

LEVEL OF
SERVICE QUALITY

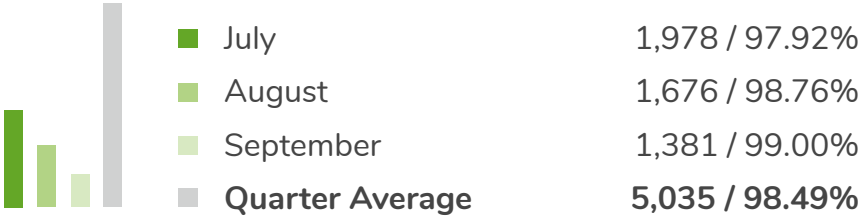
July - September 2024

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.49%

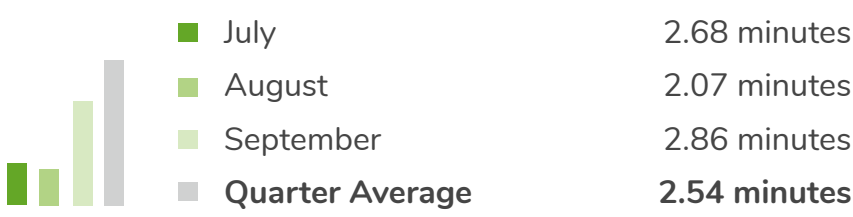
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

Standard committed according to SLA

2.54 minutes

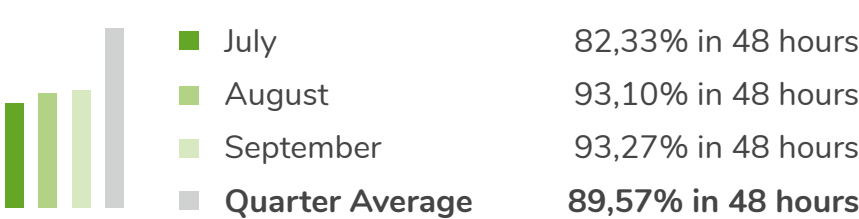
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



90% in 48 hours

Standard committed according to SLA.

89.57%

Average response time.

Shareholders’ complaints

July: 3 cases

- Complaint regarding the power of attorney ratification process, which was not possible to carry out.
Investigation and response: security protocols determined that the telephone ratification with the shareholder was “non-compliant”. A request was made to validate and ratify the mandate presented in person by the holder to “protect and safeguard the shareholdings”.
- Complaint: third party with power of representation complains regarding the power of attorney ratification process, which was not possible to carry out with a shareholder abroad.
Investigation and response: security protocols determined that the telephone ratification with the shareholder was “non-compliant”. A request was made to validate and ratify the mandate presented in person by the holder to “protect and safeguard the shareholdings”.
- Complaint: Heir agent, in a call answered, requests to file a complaint due to the poor service of the ratifier, indicating his annoyance when contacted, where the person did not want to identify himself.
Investigation and response: A commitment to manage incoming calls was reported, given that the area contacted only makes outgoing calls. In addition, the ratification procedure carried out in accordance with the instructions provided by Circular No. 1816 of the Financial Market Commission is reinforced.

August: 2 cases

- Complaint: A third party with power of representation complains about the process of releasing the legal report and availability of the estate's shares for the heir.
Investigation and response: We acted in accordance with the DCVR security protocols established to comply with the regulations of our regulator (CMF), aimed at protecting and safeguarding the shareholding.
- Complaint: A third party with power of representation complains about the process of ratifying the transfer of rights by public deed.
Investigation and response: It is reported that the shares have not been transferred from the current registration in the name of the deceased to the name of the estate, which is why the ratification procedure has been applied with the transferor.

September: No cases were recorded