

Level Of Service Quality

DCV REGISTROS

Period July - September 2026



Telephone helpline

Calls received

July	1,911
August	1,681
September	1,484
Total Quarter	5,076

Calls handled

July	1,878 / 98,27%
August	1,665 / 99.05%
September	1,470 / 99.06%
Quarter Average	5,013 / 98.76%



90%

Standard committed according to SLA



98.76%

Percentage of calls handled.

Attention in Offices

Total Shareholders Answered

July	490
August	502
September	441
Total Quarter	1,433

Average waiting time in halls

July	1.53 minutes
August	2.69 minutes
September	2.48 minutes
Quarter Average	2.23 minutes



15 minutes

Standard committed according to SLA



2.23 minutes

Average response time.

Electronic Mail Services

Electronic mail service

July	2,633
August	2,409
September	2,551
Total Quarter	7,593

Average compliance percentage

July	97.15% in 48 hours
August	95.23% in 48 hours
September	95.57% 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

July: 1 cases

Complaint: Repeated complaint due to lack of response to emails sent, which has delayed the processing of their transactions.

Investigation and Response: The customer was contacted, and a response was provided to address their needs based on the information provided by the sender.

August: 2 cases

Complaint: Shareholder Delay in the regularization of an off-market share transfer.

Investigation and Response: The off-market transfer was approved and processed, and an updated balance certificate was sent.

Complaint: Issuer Dividend payment not received.

Investigation and Response: The dividend payment was processed on an urgent basis, and the successful receipt of the funds was confirmed.

September: 4 cases

Complaint: Delay in the correction of tax information flagged by the Chilean Internal Revenue Service (SII).

Investigation and Response: It was confirmed with the issuers that the tax affidavits for Tax Year 2026 had been accepted by the SII, and the client was informed accordingly.

Complaint: Delay in the registration of probate and estate settlement records.

Investigation and Response: The matter was escalated to the issuer with urgent priority.

Complaint: Delay and dissatisfaction with the response regarding a share transfer and dividend payment.

Investigation and Response: It was verified that both the share transfer and the dividend payment had been completed.

Complaint: Dissatisfaction with the handling and service received during the ratification process, which was ultimately rejected.

Investigation and Response: The request was reviewed by a special committee, which decided to reject it due to identified discrepancies and non-conformities.