





TELEPHONE HELPLINE SERVICE

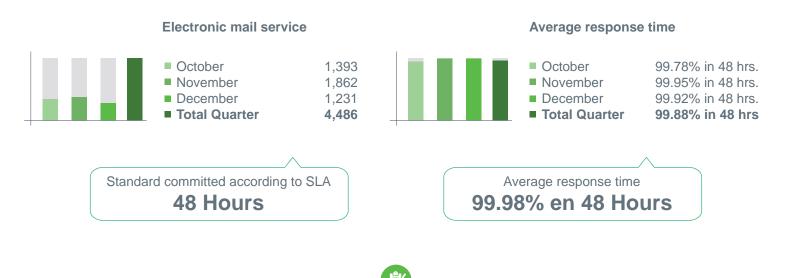




ATTENTION IN OFFICES







SHAREHOLDERS' COMPLAINTS

October: 5 Cases

• 3 claims filed by the heirs' lawyer, error in Legal Reports. **Solution:** Letter is sent and corrected reports are issued.

- Shareholder does not receive correspondence at home. **Solution:** Information and support is requested from the supplier and the shareholder response is delivered.
- Heir claims for deficient attention delivered in person.

Solution: A response letter is sent with the explanations and is attended by the chief dept. to apologize for What happened.

November: 4 Cases

• Shareholder does not receive correspondence at home.

Solution: A response letter is sent with the information provided by the supplier and the apology corresponding to what happened.

• Shareholder indicates that the DCV telephone number indicated on Google does not answer calls. **Solution:** The responsible area is informed about the telephone reflected in the web and the non-attention is exposed by the Central Table, proceeding to its change.

• Heir claims for ratification of assignment of rights. **Solution:** The ratification exception proceeds, sending a report without observations.

• Claim filed by a representative who enters 2 different powers with the same repertoire. **Solution:** It is verified with a granting notary and sent to a new lawyer's review.

SHAREHOLDERS' COMPLAINTS

December: 2 Cases

• Lawyer claims for excessive delay in the delivery of information, consequently that correspondence was sent to Apoquindo 4001, and got lost.

Solution: A response letter is sent with the information given in his opportunity to heiress.

• Heir claims by Legal Report with Observation and repeated requests for additional documents. **Solution:** Response letter is sent to the claim, indicating the reasons for the requested background, to correct said Legal Report with Observation.

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