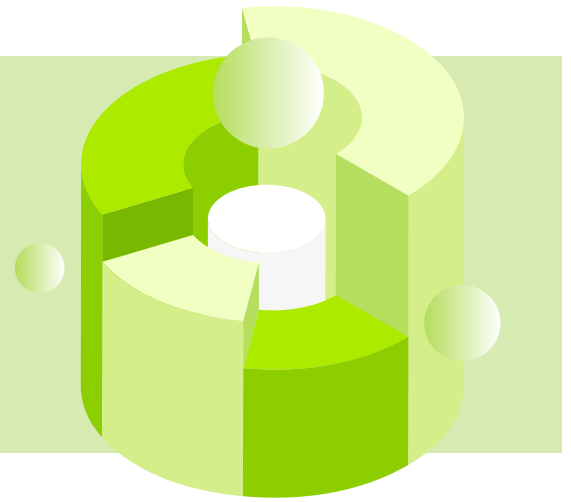


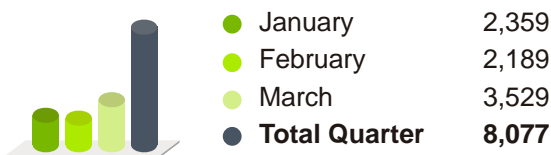
# Level of SERVICE QUALITY

January - March 2019

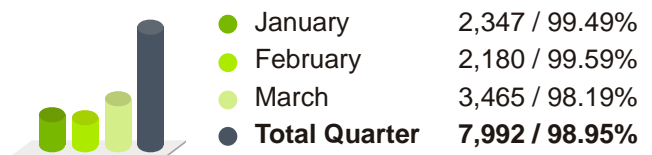


## Telephone Helpline

### Calls received



### Clals handled



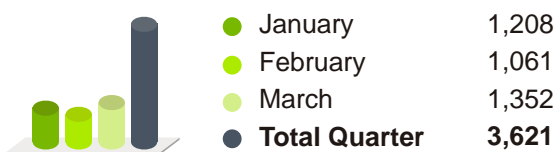
**90%** Standard committed according to SLA

**98.95%** Percentage of calls handled.



## Attention in Offices

### Total Shareholders Answered



### Average waiting time in halls



**15 minutes** Standard committed according to SLA

**1.81 minutes** Average response time

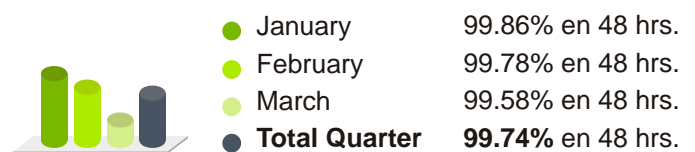


## Electronic Mail Services

### Electronic mail service



### Average response time



**48 hrs** Standard committed according to SLA

**99.74%** Average response time in 48 hrs.



## Shareholders' complaints

**January:** No claims are registered

---

**February :** 1 case

---

- Shareholder claims for poor attention delivered by telephone.

**Solution:** A response letter is sent with the explanations, stating that it was acted according to the current protocols. In conversation held in presence with Supervisor, the above is clarified.

**March :** 5 case

---

- Heir claims for badly paid dividends and not according to what is indicated in the Legal Report.

**Solution:** It is answered via mail by the Head of the Department, what happened and the solution to what is required is exposed.

- Delay in response to request made by mail.

**Solution:** A response letter is sent to the claim stating that the request was direct to the personal email of the executive, who was in other tasks, reason for which it was not attended at the time.

- Shareholder receives correspondence with the content of another shareholder.

**Solution:** A response letter is sent indicating what the provider indicated.

- Delay in the delivery of tax certificates.

**Solution:** Certificates requested are sent shortly and a response letter to the shareholder with explanations of what happened.

- Delay in the delivery of letters and power to the shareholders meeting.

**Solution:** E-mail is sent to the shareholder stating that it is the Issuer that dispatches the letters and powers for the Meeting. A formal response is also requested from the Issuer.

## La calidad de servicios está en nuestro ADN

Informe Nivel de Calidad de Servicios  
January - March 2019

VER INFORME COMPLETO →



Estos indicadores permiten **cuantificar** de manera objetiva los aspectos más relevantes del servicio.



99,74%  
en 48 hrs

Tiempo promedio  
de **respuesta por**  
correo electrónico.



98,95%

Porcentaje  
de **llamadas**  
atendidas.



1,81  
Minutos

Tiempo promedio  
de **espera en sala**  
por accionista.