

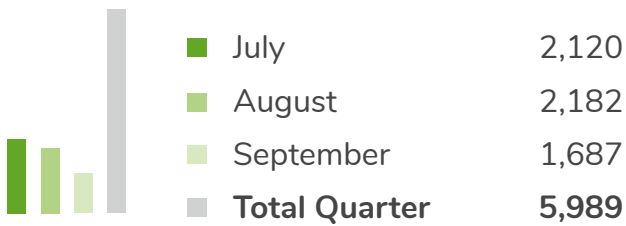


# LEVEL OF SERVICE QUALITY

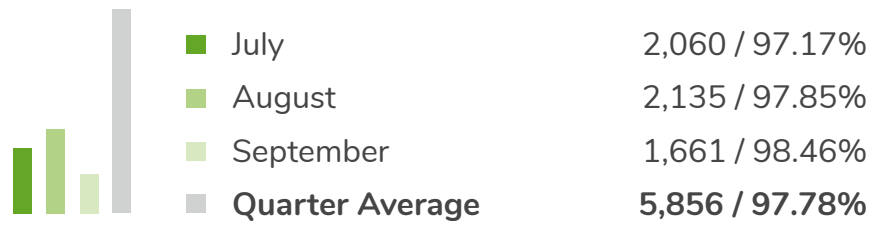
July - September 2023

## Telephone helpline

### Calls received



### Calls handled



**90%**

Standard committed according to SLA

**97.78%**

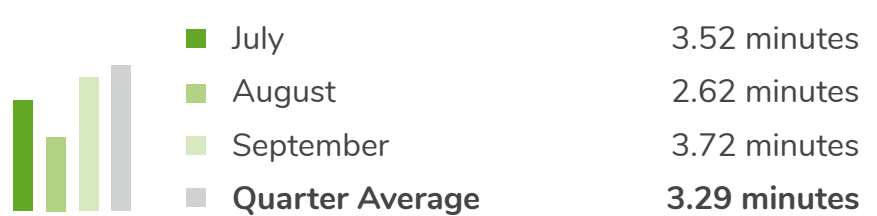
Percentage of calls handled.

## Attention in Offices

### Total Shareholders Answered



### Average waiting time in halls



**15 minutes**

Standard committed according to SLA

**3.29 minutes**

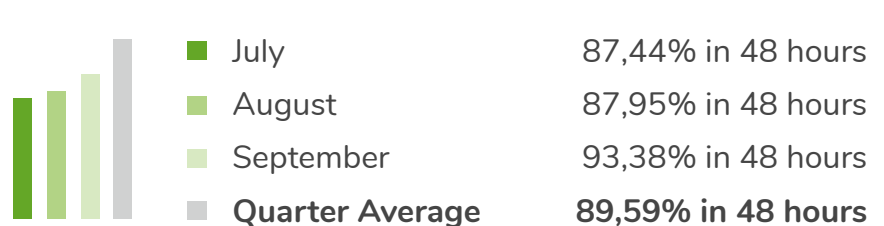
Average response time.

## Electronic Mail Services

### Electronic mail service



### Average compliance percentage



**90% in 48 hours**

Standard committed according to SLA.

**89.59%**

Average response time.

## Shareholders' complaints

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### July: no complaints

### August: 4 cases

- Complaint regarding quality of service: delay in payment of dividends.  
**Investigation and response:** the issuer is investigated and payment is instructed to the shareholder. The payment was already made.
- Claim in quality of service: heir 1 appeals to the CMF for a legal report of the succession transactions.  
**Investigation and response:** a copy of the Legal Report of the Succession is attached.
- Claim in quality of service: heir 2 appeals to the CMF for a legal report of the succession transactions.  
**Investigation and response:** a copy of the Legal Report of the Succession is attached.
- Complaint regarding quality of service: shareholder with doubt about the gloss on the dividend deposit.  
**Investigation and response:** the shareholder maintains updated information in DCV Records, therefore, the shareholder can request from DCVR the details of their dividends paid.

### September: 6 cases

- Claim in quality of service: execution time of the process of loss of titles for transfer of custody of shares.  
**Investigation and response:** it was reported that the telephone ratification could be completed with a legal representative, so you can now contact the broker and manage the corresponding transfer.
- Complaint regarding quality of service: shareholder has faced repetitive requests for background information and inconsistency in the evaluation of documents.  
**Investigation and response:** The missing legal documentation was entered and its review was requested as a priority.
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**Investigation and response:** The missing legal documentation was entered and its review was requested as a priority.
- Claim in quality of service: problem in the ratification of company signatures.  
**Investigation and response:** the records of notarial signatures were ratified.
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