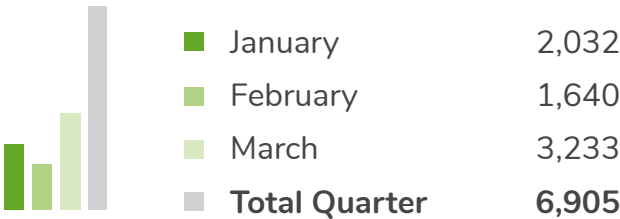


LEVEL OF  
SERVICE QUALITY

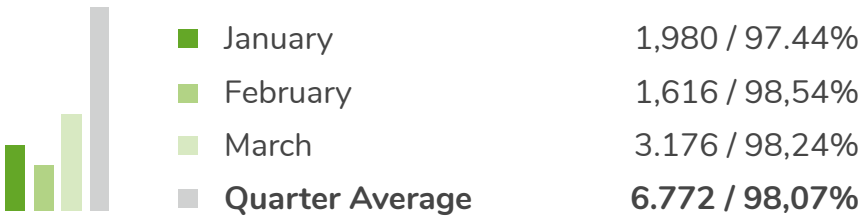
January - March 2023

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.07%

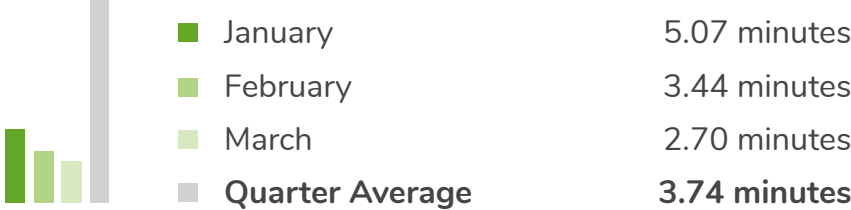
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

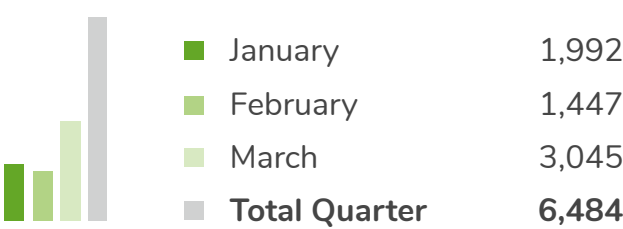
Standard committed according to SLA

3.74 minutes

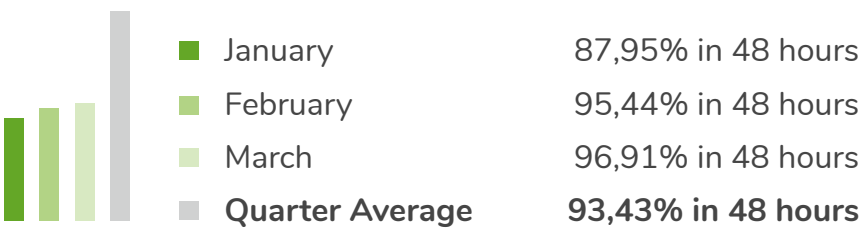
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



in 48 hours

Standard committed according to SLA.

93.43%

Average response time.

# Shareholders’ complaints

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## January: 4 cases

- Shareholder claim: request information on your pending dividends.  
**Solution:** response sent directly by the issuer, dividends have been paid into a savings account on the corresponding dates.
- Lawyer's claim: delay in the delivery of certificates for the process of effective possession.  
**Solution:** a response is sent explaining the delay, certificates are attached to the date of death.
- Company representative claim: delay in issuing the report and request for new information.  
**Solution:** DCV Registroa's lawyer communicates with the Company's lawyer, who sends the missing records.
- Claim to the CMF by succession lawyer: requests to stop the auction of shares by the issuer.  
**Solution:** send a response confirming the receipt of the product from the auction reported by the issuer.

## February: 0 cases

## March: 4 cases

- Claim to the CMF by succession heir: for dividends paid to firefighters  
**Solution:** a response is sent to the CMF stating that current regulations regarding the payment of dividends have been complied with.
- Claim to the CMF by shareholder: indicates that the information provided does not conform to what was requested by the shareholder.  
**Solution:** direct contact from issuer Carozzi is provided, who contacted the shareholder.
- Claim to the CMF for the daughter of a shareholder: requests to know where the money of her deceased father is located.  
**Solution:** response sent to the CMF, according to our records, the aforementioned succession is not registered in our custody.
- Claim to the CMF by shareholder representative: request balance and tax certificates.  
**Solution:** response sent to the CMF, it is clarified that, due to security measures and procedures, registered data of the shareholders must be available to send information, after ratification. It is excepted and certificates are sent.