Level Of Service Quality DCV REGISTROS

Period April - June 2026

Telephone helpline

Calls received

April	3,202
May	2,662
June	2,056
Total Quarter	**7,920**

Calls handled

April	3,151 / 98.41%
May	2,628/ 98.72%
June	2,006 / 97.57%
Quarter Average	**7,785/ 98.30%**

90%

Standard committed according to SLA

98.30%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered

April	593
May	492
June	566
Total Quarter	**1,651**

Average waiting time in halls

April	1.90 minutes
May	1.73 minutes
June	2.60 minutes
Quarter Average	**2.07 minutes**

15 minutes

Standard committed according to SLA

2.07 minutes

Average response time.

Electronic Mail Services

Electronic mail service

April	3.656
May	4.003
June	3.350
Total Quarter	**11.009**

Average compliance percentage

April	91.08% in 48 hours
May	91.63% in 48 hours
June	94.06% in 48 hours
Quarter Average	**92.26% in 48 hours**

90% in 48 hours

Standard committed according to SLA.

92.26%

Average response time.

Shareholders´ complaints

April: 9 cases

Complaint: A shareholder files a complaint regarding a DJ that went unanswered regarding the situation.
Investigation and Response: It is reported that the issuer has not responded.

Complaint: The issuer forwards a shareholder's complaint letter, as the shareholder indicates that dividends have not been paid.
Investigation and response: It was confirmed that the dividends were paid, and a draft response to the CMF's letter was sent to the issuer.

Complaint: A shareholder filed a complaint regarding the share transfer process.
Investigation and response: The Banco de Chile legal department is still reviewing the documents.

Complaint: A shareholder filed a complaint regarding a payment to the fire department. The shareholder requests that proof of the donation be attached.
Investigation and response: The certificate was requested from Banchile, but it has not yet been sent.

Complaint: A shareholder complained to the issuer that DCVR did not provide the certificate.
Investigation and response: Future improvements are being reviewed to prevent these issues.

Complaint: Through SERNAC, a shareholder indicates that an unauthorized auction of shares took place.
Investigation and response: A response regarding the process has been provided.

Complaint: A shareholder indicates that the Tax Certificate Nº 70 lists an incorrect Tax ID number (RUT).
Investigation and response: The respective allocation was made by the heirs after the dividend payment.

Complaint: Request for issuance of the Historical Dividend Payment Certificate.
Investigation and response: Transaction statements for the 2018–2026 period were attached.

Complaint: Non-payment of dividends due to the fact that the objection has not been resolved.
Investigation and response: Information was provided regarding the auction of the shares.

May: 3 cases

Complaint: Non-payment of dividends
Investigation and response: Banco de Chile was contacted and indicated that the claimant must visit a branch of the bank to collect the payment.

Complaint: Error in sending money to firefighters; the complaint was filed through the CMF.
Investigation and response: The case has been escalated; awaiting a response from Banco de Chile regarding a possible payment to the heir.

Complaint: Heir is requesting the delivery of documents.
Investigation and response: We are informed that the powers of attorney for the estate need to be updated.

June: 2 cases

Complaint: Rejection of the applicant's request due to failure to obtain telephone confirmation.
Investigation and response: The prosecutor's office found issues with the power of attorney, so confirmation will not be granted. The case is pending receipt of the original power of attorney.

Complaint: The customer received an email stating that a cashier's check was available for in-person pickup at Banco Chile, but when they went there, it was not available (they went twice); they filed a formal complaint with CMF.
Investigation and response: After following up with the issuer, Banco Chile, the customer was informed that the check was ready and had been cashed by the authorized representative.