

LEVEL OF SERVICE QUALITY PERIOD
PERIOD APRIL - JUNE 2018



TELEPHONE HELPLINE SERVICE

Calls received:



Calls handled:



Standard committed according to SLA
90%

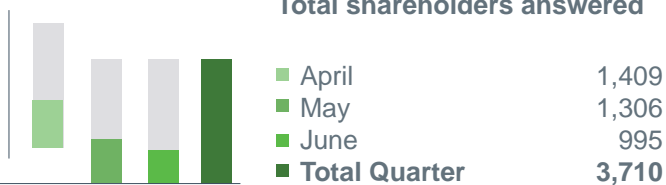
Percentage of calls handled
98.22%

NOTE: Called and received call record values do not include days 15 and 16 May because the data is not available.

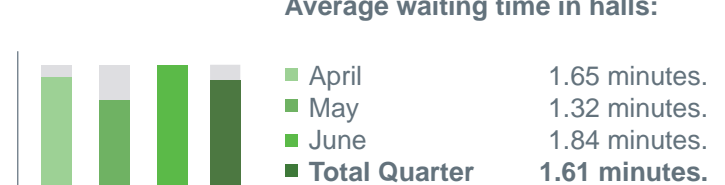


SERVICIO DE INFORMACIÓN ACCIONISTAS

Total shareholders answered



Average waiting time in halls:



Standard committed according to SLA
15 Minutes

Average response time
1.61 Minutes



ELECTRONIC MAIL SERVICE

Electronic mail service



Average response time



Standard committed according to SLA
48 Hours

Average response time
99.35% en 48 Hours



RECEIPT OF ATTENTION RECEIVED

	April	May	Promedio
What is your overall opinion DCV Registros	6.8	6.8	6.8
How satisfied are find you with the service received in visiting the office DCV Registros	6.9	6.9	6.9
How do you evaluate the infrastructure General officeDCV Registros	6.9	6.9	6.9
Overall assessment Executive who treated in offices DCV Registros	6.9	6.9	6.9
Total surveys	69	48	117

NOTE: for the year 2018, the service quality study in DCV offices is only carried out in the months of April and May.



SHAREHOLDERS' COMPLAINTS

April: 7 Cases

- 4 cases due to late correspondence, in poor condition and not matching
- 1 case delay in legal report
- 1 case delay issuance tax certificate
- 1 case dividend paid for firefighters

All solved with formal response to the shareholder

May: 5 Cases

- 2 cases by correspondence after the deadline
- 2 cases for delay in creation of agent and badly created
- 1 case for transfer not completed (had not been received)

All solved with formal response to the shareholder

June: 11 Cases

- 4 cases by correspondence after the deadline and not coinciding
- 2 cases due to problems with investment certificate
- 3 cases for non-paid dividends
- 1 case for rejected transfer wrongly delivered
- 1 case for delay in delivery of certificate for effective possession

All solved with formal response to the shareholder



DCV

Av. Apoquindo N° 4001
piso 12 - Las Condes

DCV Registros

Huérfanos N° 770
piso 22 - Stgo. Centro



N° Depositantes

+562 2393 90 01

N° Accionistas

+562 2393 90 03



mac@dcv.cl



www.dcv.cl



DCV LinkedIn

