





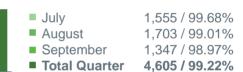
TELEPHONE HELPLINE SERVICE

Calls received:



Standard committed according to SLA 90%

Calls handled:



Percentage of calls handled

99,22%



ATTENTION IN OFFICES

Total shareholders answered



Average waiting time in halls:



Standard committed according to SLA

15 Minutes

Average response time

1.17 Minutes



Electronic mail service

July 1,588 August 1,712 September 1,297 Total Quarter 4,597

Average response time



99.90% en 48 hrs. 100% en 48 hrs. 100% en 48 hrs.

■ Total Quarter 99.97% en 48 hrs

Standard committed according to SLA

48 Hours

Average response time 99.97% en 48 Hours



SHAREHOLDERS' COMPLAINTS

July: 3 Cases

• There are 3 claims presented to the CMF for Pending Dividends, Dividends paid to Firemen and Balance inquiry.

Solution: Background information is sent with the information corresponding to each case to respond to the CMF.

August: 1 Case

• Claim presented by heiress for the delay in the delivery of the check.

Solution: It is indicated that having no power registered in the Succession, this causes a longer waiting time than the established

September: No claims



DCV

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