

Level of Service Quality

January - March 2021

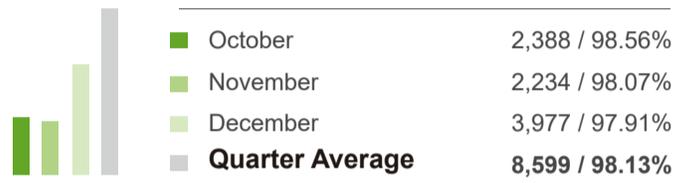


Telephone helpline

Calls received



Calls handled



80%

Standard committed according to SLA

98.13%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 min

Standard committed according to SLA

2,69 minutes

Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hrs.

Standard committed according to SLA

93.50%

Average response time.

Shareholders' complaints

January: 3 cases

Claim presented by the Law Firm, slowness and lack of management related to ratification of power of attorney.

Solution: a letter is sent by mail stating what happened. Power of attorney was successfully ratified.

Claim presented by lawyer, delay in issuing Legal Report.

Solution: a reply letter is sent, leaving the shares awarded to each heir.

Claim submitted by shareholder, requesting historical information, not available on the requested date.

Solution: a reply letter is sent, the information is clarified, and the requested Historical Cartolas is attached.

February: 1 case

Claim presented by Official Letter of the CMF is requested to take effective possession with entered documents.

Solution: the official letter is answered to the CMF, the Legal Report is approved and the subsequent transfer of shares to each heir is approved.

March: 1 case

Claim presented by the President for the delay in issuing the Legal Report.

Solution: reply and extension of validity is sent, considering the delay in the background check.