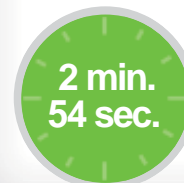
Standard engaged as per SQL



Shareholders information service

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Total shareholders answered	1,341	1,105	1,511	3,957
Average waiting time in halls	3 min. 03 sec.	3 min. 38 sec.	2 min. 02 sec.	2 min. 54 sec.

Average waiting time per shareholder



Standard engaged as per SQL



Electronic mail service

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Electronic mails received	1,156	1,127	2,077	4,360
Average response time	48 hours	48 hours	48 hours	48 hours

Average response time for enquiries via electronic mail

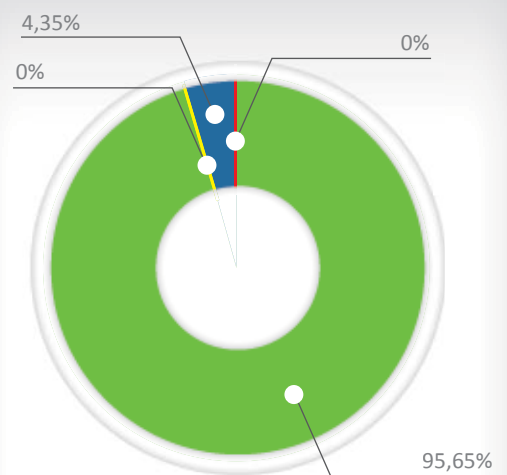


Standard engaged as per SQL



Shareholders service survey

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
The service is described as very nice	75%	100%	100%	95,65%
The service is friendly qualified, satisfactory	25%	0%	0%	4,35%
The service is rated as fair, unpleasant	0%	0%	0%	0%
The service is rated as bad, very unpleasant	0%	0%	0%	0%



- 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 ■

Shareholders complains

3 complaints were received in the period January-March 2014

JANUARY:

2 Cases

Legal Background Case urgently requested. It is reported by e-mail and in person Shareholders approved status report.

Case of Transfer of shares not issued. Certificate sent balance actions on behalf of the new shareholder has claim.

FEBRUARY:

1 Cases

Complaint Case dividends paid firefighters. Efforts are made and resolved to pay dividends.