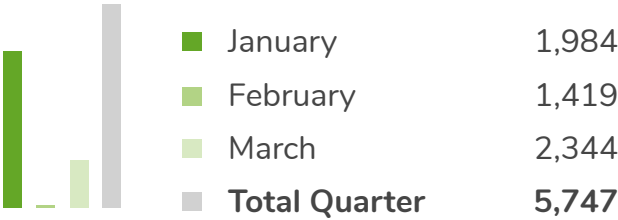


LEVEL OF
SERVICE QUALITY

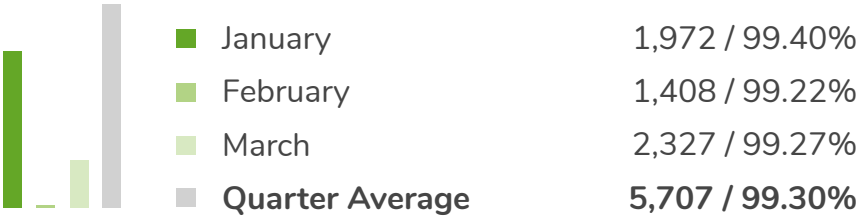
January - March 2024

Telephone helpline

Calls received



Calls handled



90%

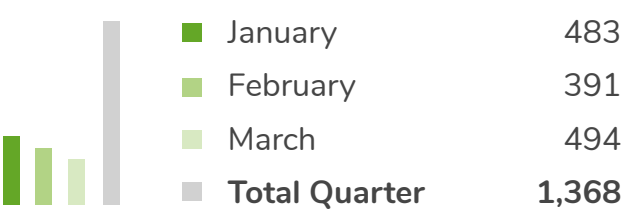
Standard committed according to SLA

99.30%

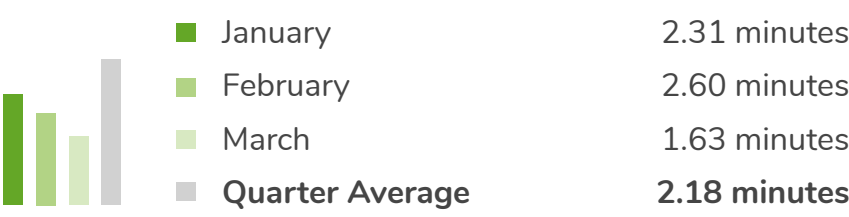
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

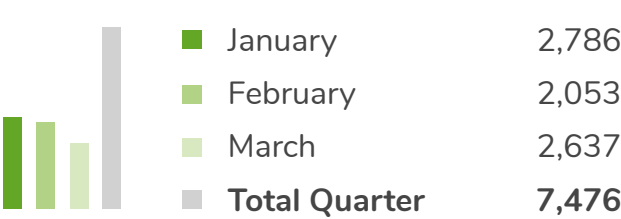
Standard committed according to SLA

2.18 minutes

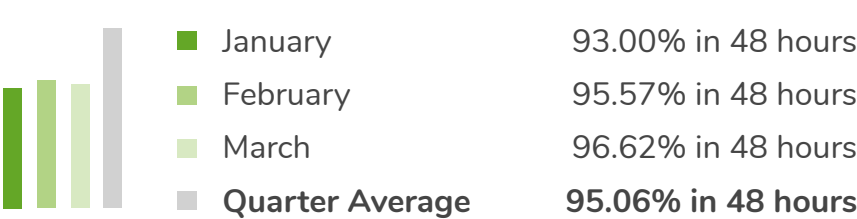
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



90% in 48 hours

Standard committed according to SLA.

95.06%

Average response time.

Shareholders' complaints

January: 2 cases

- Shareholder claim: for non-payment of ENEL dividends during the month of November 2023.
Investigation and response: it is reported that ENEL did not pay dividends in said period, indicating that these would be paid in January 2024.
- Heir claim: for non-payment of all outstanding dividends in the name of the Estate.
Investigation and response: it is reported that the pending payments to the previously reported account have been managed. Error in not requesting all dividends for payment.

February: 5 cases

- Shareholder claim: for non-payment of pending dividends.
Investigation and response: it is reported that your current account has been referred to the area in charge to make the deposit of the dividends that are pending payment of the succession in question, said deposit will be made within the next business days.
- Claim sent to CMF: for debts and dividend payments associated with a pledge.
Investigation and response: It is reported that DCVR does not handle information on debts that employees may have contracted directly with the issuer. It is also reported that the issuer formally instructed DCVR to release the pledge. Additionally, it is reported that the dividends belonging to the estate are in the payment process, notified directly via email.

Shareholder claim: due to rejection associated with the payment of pending dividends.
Investigation and response: it is reported that the new payment method was transmitted to the area in charge for their corresponding procedures.

- Claim sent to CMF: for pending shares and dividends.
Investigation and response: it is reported that the registered shares have no dividends pending collection. Likewise, in reference to the balances of shares that the applicant refers to in her claim, we inform that they correspond to the number of shares that the Succession registry maintained.
- Claim: for transfers of Succession dividends
Investigation and response: in the process of resolution.

March: 1 case

- Claim by heir attorney: because DCVR does not make a request for inheritance division, considering that there are untraceable heirs.
Investigation and response: the representative is informed that the request is not applicable, considering that the inheritance cannot be divided in this way, given that all heirs have the right to it, and must proceed according to legal conduct.