

Level Of Service Quality

DCV REGISTROS

Period April - June 2025



Telephone helpline

Calls received

● April	3,117
● May	2,877
● June	2,362
● Total Quarter	8,356

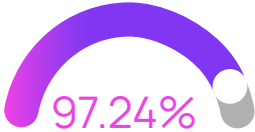
Calls handled

● April	3,026 / 97.08%
● May	2,818 / 97.95%
● June	2,281 / 96.57%
● Quarter Average	8,125/ 97.24%



90%

Standard committed according to SLA



97.24%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered

● April	564
● May	536
● June	621
● Total Quarter	1,721

Average waiting time in halls

● April	4,28 minutes
● May	3,74 minutes
● June	3,96 minutes
● Quarter Average	3,99 minutes



15 minutes

Standard committed according to SLA



3,99 minutes

Average response time.

Electronic Mail Services

Electronic mail service

● April	4.347
● May	4.445
● June	3.566
● Total Quarter	12.358

Average compliance percentage

● April	99,98% in 48 hours
● May	92,31% in 48 hours
● June	93,05% in 48 hours
● Quarter Average	92,78% in 48 hours



90% in 48 hours

Standard committed according to SLA.



92,78%

Average response time.

Shareholders’ complaints

April: 3 cases

Complaint: Shareholder complains about the rejection of the transfer of their MINERA shares to Banchile.

Investigation and response: Please be advised that the transfer has been rejected until the seller contacts our support team to resume the pending transaction.

Complaint: In-person complaint requesting a meeting with external personnel who send the meeting emails.

Investigation and response: Please be advised that the executive belongs to the Shareholders' Meetings team, but is not responsible for coordinating the meetings, and that she does not attend in-person meetings with shareholders. Given the above, please report your concern via email.

Complaint: Shareholder complains about non-compliance with the resolution of case R2025B99167XX

Investigation and response: It is verified that, according to the information provided, the dividend payment was made by certified check in the name of the shareholder and sent to the indicated address. It is reiterated that the document granting power of attorney to Ms. Violeta Isabel Ortiz Véliz to collect outstanding dividends is pending ratification.

May: 0 cases

June: 5 cases

Complaint: Due to delay in issuing the report by Banlegal.

Investigation and response: A legal report was requested as a priority. The interested party is informed that the legal report was processed and sent on June 13, 2025.

Complaint: SUC CLERC MIRTIN TERESA for the auction price, as there is still no positive response from the issuer.

Investigation and response: In progress.

Complaint: SUC VASQUEZ HENRIQUEZ BLANCA NIEVES for the auction price, as there is still no positive response from the issuer.

Investigation and response: In progress.

Complaint: SUC HERNANDEZ MUGA BENILDE FELICINDA for the auction price, as there is still no positive response from the issuer.

Investigation and response: In progress.

Claim: SUC FAJARDO SANTIAGOS MARIA ESTER for auction price, as there is still no positive response from the issuer.

Investigation and response: ongoing.