DCV REGISTROS

Level Of Service Quality DCV REGISTROS

Period July - September 2025

Telephone helpline

Calls received

July	1,924
August	1,809
September	1,585
Total Quarter	**5,318**

Calls handled

July	1.847 / 96.00%
August	1,781 / 98.40%
September	1,557 / 98.23%
Quarter Average	**5,185 / 97.48%**

90%

Standard committed according to SLA

97.48%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered

July	568
August	478
September	444
Total Quarter	**1,490**

Average waiting time in halls

July	3,63 minutes
August	2,70 minutes
September	4,12 minutes
Quarter Average	**3,49 minutes**

15 minutes

Standard committed according to SLA

3,49 minutes

Average response time.

Electronic Mail Services

Electronic mail service

July	2,726
August	3,150
September	2,962
Total Quarter	**5,688**

Average compliance percentage

July	95.27% in 48 hours
August	95.43% in 48 hours
September	94.29% in 48 hours
Quarter Average	**95.00% in 48 hours**

90% in 48 hours

Standard committed according to SLA.

95,00%

Average response time.

Shareholders´ complaints

July: 2 cases

Complaint regarding the delay in the withdrawal payment process, due to confusing information provided as part of the process.

Investigation and response: Errors occurred in the calculation of the amount due and in the withdrawal transfer process, given the status of the withdrawn securities, which was not reported in a timely manner. For the purpose of proceeding with the payment, DCVR will manage the loss of securities at its own expense, and the outstanding withdrawal rights will be paid as a priority.

Complaint: Due to bureaucracy in the generation of the legal report associated with the ratification of powers of attorney before a notary.

Investigation and response: The DCVR is informed of the reason why it has strict procedures for verifying powers of attorney, supporting the interested party in entering the required information to expedite the legal report.

August: 0 cases

September: 1 cases

Claim due to the absence of legal records of the estate, indicating that these had been previously submitted, requesting payment of the dividends owed.

Investigation and response: The shareholder's legal records are reviewed, without any existing support at the time of receipt, and information is provided on the background information they must submit, along with next steps and relevant information regarding dividends.