

Level Of Service Quality

DCV REGISTROS

Period January - March 2026



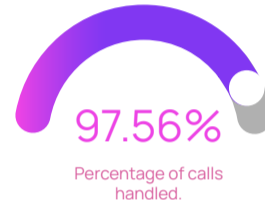
Telephone helpline

Calls received

● January	1,614
● February	1,543
● March	2,625
● Total Quarter	5,782

Calls handled

● January	1,581 / 97.95%
● February	1,479 / 95.85%
● March	2,581 / 97.58%
● Quarter Average	5,641 / 97.56%



Attention in Offices

Total Shareholders Answered

● January	418
● February	436
● March	621
● Total Quarter	1,475

Average waiting time in halls

● January	5.59 minutes
● February	2.88minutes
● March	3.09 minutes
● Quarter Average	3.85 minutes



15 minutes
Standard committed according to SLA



3.85 minutes
Average response time.

Electronic Mail Services

Electronic mail service

● January	2,025
● February	2,006
● March	3,254
● Total Quarter	7,285

Average compliance percentage

● January	94.02% in 48 hours
● February	94.67% in 48 hours
● March	94.67% in 48 hours
● Quarter Average	94.45% in 48 hours



Shareholders' complaints

January: 3 cases

Complaint: An heir files a complaint regarding a delay in dividend payments caused by a legal report that took eight months to be issued, resulting in the expiration of the powers of attorney.

Investigation and response: The issuer's executive is notified of the complaint, and a response is awaited. DCVR sends updated information along with the appropriate apologies.

Complaint: Issuer forwards a shareholder complaint regarding non-payment of dividends; the shareholder is informed that this is because their payment method is not properly registered.

Investigation and response: An account is registered and payment is processed.

Claim: A shareholder complains about the rejection of a signature registration due to the phrase "I authorize the signature."

Investigation and response: The shareholder is informed that this notation is a requirement mandated by our legal department.

February: 0 cases

March: 4 cases

Complaint: An heir complains about the failure to transfer shares due to the inability to ratify the transfer.

Investigation and response: The shareholder is informed that, in accordance with CMF Circular N° 1816, it is not possible to complete the transfer without ratification.

Complaint: Issuer forwards shareholder complaint regarding delay in legal report.

Investigation and response: Not yet resolved.

Complaint: Shareholder complains about the stock transfer process; has been waiting for documentation to be validated for over 90 days.

Investigation and response: The shareholder was informed that the Banco de Chile legal department is still reviewing the documents, and the lawyers were again urged to issue a decision as soon as possible.

Complaint: A shareholder complained that the dividend payment method is not listed in the system.

Investigation and response: The shareholder was informed that they must confirm whether the joint account is in their name.