

LEVEL OF SERVICE QUALITY

April - June 2021

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.91%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

Standard committed according to SLA

8.56 minutes

Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hours

Standard committed according to SLA.

90.59%

Average response time.

Shareholders' complaints

April: 2 cases

- Claim presented by stockbroker, for rejected transfers.
Solution: a letter is sent by mail stating what happened. Transfers processed by exception.
- Claim presented by brokerage client, could not access the shareholders' meeting.
Solution: a reply letter is sent, stating that the enrollment process was done correctly.

May: 6 cases

- Claim presented to Sernac for not being able to access the account as a principal.
Solution: a reply letter is sent and an explanation that access must be given by the administrator of your client account.
- Claim presented by the agent, for not being satisfied with the issued objection.
Solution: reply is sent by mail, Legal Report approved, shares awarded to each heir.
- Claim presented by the agent for the delay in issuing the legal report.
Solution: a response letter is sent, the antecedents were validated and informed to the interested parties.
- Claim presented by shareholder, receives correspondence after the deadline.
Solution: a response letter is sent by mail and an explanation of the distribution of correspondence in a pandemic.
- Claim presented by the agent, for information requested on behalf of his father.
Solution: a reply letter is sent by mail, stating reasons why this procedure is carried out.
- Claim filed by shareholder for a badly awarded dividend paid.
Solution: a reply letter is sent with the explanations of what happened and the dividend is regularized to each heir.

June: 3 cases

- Claim presented by the agent for not having received notification of payment of dividends.
Solution: a response letter is sent, it is clarified that there is no regulation that requires notification of the payment of dividends.
- Mandatory claim for the validity of powers to collect dividends. Validity was extended in April of the current year and the shares were transferred to the broker.
Solution: letter sent to the issuer CCU and WATTS to respond to the claim presented ex officio to the CMF.
- Claim presented by the agent, for dividends not received.
Solution: a response is sent, noting what happened, it is requested to generate a Voucher for withdrawal at the bank per shareholder.