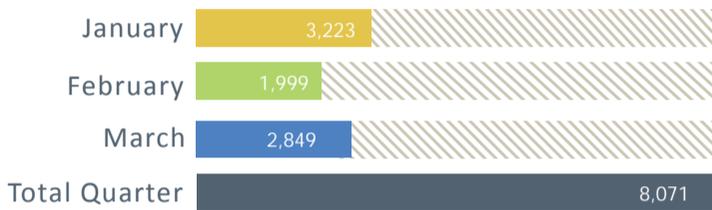


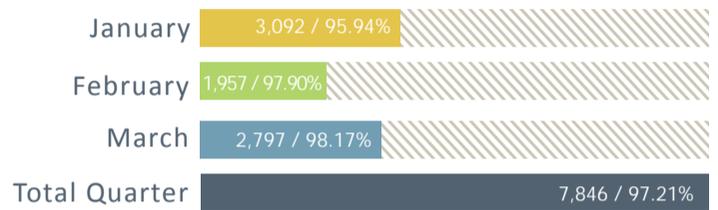
PERIOD JANUARY - MARCH 2015

TELEPHONE INFORMATION SERVICE

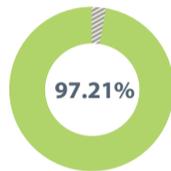
Call received



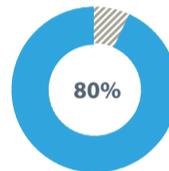
Call answered



Percentage of calls answered

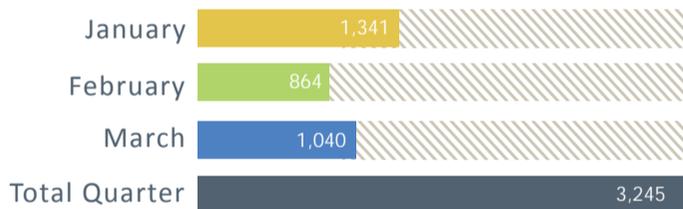


Standard engaged as per SQL

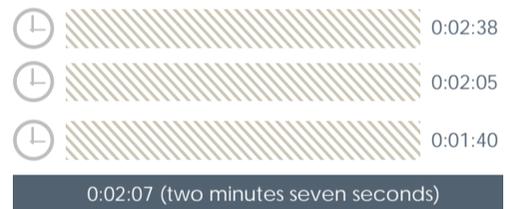


SHAREHOLDERS INFORMATION SERVICE

Total shareholders answered



Average waiting time in halls

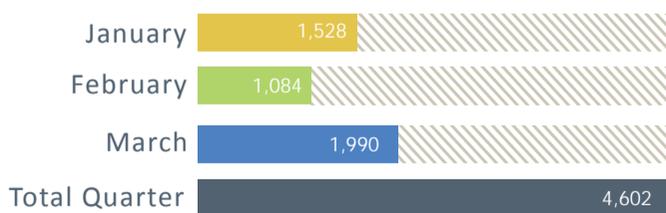


Standard engaged as per SQL
15 Minutes

Percentage of calls answered
2 Minutes 7 Seconds

ELECTRONIC MAIL SERVICE

Electronic mail service



Average response time



Standard engaged as per SQL
48 hours.

Average response time to inquiries via email
48 hours.

PERIOD JANUARY - MARCH 2015

SHAREHOLDERS SERVICE SURVEYS

Shareholders service surveys

Month	What is your overall opinion DCV Registros	How satisfied are find you with the service received in visiting the office DCV Registros	Infrastructure General offices DCV Registros	overall assessment Executive (a) who treated in offices DCV Registros
January	N/A	N/A	N/A	N/A
February	N/A	N/A	N/A	N/A
March	6,8	6,9	6,9	7,0
Total Quarter	6,8	6,9	6,9	7,0

Total surveys: 76

CLAIMS SHAREHOLDERS

In quarter 4 complaints were received, efforts are made and sent a letter explaining what happened in each case