

SERVICE QUALITY LEVEL

Period July - September 2014

Telephone information service

MONTH	JULY	AUGUST	SEPTEMBER	TOTAL QUARTER
Call received	2,554	1,936	2,056	6,546
Call answered	2,519	1,915	2,019	6,453
Percentage of calls answered	98.63%	98.92%	98.20%	98.58%

Percentage of calls answered



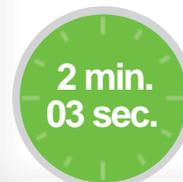
Standard engaged as per SQL



Shareholders information service

MONTH	JULY	AUGUST	SEPTEMBER	TOTAL QUARTER
Total shareholders answered	1,239	1,054	945	3,238
Average waiting time in halls	2 min. 28 sec.	2 min. 03 sec.	1 min. 38 sec.	2 min. 03 sec.

Average waiting time per shareholder



Standard engaged as per SQL



Electronic mail service

MONTH	JULY	AUGUST	SEPTEMBER	TOTAL QUARTER
Electronic mails received	1,287	1,148	981	3,416
Average response time	48 hours	48 hours	48 hours	48 hours

Average response time for enquiries via electronic mail



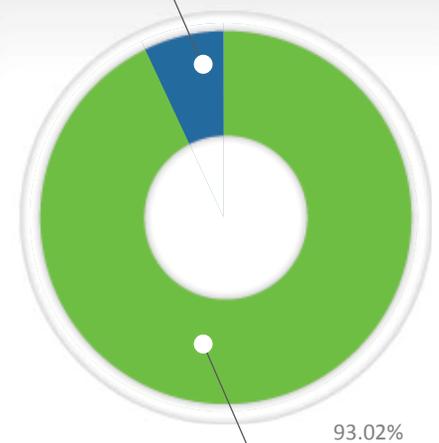
Standard engaged as per SQL



Shareholders service survey

MONTH	JULY	AUGUST	SEPTEMBER	TOTAL QUARTER
The service is described as very nice	86.36%	100%	100%	93.02%
The service is friendly qualified, satisfactory	13.64%	0%	0%	6.98%
The service is rated as fair, unpleasant	0%	0%	0%	0%
The service is rated as bad, very unpleasant	0%	0%	0%	0%

6.98%



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 July - September 2014

JULY: 2 Cases

- It is a mistake in issuing Legal Report. Letter with the solution and correct report is sent.
- Delay in issuing process Report. Response letter is sent to the corresponding report and apologize.

AUGUST: 3 Cases

- No letter received in time for submission to the Meeting. CEM Issuer responds that they contact you directly to shareholders.
- Misplacing titles repair, authorization is requested to study loss and subsequent handover, considering claim attorney.
- Delay in issuance of check. Response letter is sent to the shareholder with the explanations of the situation that delayed payment.

SEPTEMBER 1 Case:

- Delay in delivery of securities in the Issuer firm Inmobiliaria Colo Colo. Shareholder indicated that the delay in delivery is due to the absence of the President of the Real Estate, urgently requested by the issuer of the executive and the shareholder personally delivered noting the appropriate apologies.