



Registros de accionistas January – March 2010



Telephone information service

Percentage of calls answered: **88.81%**

Standard engaged as per NCS: **80%**

Month	January	February	March	Total quarter
CALLS RECEIVED	5,030	4,060	5,134	14,224
CALLS ANSWERED	4,135	3,552	4,945	12,632
PERCENTAGE OF CALLS ANSWERED	82.21%	87.49%	96.32%	88.81%

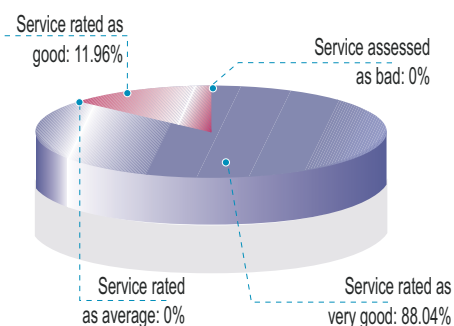
Shareholders information service

Average waiting time per shareholder:
9 min. 58 sec.

Standard engaged as per NCS:
15 minutes

Month	January	February	March	Total quarter
TOTAL SHAREHOLDERS ANSWERED	1,427	1,208	1,407	4,042
AVERAGE WAITING TIME IN HALLS	9 min. 47 sec.	15 min. 12 sec.	4 min. 55 sec.	9 min. 58 sec.

Shareholders service survey



Month	January	February	March	Total quarter
SERVICE RATED AS VERY GOOD	86.96%	83.78%	91.03%	88.04%
SERVICE RATED AS GOOD	13.04%	16.22%	8.97%	11.96%
SERVICE RATED AS AVERAGE	0%	0%	0%	0%
SERVICE ASSESSED AS BAD	0%	0%	0%	0%

Surveys performed: **184**

Electronic mail service

Average response time for enquiries via electronic mail: **48 hours**

Standard engaged as per NCS:
48 hours

Month	January	February	March	Total quarter
ELECTRONIC MAILS RECEIVED	362	501	1006	1,869
AVERAGE RESPONSE TIME	48 hours	48 hours	48 hours	48 hours

Shareholders complaints

4 letters of complaint were received