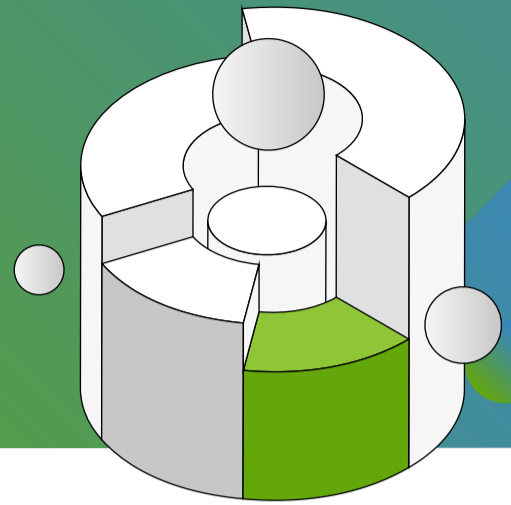
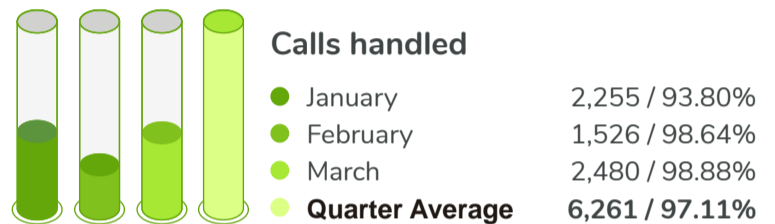
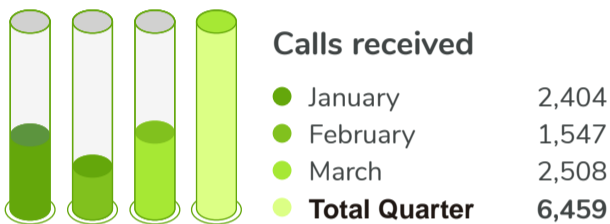


Level of Service Quality

January - March 2020

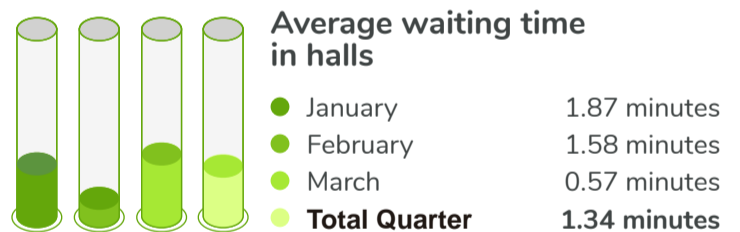
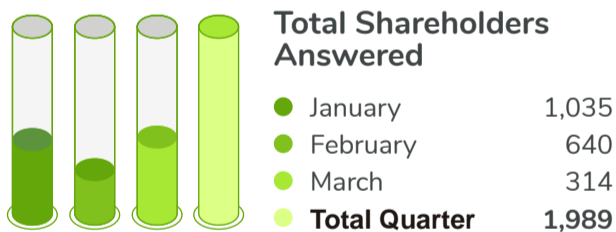


Telephone Helpline



90% Standard committed according to SLA | **97.11%** Percentage of calls handled.

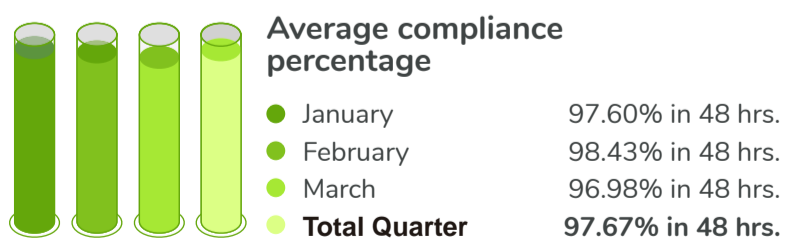
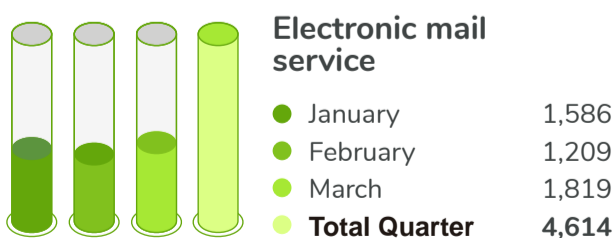
Attention in Offices



15 min. Standard committed according to SLA | **1.34 min.** Average response time.



Electronic Mail Services



48 hrs. Standard committed according to SLA | **97.67%** Average response time in 48 hrs.



January: 1 Cases

- Claim filed by broker, no information on the broker's balances is provided by phone, since it was considered a natural person procedure.

Solution: The broker is contacted giving the requested information and a response letter is sent indicating what happened.