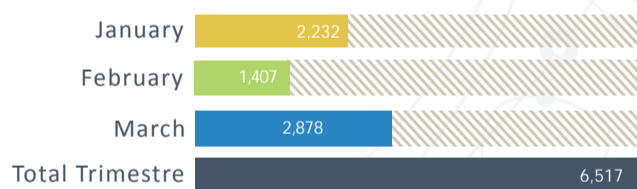


LEVEL OF SERVICE QUALITY PERIOD JANUARY - MARCH 2017

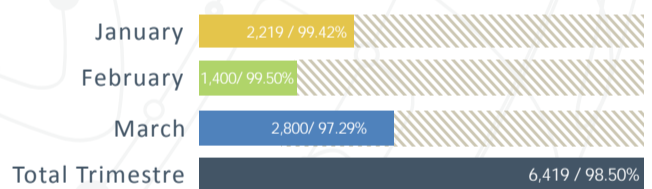


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

80%

Percentage of calls handled

98.50%

ADDRESS

FOLOW US

CONTACT US

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

DCV Registros
Huerfanos 770 Floor 22,
Santiago Centro.

Web site: **DCV.CL**
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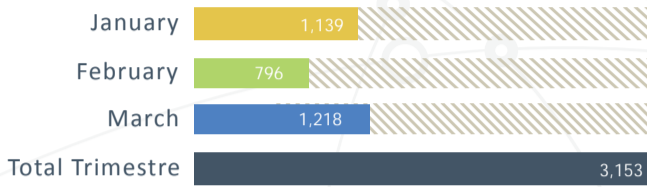
Nº Shareholders
(56 2) 23939003

Mail contact
atencionaccionistas@dcv.cl



SHAREHOLDERS INFORMATION SERVICE

Total shareholders answered



Average waiting time in halls



Standard committed according to SLA

15 Minutes

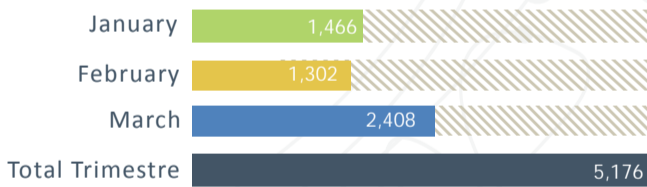
Average response time

1.41 Minutes



ELECTRONIC MAIL SERVICE

Electronic mail service



Average response time



Standard committed according to SLA

48 Hours

Average response time

48 Hours

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SHAREHOLDERS' COMPLAINTS

January: 2 cases

- Claim: For outstanding dividends.
- Solution: It is answered via email to the agent, it is informed that dividends will be deposited according to the requested and letter is sent with details Of the dividends paid.
- Claim: By correspondence did not reach the shareholder's address.
- Solution: The shareholder is called by telephone indicating what happened with the correspondence and a letter is sent to the address dated February 28, 2017.

February: 1 cases

- Claim:: By sending the correspondence.
- Solution: The shareholder is informed via e-mail to the shareholder with the corresponding explanations.

March: 1 caso

- Claim: By sale of Techpack shares.
- Solution: Responent to the shareholder dated March 16, 2017, enclosed letter that explains the right of purchase made.




 ADDRESS

 FOLOW US

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