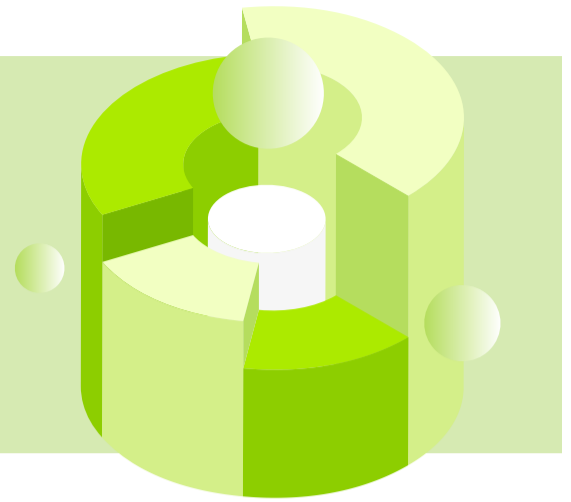


Level of SERVICE QUALITY

April - June 2019



Telephone Helpline

Calls received



Clals handled



90% Standard committed according to SLA

97.32% Percentage of calls handled.



Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes Standard committed according to SLA

1.98 minutes Average response time

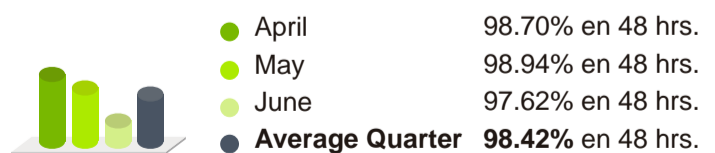


Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hrs Standard committed according to SLA

98.42% Average response time in 48 hrs.



Shareholders' complaints

April: 9 Cases

Lawyer files a complaint for the reiterated background requests to its clients for issuing a Legal Report.

Solution: This lawyer is contacted directly by a lawyer from our legal department, who responds to the complaint.

A shareholder files complaint for dividends that were not deposited to their checking account.

Solution: The dividend is deposited, and a letter is sent indicating what happened.

A shareholder files complaint because they did not receive a tax certificate by mail.

Solution: A response letter is sent indicating that the Issuer eliminated the physical delivery of the certificates by mail.

There are 2 complaints for the excessive delay in issuing Banco de Chile's Legal Report.

Solution: A response letter is prepared with the background information sent by the Bank; approved reports.

A shareholder did not receive a tax certificate by mail.

Solution: Issuer formally responds to the shareholder.

A shareholder files complaint for a dividend that was not deposited in a timely manner.

Solution: Dividend deposited according to the request; a letter is sent by mail indicating what occurred and the corresponding apologies.

A shareholder attends the Shareholders' Meeting of ENELGXCH and due to a revision error, it was indicated that they did not appear registered.

Solution: A letter is sent indicating what occurred and the corresponding apologies.

A shareholder submits transfer through the Broker, which was rejected twice; Banco de Chile's report is pending.

Solution: The transfer was completed on 04/30/2019.

May: 6 Cases

Lawyer files complaint for the excessive delay in issuing Banco de Chile's Legal Report

Solution: A response letter is sent, which was issued by the legal department.

There are 2 complaints for the excessive delay in issuing Banco de Chile's Legal Report.

Solution: A response letter is prepared with the background information sent by the Bank; Approved reports.

A shareholder requests that the information from Quiñenco's Shareholder Registry be sent to them by email.

Solution: A letter is sent to the shareholder's address, stating that their request is not possible, given that it is confidential information.

An annoyed shareholder indicates not having received a dividend on the indicated payment date.

Solution: The Assistant Manager for Issuers' Attention sent a response by mail indicating what occurred with the payment of the dividend.
Issuer: Enelam.

Heiress complains for the bad attention given by the Mail Service executive.

Solution: A letter is sent to the address stating what occurred and the measures to be taken; executives are advised regarding the relevant procedures.

June: 7 Cases

On June 6th, heiress requests report to be approved urgently, since it is a transfer that is reviewed by Colo Colo's Real Estate Legal Department.

Solution: Transfer performed on 06/25/2019.

There are 3 complaints that come from the Legal Department of Banco de Chile for the delay in issuing the Legal Reports.

Solution: Approved reports are sent for each case.

A shareholder files complaint by letter received by mail that stated that the dividend had been deposited; however, said dividend did not appear in their account.

Solution: A response letter is sent indicating what occurred; the involved dividend was deposited on 06/17/2019.

A shareholder files complaint for excessive delay in the delivery of a certificate.

Solution: A letter is sent indicating the relevant procedures, since there is no representative signature in DCVR.

A Shareholder goes to our offices and delivers a check of another individual that was inside the same envelope that was sent to them by mail.

Solution: Information regarding what occurred is requested to the department in charge.