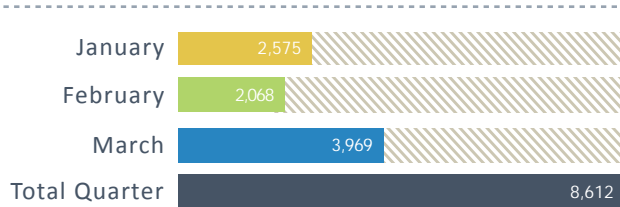


LEVEL OF SERVICE QUALITY PERIOD JANUARY - MARCH 2018

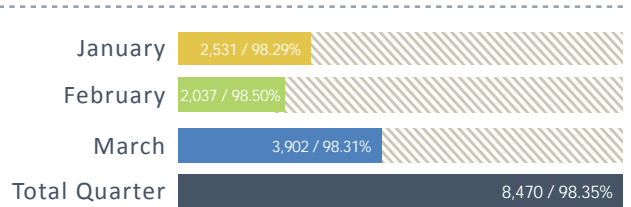


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

80%

Percentage of calls handled

98.35%

ADDRESS

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Av. Apoquindo N° 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

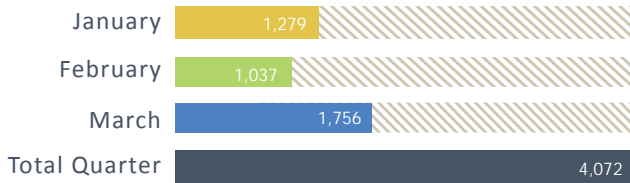
Mail contact
atencionaccionistas@dcv.cl

LEVEL OF SERVICE QUALITY PERIOD JANUARY - MARCH 2018



SHAREHOLDERS INFORMATION SERVICE

Total shareholders answered



Average waiting time in halls



Standard committed according to SLA

15 Minutes

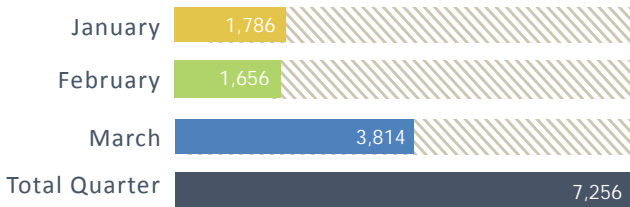
Average response time

1.46 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: 4 Cases

- 3 claims by correspondence.
- 1 claim payment date of the Right to Retirement.

All solved with formal response to the shareholder

February: 3 Cases

- 1 claim per account. Registered current.
- 1 claim for historical cartola requested.
- 1 claim for delivery of stock

All solved with formal response to the shareholder

March: 2 Cases

- 1 claim for maintenance of contact data.
- 1 claim for attention delay.


All solved with formal response to the shareholder

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