

Level Of Service Quality

DCV REGISTROS

Period October - December 2025



Telephone helpline

Calls received

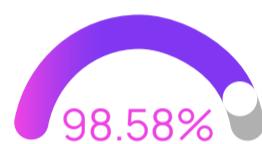
● October	1,606
● November	1,485
● December	1,662
● Total Quarter	4,753

Calls handled

● October	1,593 / 99.19%
● November	1,464 / 98.59%
● December	1,628 / 97.95%
● Quarter Average	4,684 / 98.58%



Standard committed according to SLA



Percentage of calls handled.

Attention in Offices

Total Shareholders Answered

● October	468
● November	447
● December	427
● Total Quarter	1,342

Average waiting time in halls

● October	2.55 minutes
● November	2.87 minutes
● December	4.32 minutes
● Quarter Average	2.55 minutes



15 minutes

Standard committed according to SLA



2.55 minutes

Average response time.

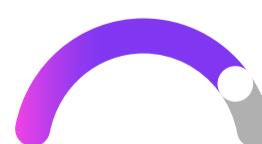
Electronic Mail Services

Electronic mail service

● October	2,884
● November	2,158
● December	2,204
● Total Quarter	7,246

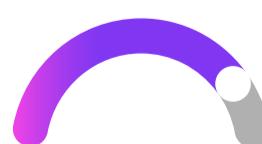
Average compliance percentage

● October	94.56% in 48 hours
● November	96.53% in 48 hours
● December	97.05% in 48 hours
● Quarter Average	95.98% in 48 hours



90% in 48 hours

Standard committed according to SLA.



95.98%

Average response time.

Shareholders' complaints

October: 0 cases

November: 6 cases

Customer complaint stating initially that the shares were auctioned and that they could collect the amount from the auctioned product; however, they were later corrected that the shares were in the process of being auctioned and could be recovered at a lower amount.

Investigation and response: the system does not allow differentiation between shares that are auctioned or in the process of being auctioned, creating a gap in this regard.

Customer complaint about the delay in issuing the Banlegal report, which hinders approval of the partition.

Investigation and response: it is requested to reiterate the issuance of the legal report; after that, it is informed that actions have been transferred to the awardee and they are asked to provide an account for dividend payment.

Customer complaint about the delay in reviewing the transfer of COLO COLO shares and expecting to receive a formal response from the real estate company explaining the reason for the delay in responding to three pending cases.

Investigation and response: information was sent to the issuer awaiting their comments and final review of the cases involved.

Customer complaint stating that they were initially informed which shares were auctioned and that they could collect the amount of the auctioned product; however, they were later corrected that the shares were in the process of being auctioned and that they could recover them for a lower amount. The customer accuses of falsifying and modifying information.

Investigation and response: the customer is informed that the suspension of auctions occurred in January and September 2021, and the effective possession was submitted on 04/28/2022, meaning it was outside the period established for the suspension of auctions.

Customer complaint about the delay in issuing the Banlegal report and wants to file a complaint against them.

Investigation and response: they are informed that Banlegal has responded and the succession report will be released in the next business hours, so it will be sent as soon as possible.

Customer complaint about the delay in issuing the Banlegal report, for which they submitted documentation in July, and they wish to contact a Banchile executive.

Investigation and response: They are informed that several follow-ups have been made with the Banco de Chile legal department regarding the issuance of the legal report; however, no response has been received. The inquiry is reiterated with the issuer's executive, and it is checked who they can contact.

December 1 cases

Claim from issuer due to error and delay in issuing the legal report of 4 companies.

Investigation and response: under review