

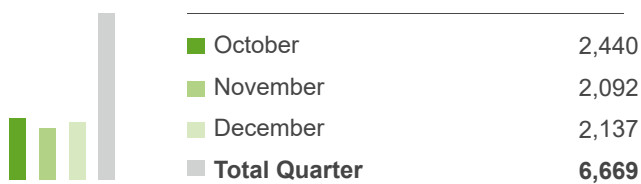


Level of Service Quality

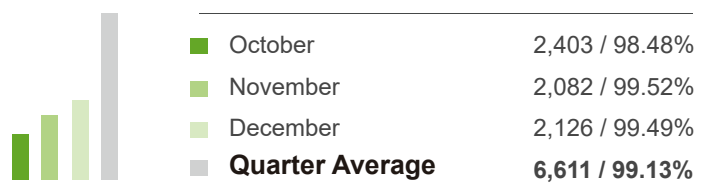
October - December 2020

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.13%

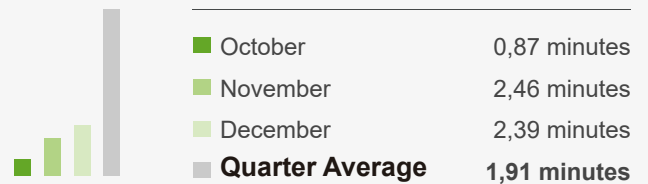
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 min

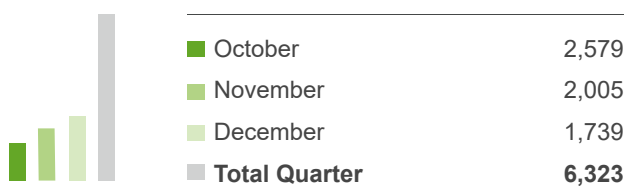
Standard committed according to SLA

1,91 minutes

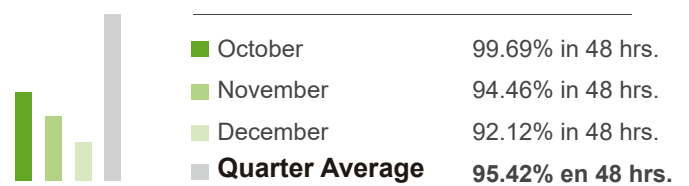
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hrs.

Standard committed according to SLA

95.42%

Average response time.

Shareholders' complaints

December 1 Cases

- Claim presented by shareholder, due to excessive delay in delivering the requested information.

Solution: A reply letter is sent stating what happened, the requested certificate is attached.