

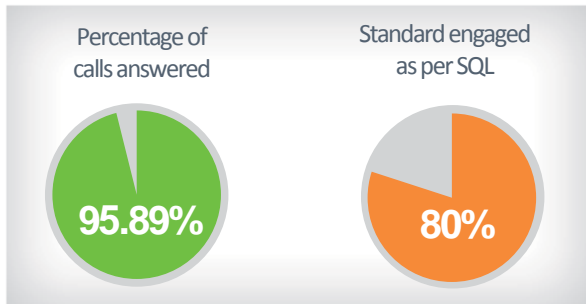
# SERVICE QUALITY LEVEL

Period January - March 2013



## Telephone information service

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Call received	4,864	2,735	4,080	11,679
Call answered	4,530	2,683	3,986	11,199
Percentage of calls answered	93.13%	98.10%	97.70%	95.89%



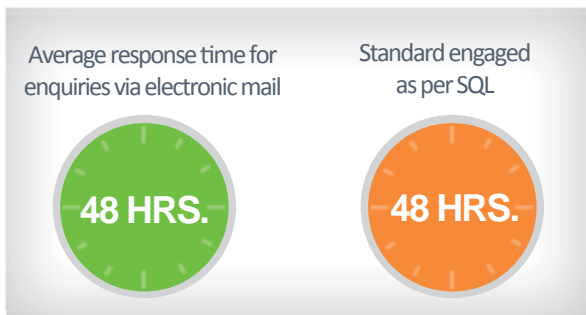
## Shareholders information service

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Total de accionistas atendidos	1,923	1,095	2,052	5,070
Tiempo promedio de espera en salas	5 min. 57 sec.	3min. 35 sec.	2 min. 14 sec.	3 min. 35 sec.



## Electronic mail service

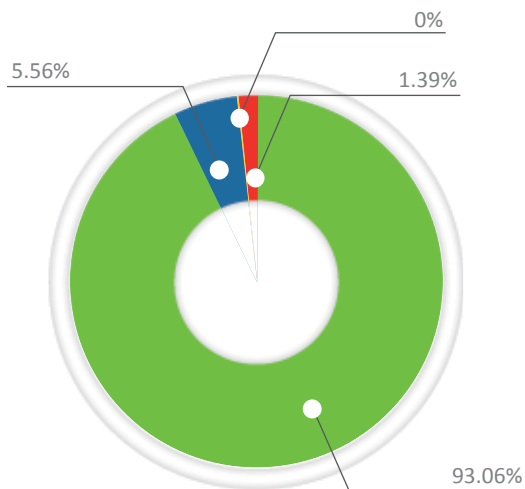
MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Electronic mails received	1,387	990	1,549	3,926
Average response time	48 hours	48 hours	48 hours	48 hours



## Shareholders service survey

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL TRIMESTRE
Service rated as very good	93%	100%	92%	93.06%
Service rated as good	0%	0%	8%	5.56%
Service rated as average	0%	0%	0%	0%
Service assessed as bad	7%	0%	0%	1.39%

- Service rated as very good ■
- Service rated as good ■
- Service rated as average ■
- Service assessed as bad ■



## Shareholders complains

PERIOD JANUARY-MARCH

In the period January - March, received two letters of complaints

- Report lawyer incomplete records are sent to prosecutors for review and repair remedied.
- Calls for legal background information provided. Authorizing payment of dividend risk committee