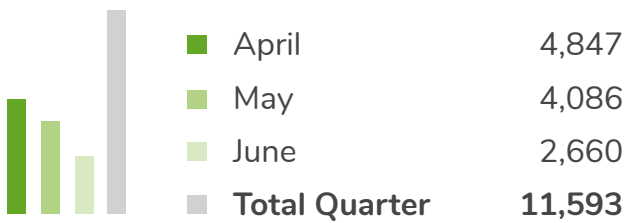


LEVEL OF SERVICE QUALITY

April - June 2022

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

97.64%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

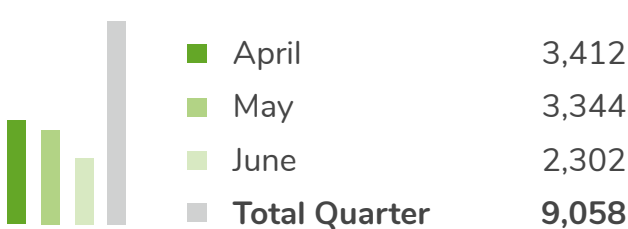
Standard committed according to SLA

2.17 minutes

Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hours

Standard committed according to SLA.

96.33%

Average response time.

Shareholders' complaints

April: 1 case

Complaint: presented by a shareholder, was denied entry to the shareholders' meeting.

Solution: Issuer sends a response to the shareholder with the corresponding explanations and apologies.

May: 5 cases

2 claims: presented by a representative of the company, for the method of payment of the dividend, as withheld payment (2 Soc.)

Solution: it is indicated that the mode of payment was determined and approved unanimously at the shareholders' meeting.

Claim: submitted to the CMF for transfers pending change of custody.

Solution: it is clarified that transfers were made after making the exception by the prosecution.

Claim: filed by shareholder by correspondence received after the deadline related to the shareholders' meeting.

Solution: a response is sent indicating what was reported by the supplier and the corresponding apologies.

Claim: filed with the CMF for custody of shares in a broker whose registration was cancelled.

Solution: a response letter is sent to the CMF. The matter does not correspond to DCVR.

June: 3 cases

Claim: filed by heiress. As indicated, information provided by DCVR is not correct.

Solution: response sent by mail pointing out the error in powers of attorney presented and how it should have been done.

Claim: submitted to the CMF due to a background check and an error in the name of the owner of the shares.

Solution: a response letter is sent to the CMF. Issuer authorizes name change.

Claim: presented by heir to the CMF, due to delay in issuing report.

Solution: a response letter is sent to the CMF. Priority in report issuance is requested and pending dividends are paid.