

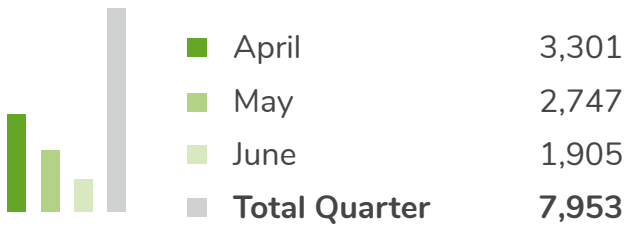


LEVEL OF SERVICE QUALITY

April - June 2024

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

99.04%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

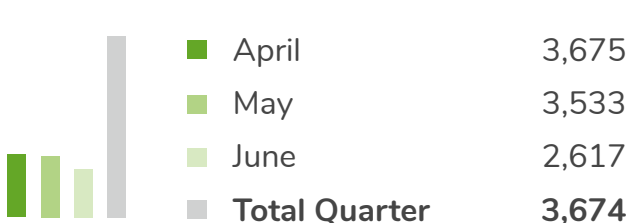
Standard committed according to SLA

2.68 minutes

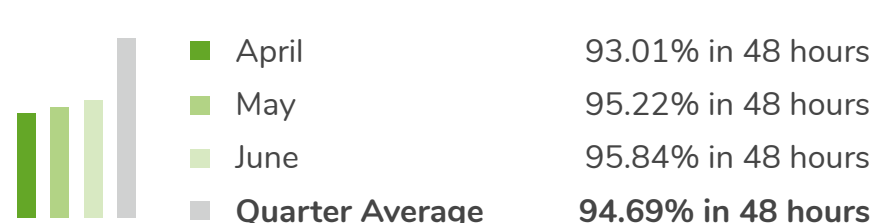
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



90% in 48 hours

Standard committed according to SLA.

94.69%

Average response time.

Shareholders' complaints

April: 6 cases

- Lawyer claim for heirs: because DCVR paid dividends to firefighters, on condition that they indicate having presented the corresponding documentation
Investigation and response: in background review and management with the National Fire Department.
- Claim: DCVR is unaware of the issuance of the stock balance certificate, therefore, it has no elements to conclude that the deceased's inheritance tax has been paid.
Investigation and response: DCVR does not ignore the certificate, notes that the inventory of assets must indicate the number of shares, the name of the issuer and their valuation
- Claim: FISCO for non-payment to TGR in his capacity as sole heir
Investigation and response: in internal investigation and in parallel with issuers to cross-check associated shareholders who may not have yet been identified.
- Complaint: Your records were not updated when you were in person and in addition, responses that did not correspond were delivered by email.
Investigation and response: Dividend was sent by correspondence for the moment.
- Complaint: Wait 20 minutes to obtain the results of the Board Election at the Almendral meeting with the C&V system.
Investigation and response: Letter of apology is issued and the meeting will not be charged.
- Complaint: summons to Shareholders' Meetings, which repeatedly arrive: either out of date, or curiously on the same day and after the time.
Investigation and response: Appropriate apologies are requested, it is communicated that a review will be initiated to improve the process, and the board's agreements are sent.

May: 2 cases

- Claim: tax certificates for the year 2024 wrongly issued to a deceased usufructuary
Investigation and response: Certificates corrected and sent. The situation arose because the usufruct increase was not registered for all Issuers.
- Complaint: bureaucracy and lack of judgment on the part of the lawyer in charge because a legal report is observed requesting to accompany valid records that have a higher cost than the assets of the shares.
Investigation and response: DCVR informs that the legal documents to be reported must comply with the general conditions detailed in the payroll sent, for reasons of security and protection of the shareholder's own assets.

June: 1 case

- Complaint: excessive bureaucracy in requesting legal records.
Investigation and response: DCVR informs that the procedures and protocols established by the legal area of DCV Registries are established to protect the assets of shareholders and are determined in accordance with the regulations of the law of public limited companies.