

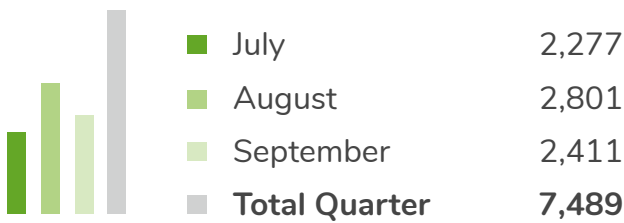


LEVEL OF SERVICE QUALITY

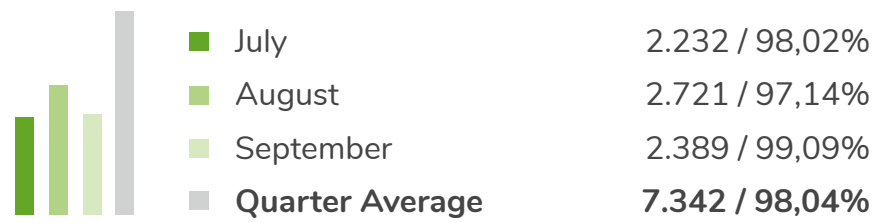
July - September 2022

Telephone helpline

Calls received



Calls handled



90%

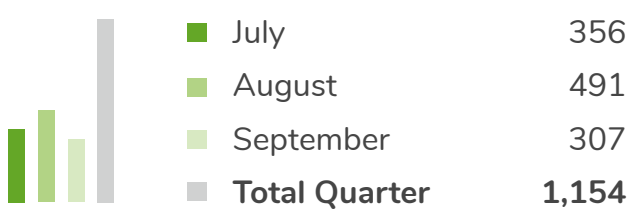
Standard committed according to SLA

98.04%

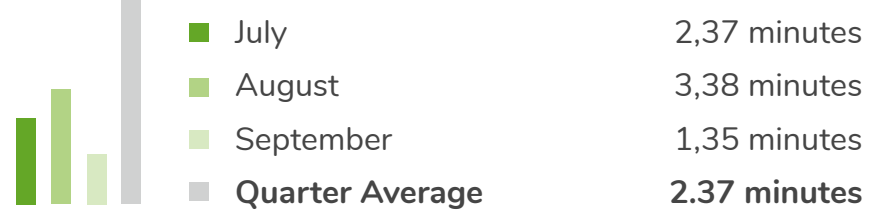
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

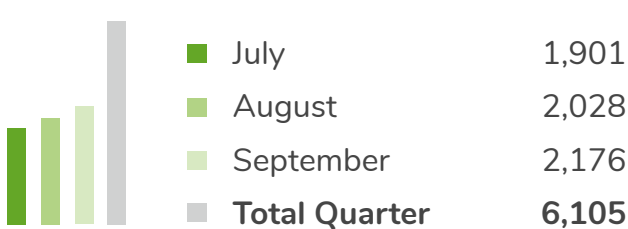
Standard committed according to SLA

2.37 minutes

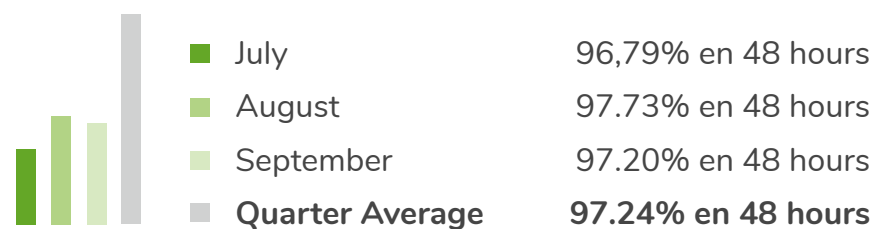
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hours

Standard committed according to SLA.

96.24%

Average response time.

Shareholders' complaints

July: 1 case

Claim filed by shareholder; he was contacted by a third party to buy his shares and handled confidential shareholder information.

Solution: issuer responds that it corresponds to actions between individuals and that they have not had any participation.

August: 2 cases

Claim filed by shareholder; Correspondence received after the deadline, related to the right of withdrawal.

Solution: it is indicated that the issuer has been informed and the possibility of buying the shares is given under the same conditions as the right of withdrawal.

Claim filed by shareholder; due to the lack of coordination in the delivery of checks for dividends paid in dollars.

Solution: it is indicated that a protocol will be requested for future payments in the same currency.

September: 1 case

Reclamo presentado por heredera; manifiesta disconformidad en la forma que se notificó resultado de traspasos presentados.

Solución: se envía respuesta señalando que, información se comunicó de la forma solicitada por heredero que ingresó los documentos.