

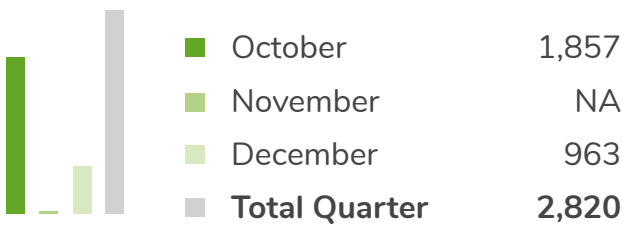


# LEVEL OF SERVICE QUALITY

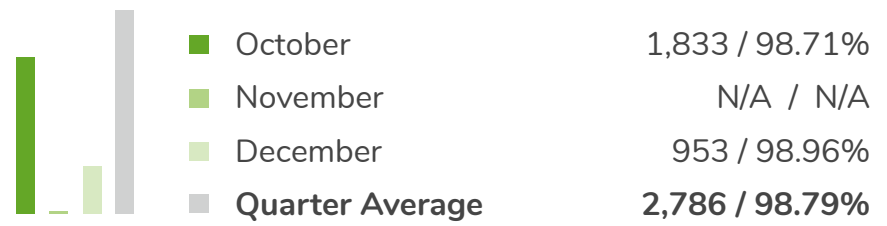
October - December 2023

## Telephone helpline

### Calls received



### Calls handled



**90%**

Standard committed according to SLA

**98,79%**

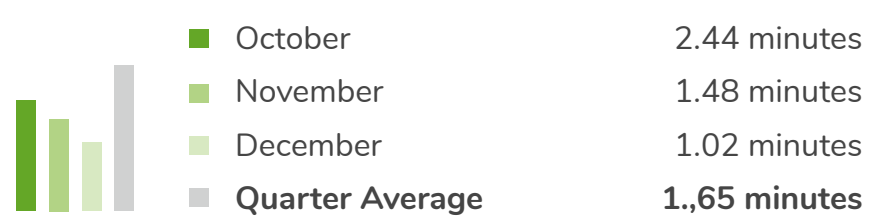
Percentage of calls handled.

## Attention in Offices

### Total Shareholders Answered



### Average waiting time in halls



**15 minutes**

Standard committed according to SLA

**1.65 minutes**

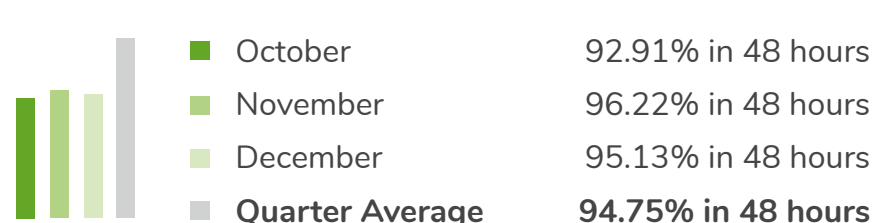
Average response time.

## Electronic Mail Services

### Electronic mail service



### Average compliance percentage



**90% in 48 hours**

Standard committed according to SLA.

**94.75%**

Average response time.

## Shareholders' complaints

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### October: 2 cases

- Complaint regarding quality of service: due to non-receipt of comprehensive responses.  
**Investigation and response:** information to be presented was reported, but possible actions to be taken with SII regarding the payment of inheritance tax were not reported, a condition established by the SII without interference by DCV. Contact is made to clarify the point.
- Claim regarding quality of service: due to error in the delivery of the legal report and delay in the issuance of the final report for the transfer of shares.  
**Investigation and response:** to date they have informed concerns to the respective shareholder and, for this reason, it has not yet been possible to transfer the shares. The involuntary error in the report was corrected the same day it was notified, and there was, in parallel, a review of the process for corrections.

### November: 3 cases

- Quality of service claim: sent via CMF for non-delivery of information on actions to carry out effective possession.  
**Investigation and response:** it is reported that the indicated person does not have shares in the reported company or in those managed by DCV Registros, as in previous responses to the claim.
- Claim regarding quality of service: due to delay in the delivery of the "Banlegal" legal report requesting priority in reviewing a new precedent.  
**Investigation and response:** previous objection proceeds according to procedures of Banco de Chile. Legal report issued pending response to claim.
- Complaint regarding quality of service: sent via CMF for the delivery of unclear information and without support of information associated with restrictions on titles.  
**Investigation and response:** scope of information and responsibility in the events described by DCV Registros are clarified and information is provided about the queries made during the last period by the claimant.

### December: 4 cases

- Quality of service claim: sent via CMF requesting information on actions to carry out effective possession.  
**Investigation and response:** it is reported that the indicated person has BCI shares and that said information had been previously delivered to the heir.
- Claim in quality of service: due to document ratification procedure causing a delay in the disposal and liquidation of the succession shares, in addition to the payment of dividends to Firefighters.  
**Investigation and response:** the reason for the ratification in question is explained, in addition to exposing the regulatory bases by which dividends are paid to firefighters. Award made.
- Complaint regarding quality of service: sent via CMF for non-payment of dividends.  
**Investigation and response:** the status of dividends associated with the shareholder from 1996 to date is explained, within which there are dividends paid, paid to firefighters, in the process of payment.
- Claim regarding quality of service: sent via CMF for registration of shares to heir, indicating the cumbersome nature of the management with DCV Registries.  
**Investigation and response:** the documents pending receipt are reported in order to proceed with the transfer of shares to the sole heir.