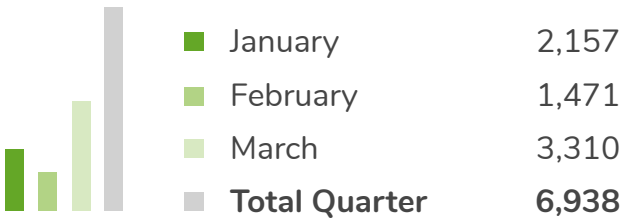


LEVEL OF
SERVICE QUALITY

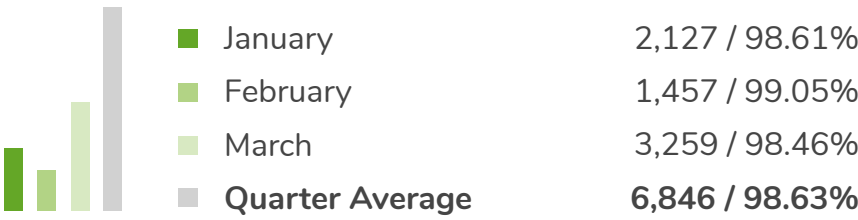
April - June 2021

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

98.63%

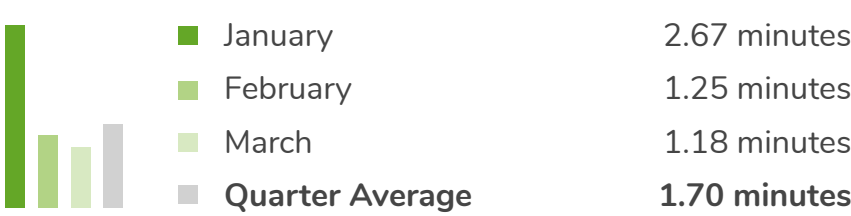
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

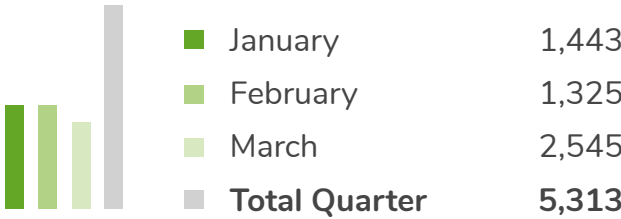
Standard committed according to SLA

1.70 minutes

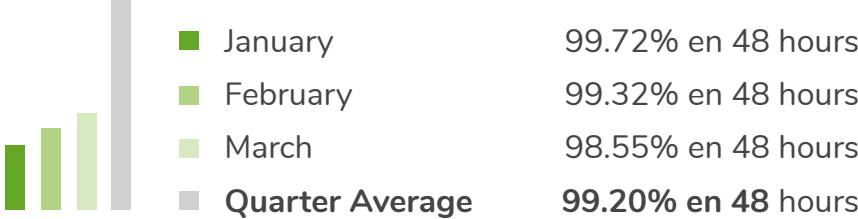
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



48 hours

Standard committed according to SLA.

99.20%

Average response time.

Shareholders’ complaints

January: 1 case

- A complaint was filed by the son of a shareholder to the CMF for the paperwork to obtain a POA to represent his father.
Solution: A response letter was sent to the CMF.

February: 2 cases

- A complaint was filed by an investor who requested to have his dividends paid to his succession.
Solution: The payment was made by the Legal Department as an exception.
- A shareholder filed a complaint requesting to have their dissenters' rights paid.
Solution: It was clarified that the event was subject to a condition. The merger had to be approved, and it was not.

March: 7 cases

- A shareholder filed a complaint because their mail was sent to places it should not be.
Solution: A response was sent via email indicating that the postal service was notified. Apologies were sent.
- A complaint was filed by a shareholder who had their mail sent with information on sight, thus compromising their security.
Solution: A response was sent indicating that a mistake was made when placing the letters in envelopes and that it was an exceptional case. Apologies were sent.
- A third party filed a complaint indicating that they received the mail of a person who does not live at that address.
Solution: An authorization was requested to deactivate that address in the system.
- A complaint was filed by a shareholder that does not want to receive information by regular mail but via email.
Solution: An email response was sent indicating that regulations require sending the information by regular mail to the registered address.
- A shareholder filed a complaint because they did not receive an invitation to the shareholders' meeting.
Solution: A response was sent directly by Correos de Chile as per the issuer's instructions.
- A complaint was filed by the daughter of a shareholder for an incorrectly processed transfer.
Solution: It was informed that the problem was solved, and a certified mail was sent with a balance certificate.
- An heir filed a complaint due to the delay in issuing the legal report from the Legal Department.
Solution: Priority was requested in reviewing the information, and the pending dividends were paid.