



# LEVEL OF SERVICE QUALITY

October - December 2024

## Telephone helpline

### Calls received



### Calls handled



**90%**

Standard committed according to SLA

**96.42%**

Percentage of calls handled.

## Attention in Offices

### Total Shareholders Answered



### Average waiting time in halls



**15 minutes**

Standard committed according to SLA

**3.01 minutes**

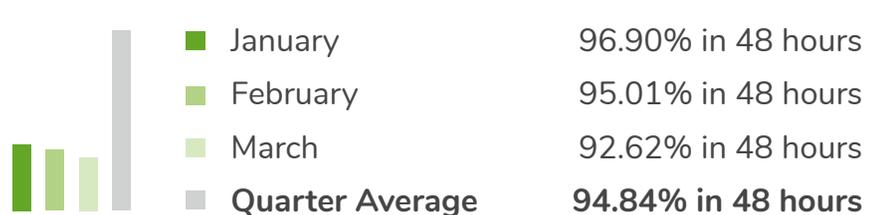
Average response time.

## Electronic Mail Services

### Electronic mail service



### Average compliance percentage



**90% in 48 hours**

Standard committed according to SLA.

**94.84%**

Average response time.

## Shareholders' complaints

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### October: 2 cases

- Complaint: The issuer is complaining because the CMF, through Exempt Resolution No. 8791, sanctioned Clínica Las Condes S.A. for violating the instructions contained in Circular Letters No. 1891 of 1993 and No. 635 of 2010.

**Investigation and response:** The issuer is informed that, among the main and special services

- entrusted to DCV Registros, there is no task of sending information to the Fire Department, nor is it established that DCV Registros assumes responsibility for the payment of dividends.

Complaint: The heir requests that she be informed of the current valuation of the shares in Chilean pesos.

**Investigation and response:** The heir is informed that DCV Registros has no influence on the valuation of the variable-income instruments, so we suggest directing her inquiry to the Santiago Stock Exchange.

### November: 0 cases

### December: 7 case

- Complaint: Shareholder indicates excessive time to respond (2 business days).

**Investigation and response:** It is reported that the response was made on the same day the request was sent.

- Complaint: Shareholder indicates that the transfer of shares is not carried out due to lack of signature, even when the issuer confirms that it is approved and that the transfer must be processed.

**Investigation and response:** The shareholder is informed that the transfer should have been reviewed and approved exceptionally, because the shareholder died during the review process.

- Complaint: Information on the status of the title was not delivered by Customer Service, which caused a delay in managing the transfer of the shares.

**Investigation and response:** The pertinent apologies are requested and the publication of the loss of the title is managed by DCVR.

- Complaint: The heir appeared in October at the CGE offices complaining about the attention received at the DCVR office, indicating that not all the information was given to him.

**Investigation and response:** The relevant apologies are requested, and the publication of the lost title is managed by DCVR.

- Complaint: poor attention from several Customer Service executives, providing incomplete information and/or without reviewing previous conversations.

**Investigation and response:** The relevant apologies are requested, and the errors committed are detailed along with the control activities to be reinforced.

- Complaint: poor attention from Customer Service, due to the fact that an imprecise procedure was provided, which generated unnecessary activities on the part of the shareholder.

**Investigation and response:** The procedure and formalities of the documentation to be submitted are sent.

Complaint: the heiress complains by telephone and also in a survey that they receive for the attention, for the damage that this means if the shares are not sold, given that the online transfers were processed yesterday and the Brokerage informed them today, which is very serious if they do not pay the tax on time.

**Investigation and response:** in process