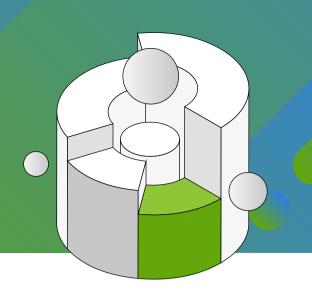


# Level of **Service Quality**

March - June 2020





## Telephone Helpline



### Calls received

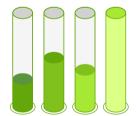
March 2,709 April 2,547 1,822 June 7,078 Calls handled March 2,697 / 99.56% April 2,524 / 99.10% 1,805 / 99.07% June **Quarter Average** 7,026 / 99.27%

90% Standard committed according to SLA 99.27% Percentage of calls handled.

## Attention in Offices

17

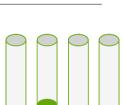




#### **Total Shareholders** Answered

March April

30 June 25 Total Quarter 72



# Average waiting time

in halls

March 0.15 minutes April 1.61 minutes June

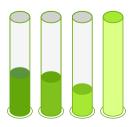
**Total Quarter** 

0.91 minutes 0.89 minutes

15 min. Standard committed according to SLA 0.89 min. Average response time.

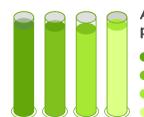


## Electronic Mail Services



#### **Electronic mail** service

March 2,291 April 2,389 1,643 June **Total Quarter** 6,323



#### Average compliance percentage

March April June **Total Quarter** 

94.94% in 48 hrs. 97.49% in 48 hrs. 98.17% in 48 hrs. 96.87% in 48 hrs.

48 hrs. Standard committed according to SLA

96.87% Average response time in 48 hrs.

## April: 2 Cases

-Reclamation presented by Stockbroker, annoyance for Service delivered by DCV.

**Solution:** A response letter is sent indicating that each new procedure or its due update is informed through the DCV web portal.

- Shareholder claims for transfer not completed: Reasons for registration of rejected notarial signature and current MRI.

Solution: A response letter is sent indicating what happened and the solution to transfer.

## May: 3 Cases

-Stockholder files claim because it receives a summons to the shareholders' meeting after the deadline.

**Solution:** The information is sent to the Issuer Aguas, dated 05/06/2020, who delivered a response directly to the CMF.

- Claim presented to the CMF, indicating that the dividend was wrongly paid to another person. **Solution:** The background is sent to the Issuer, who delivered a response directly to the CMF.
- -Reclamation filed by shareholder, delay in issuing Legal Report.

**Solution:** A response letter is sent by email indicating what happened. An approved Legal Report is attached.

#### June: 4 Cases

-Stockholder claims because issuer did not distribute dividends in May.

**Solution:** Response letter is sent with the agreement of the shareholders' meeting not to distribute dividends.

- -Mandatory claims for delay in issuance of Legal Report and delay in payment of dividend. **Solution:** A response letter is sent indicating what happened and a pending dividend is deposited.
- -Mandatory claims for Stock Transfer rejected, loss of titles had not been ratified and when powers were approved they had expired.

**Solution:** Response letter is sent, prosecution approves extension of validity and shares are transferred to the Broker.

-Claim filed for delay in the payment of dividends from the AGF.

**Solution:** Pending dividends are paid by LBTR, response mail is sent by R. Roblero.