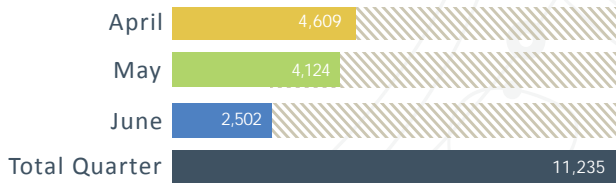


**LEVEL OF SERVICE QUALITY PERIOD APRIL -JUNE 2016**

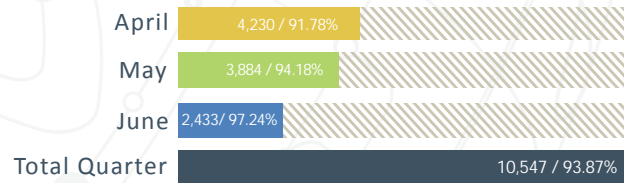


**TELEPHONE HELPLINE SERVICE**

**Calls received**



**Calls handled**



Standard committed according to SLA

**80%**

Percentage of calls handled

**93.87%**

**ADDRESS**

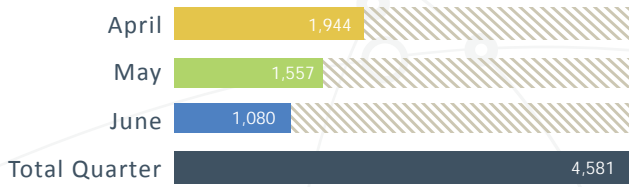
**FOLOW US**

**CONTACT US**



## SHAREHOLDERS INFORMATION SERVICE

### Total shareholders answered



Standard committed according to SLA

15 Minutes

### Average waiting time in halls



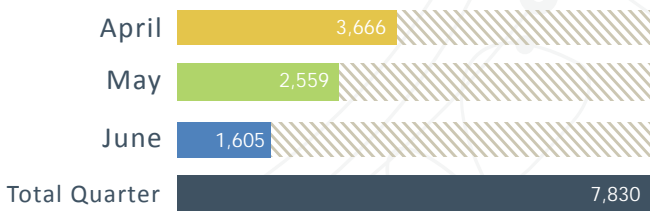
Average response time

3 min. 29 sec.



## ELECTRONIC MAIL SERVICE

### Electronic mail service



Standard committed according to SLA

48 Hours

### Average response time



Average response time

48 Hours

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DCV  
Av. Apoquindo Nº 4001  
Floor 12 - Las Condes.

DCV Registros  
Huerfanos 770 Floor 22,  
Santiago Centro.

Web site: [DCV.CL](http://DCV.CL)  
Follow us on :

N° Shareholders  
(56 2) 23939003

Mail contact  
[atencionaccionistas@dcv.cl](mailto:atencionaccionistas@dcv.cl)



## SHAREHOLDER SATISFACTION TREATED IN OFFICE DCV REGISTROS

Month	What is your overall opinion DCV Registros	How satisfied are find you with the service received in visiting the office DCV Registros	How do you evaluate the infrastructure General office DCV Records	overall assessment Executive (a) who treated in offices DCV Registros
April	6.8	6.9	6.9	6.9
Mayo	6.7	7.0	6.8	7.0
June	6.5	6.8	6.3	7.0
Total Quarter	6.7	6.9	6.7	7.0

Total surveys: 35



## SHAREHOLDERS' COMPLAINTS

### April: 2 cases

- Complaint: Regarding the service provided by the company Correos de Chile.
- Solution: Response by means of a letter to the shareholder.
- Complaint: Regarding the service provided by the company Correos de Chile.
- Solution: Response by means of a letter to the shareholder.

### May: 2 cases

- Complaint: Regarding affidavits with observation by the IRS.
- Solution: Response by means of a letter to the shareholder.
- Complaint: Regarding the delay in delivering the certificate and returning the affidavit.
- Solution: Response by means of a letter to the shareholder.

### June: 3 cases

- Complaint: Regarding the error in payment of the right of withdrawal.
- Solution: Response by means of a letter to the shareholder.
- Complaint: Regarding the receipt of the right of withdrawal letter.
- Solution: Response by means of a letter to the hareholder.
- Complaint: Filed by shareholder via SERNAC. (National Consumer Service)
- Solution: Response by means of a letter wherein DCVR states that responding to the request does not apply.



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