

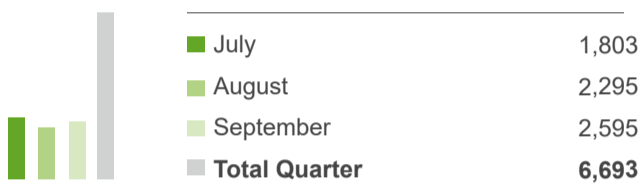
Level of Service Quality

July - September 2020

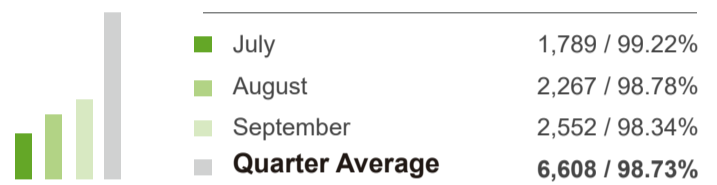


Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.73%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 min

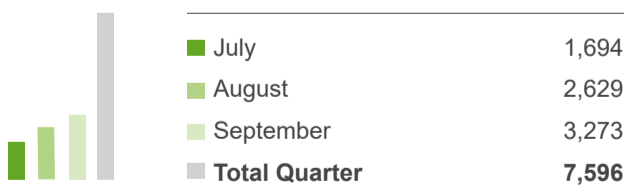
Standard committed according to SLA

0,48 min

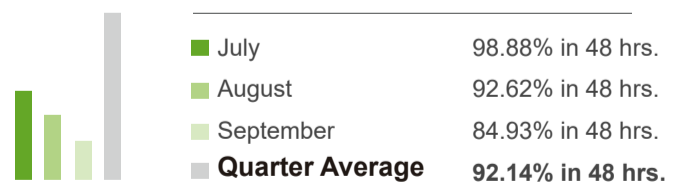
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hrs.

Standard committed according to SLA

92,14%

Average response time.

Shareholders' complaints

July 1 Cases

- Claim submitted by shareholder, slowness and lack of management related to your request for change of address.
Solution: Information is requested to be supplemented according to the new protocol defined by Risk and the requested data is updated.