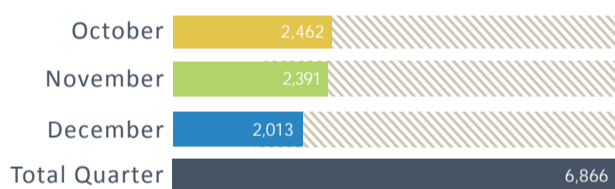


**LEVEL OF SERVICE QUALITY PERIOD OCTOBER - DECEMBER 2017**

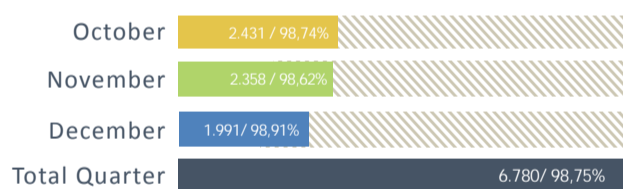


**TELEPHONE HELPLINE SERVICE**

**Calls received**



**Calls handled**



Standard committed according to SLA

**80%**

Percentage of calls handled

**98.75%**

**ADDRESS**

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**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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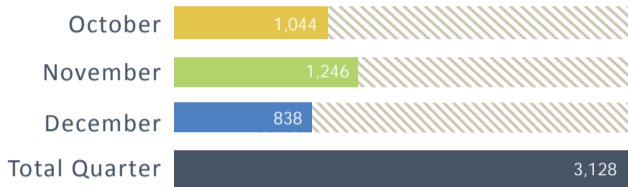
N° Shareholders  
(56 2) 23939003

Mail contact  
atencionaccionistas@dcv.cl



## SHAREHOLDERS INFORMATION SERVICE

### Total shareholders answered



### Average waiting time in halls



Standard committed according to SLA

15 Minutes

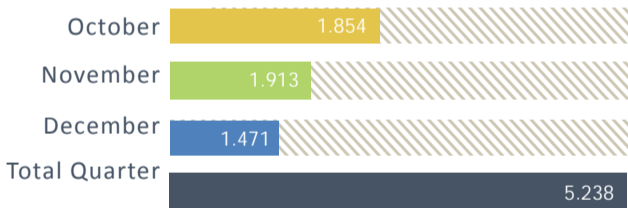
Average response time

1:28 min; sec.



## 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

6 claims were received in the period October - December 2017, all of which were answered directly to the shareholder.  
The complaints received have the following distribution.

### October: 1 Case

- Claim for payment of dividends.

### November: 2 Case

- Claim for legal background.
- Claim by sworn statement observed.

### December: 3 Case


- Claim by Legal report.
- Claim by correspondence summons to board.
- Claim for legal report with observations, affects two shareholders.

#### ADDRESS

**DCV**  
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