



DCV Registros positioned as market leader

DCV Registros (DCVR) is positioned as leader in the market with a market share of businesses administered of over 63% of the companies related to IPSA. This figure is achieved with the incorporation of eight new clients in the first six months of the year, who have entrusted DCVR to administer their shareholder or contributor registries, which involves more than 198 thousand shareholders and/or contributors and the administration of 239 registries.

The steady growth shown by DCVR is based mainly on the continuous improvement of the services where the focus has always been set on maintaining high standards of security, efficiency and quality, in addition to seizing synergies naturally present with its parent company, the Central Securities Depository (DCV), to the utmost.

It is for this reason that DCVR is grateful to the companies that have put their trust in this service:

EIGHT NEW CLIENTS INCORPORATED;
OVER 22 THOUSAND SHAREHOLDERS
SERVICED IN THE PREMISES
LOCATED IN HUERFANOS 770,
AND A SUCCESSFUL PROCESS OF
SHAREHOLDER MEETINGS ORGANIZED BY
DCV REGISTROS, ARE THE
BALANCE OF THIS FIRST SEMESTER 2012.

000 January



000 February



000 April





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000May



administration of participants' registries with some singularities in dividend payment processes and generating information to participants, which allows the issuer to comply with the specific regulatory requirements.

As with the stock portfolio, the installments issuer is assigned an accounts executive, and participants may perform transactions in the primary market (over-the-counter) in the offices located in Huérfanos 770, 22nd floor, downtown Santiago, Monday to Friday from 9:00 to 17:00 hours.

000June

IMTrust



Also, part of the commitment of DCVR has been to improve the information with clients. This is why a plan for improving the web page was developed in February, including the information concerning the payment of dividends, preferential offers, share auctions, capital decreases, and shareholders meetings.

In addition, the 2012 income declaration operation process 2012 concluded successfully, being carried out with a new system for the generation of sworn affidavits.

With the incorporation of CFMIndice, the first Chilean ETF of IM Trust, DCVR begins the participants' registry administration service for issuers who manage entire accounts.

In order to offer this new service, DCVR adapted some structures and generated ad-hoc solutions. Satisfaction levels were set between the parties, giving rise to the

The above is confirmed by the figures of this first semester. A \$2 billion volume paid in dividends was reached, a 13% increase in payment processes to firefighters, and a 25% increase in the performance and management of shareholders' meetings, which amounted to 157. With regard to operational volumes, there were more than 21,900 transfers, 3,000 pledges, 4,500 securities, 9,000 legal documents and 5,900 processed ratifications, with satisfaction standards agreed with the market for each.



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In order to continue delivering a high quality service, DCVR is continuously monitoring its clients' needs so as to widen the offering of services and complete it with valuable proposals that allow clients to find solutions to regulatory, taxation and corporate event requirements. This not only results in improvements in processes and security issues, but also in customer service protocols, whether these are shareholders or issuers.

During only this first semester, DCVR has serviced over 44 thousand shareholders through its three customer service channels, telephone (26,431), electronic mail (9,416) and in the offices located in Huérfanos 770 downtown Santiago (8,911), where shareholders wait no longer than 3 minutes on average to be attended to. In turn, six highly trained executives meet the requirements of issuers ensuring the promptness and efficiency of the service provided.