

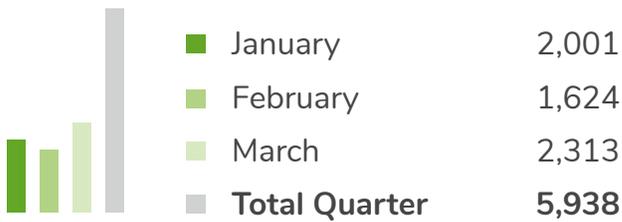


LEVEL OF SERVICE QUALITY

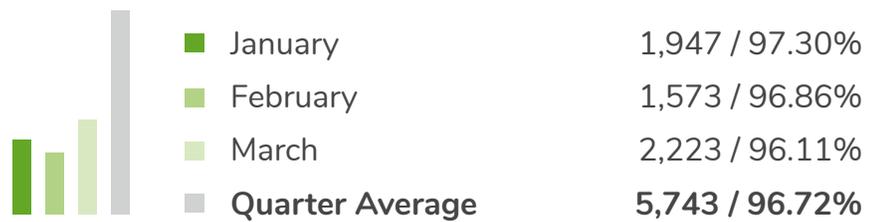
October - December 2024

Telephone helpline

Calls received



Calls handled



90%

Standard committed according to SLA

96.72%

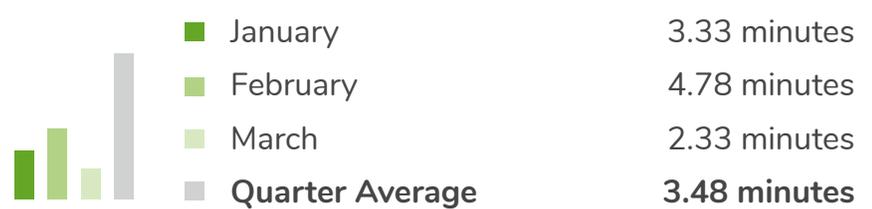
Percentage of calls handled.

Attention in Offices

Total Shareholders Answered



Average waiting time in halls



15 minutes

Standard committed according to SLA

3.48 minutes

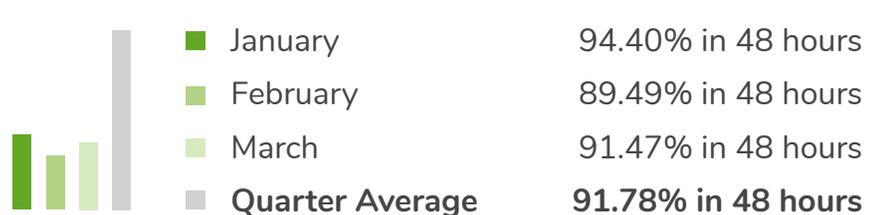
Average response time.

Electronic Mail Services

Electronic mail service



Average compliance percentage



90% in 48 hours

Standard committed according to SLA.

91.78%

Average response time.

Shareholders' complaints

January: 2 cases

- Complaint: Delay in issuing the legal report and errors in the objections, as documents that had already been submitted were requested.
Investigation and response: The issuer's prosecutor's office was notified of the complaint, which corrected the report, and DCVR sent an updated report with the appropriate apologies.
- Complaint: Notifications of the shareholders' meeting and withdrawal rights arrived late, and due to the low price offered for the purchase of the shares.
Investigation and response: The request for sale procedure was reported.

February: 5 cases

- Claim: An heir is claiming for a transfer of rights where she is the assignee, which has not been processed due to the impossibility of ratification.
Investigation and Response: Please be advised that, pursuant to Articles 33 and 34 of Law No. 18,045 and Circular No. 1,816 issued by the CMF, DCVR, as intermediaries and custodians of securities, has the authority to establish the necessary procedures and policies that allow us to safeguard and protect shareholder assets.
- Claim: Due to the rejected procedure for verifying a medical certificate to exempt the power of attorney ratification procedure.
Investigation and Response: Please be advised that the reason for the rejection is that the validation of the document was affected because the image of the signature was pasted alongside the Simple Electronic Signature of the physician who signed the electronic document sent.
- Complaint: Regarding the management of outstanding dividend payments, as it was reported that these would be deposited into the reported account. However, they were later informed that they were available in the Vale Vista.
Investigation and response: The Vale Vistas were redeemed and deposited into the reported bank account, with notification of the transaction.
- Complaint: The heirs indicate that the email sent in January was not responded to.
Investigation and response: It is reported that there was an error in the entries and review of the legal records received via email on January 2 of this year. In this regard, a priority review of the actual possession was requested, and a legal report has already been sent.
- Complaint: The representative is complaining about the non-payment of dividends from issuers CALICHERA and POTASIOS, claiming that she has powers of attorney and that they have been paid every year.
Investigation and response: In progress

Marzo: 1 caso

- Complaint: Regarding outstanding payment for the stock auction.
Investigation and response: Please be advised that VICONTO and VAPORES shares are still being auctioned, which is why payment of the corresponding auction proceeds has been delayed. Although the stock auction is a process external to DCVR, the companies are requested to be given priority so that the auction process can be completed as soon as possible.