

Press Release



SUPERINTENDENCIA
VALORES Y SEGUROS

With figures for 2008:

SVS PUBLISHES THE REPORT ON INSURANCE MARKET COMPLAINTS

Today the Superintendencia de Valores y Seguros (SVS) published the Insurance Market Complaint Report (IRMA) on the complaints received by the entity during 2008.

The IRMA provides information about all complaints received by each insurance company, by general insurance vs. life insurance companies, the ratio of complaints to direct premium and the ratio of complaints to number of claims filed and coverage purchased from the insurance companies.

Also, the IRMA includes data on complaints received against insurance brokers, whose main function is to provide adequate consultation for consumers when purchasing coverage and in the event of a claim.

This report is aimed at providing information that will help improve the transparency and competitiveness of this sector, and it seeks to satisfy the greater demand of information by consumers and the general public.

ANNUAL FIGURES

In 2008, the SVS received a total of 3,694 written complaints, of which 3,122 (85%) corresponded to general and life insurance companies and 572 (15%) to insurance brokers. In the case of brokers, 423 complaints (11%) corresponded to retail broker affiliates, 119 (3%) to bank broker affiliates and 30 (1%) to individual brokers.

Regarding complaints against insurance companies, while 2,609 complaints were received in 2007, this number increased to 3,122 during 2008, representing an increase of 19% in complaints made by insurance users.

Between 2004 and 2008, insurance complaints have shown a 63% increase.

Complaints resolved in 2008

Of the total number of general and life insurance complaints resolved in 2008, 1,808 (43%) were ruled in favor of the policyholder, 1,275 (30%) were not ruled in favor of the policyholder and 1,152 (27%) were cases that do not fall into the other two categories. This last category primarily contains cases that were partially resolved and those that did not have enough background information or that required paperwork or special conditions for the claimants.

2008 SECOND SEMESTER FIGURES

During the second semester of 2008, the SVS received a total of 1,613 written complaints, of which 786 (49%) corresponded to general insurance companies and 827 (51%) to life insurance companies.

Regarding the previous complaint report corresponding to the first semester of 2008, the total number of complaints received was 1,509, indicating an increase of 6.9% from first to second semester.

The total number of complaints received in the second semester of 2009 against brokers was 299, of which 211 (71%) corresponded to retail broker affiliates, 70 (23%) to bank broker affiliates and 18 (6%) to other brokers. During the first semester, there were 273 complaints received against brokers, showing an increase of 9.5% from first to second semester.

As a whole, there were a total of 1,912 complaints received against insurance companies and insurance brokers during 2008, of which 1,613 (84%) corresponded to insurance companies and 299 (16%) to insurance brokers.

Complaints resolved

Of all complaints against general and life insurance companies that were resolved during the second semester of 2008, 1,004 (47%) corresponded to cases ruled in favor of the policyholder; 653 (31%) were cases not ruled in favor of the policyholder, and 475 (22%) were cases that do not fall into the other two categories.

Complaints received by each insurance company

The ratio of complaints received by the SVS against each company to each billion pesos of direct premiums (sales) earned by that company, is listed below:

▪ **General Insurance:**

ACE (1.57); Aseguradora Magallanes (1.67); BCI (1.29); Cardif (4.32); Consorcio Nacional (2.31); Chilena Consolidada (0.74); HDI (2.12); Interamericana (0.36); Liberty (0.49); Mapfre (1.06); Penta-Security (0.67); Renta Nacional (0.69), Royal & Sun Alliance (0.78) and Santander (1.31).

▪ **Life Insurance:**

ACE (1.69); Banchile (0.68); BBVA (0.14); BCI (0.70); Bice Vida (0.52); Cardif (2.89); CLC (14.98); Consorcio Nacional (0.50); Corpvida (0.24); Cruz del Sur (0.58); Chilena Consolidada (0.52); Euroamérica (0.39); ING (0.32); Interamericana (1.79); Itau (0.70); Metlife (0.98); Mutual de Seguros (0.62); Mutualidad de Ejército y Aviación (0.28); Mutualidad de Carabineros (0.43); Ohio National (1.07); Penta (0.44); Principal (0.14); Renta Nacional (0.14); Santander (0.64), and Security Previsión (1.87).

Complaints received by each type of insurance

General Insurance

The types of general insurance that received the most complaints correspond to: 35% Motorized Vehicle, 31% Unemployment and Temporary Disability, 16% Fire and Additional Risks, 5% SOAP, among others.

Life Insurance

Complaints received according to type of life insurance correspond to: 31.7% Health Insurance, 28.7% Life Insurance, 12.1% Debtor's Life Insurance, 9.6% Disability, 8.1% Life Annuities, among others.

Below you can find the procedures for filing complaints against insurance companies, which can also be found in detail on the SVS website, www.svs.cl, Policyholder Page.

Following these procedures are two complaint reports: the first corresponds to the second semester of 2008, and the other refers to the annual statistics on complaints received for the year

Santiago, April 2009.

Information for Policyholders on Presenting Complaints and Questions

Source. www.svs.cl

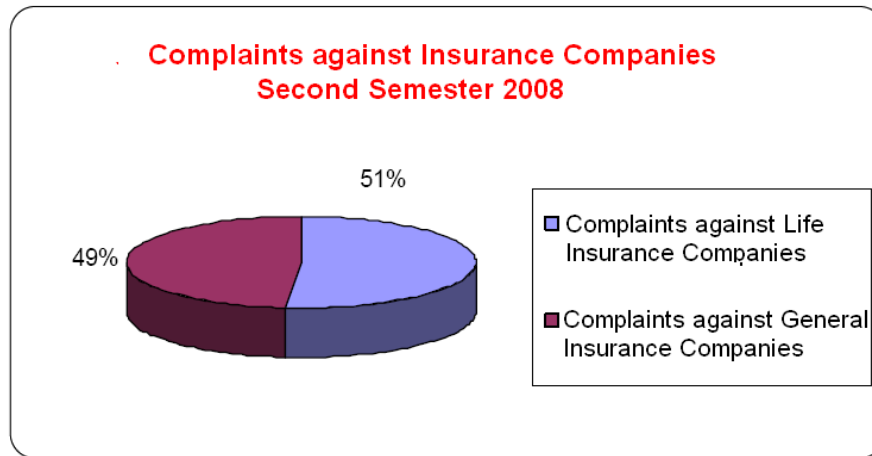
- 1.- If you have any type of insurance and have a question or complaint regarding your policy, **please review your coverage and immediately contact** your insurance broker, insurance company or claims adjuster, as corresponds.
- 2.- The policyholder has the right to directly submit any questions or complaints regarding his or her insurance policy, in writing, to the insurance companies, insurance brokers or claims adjusters. These may be submitted to the main office or any agency, office or branch where the company provides customer assistance, in person or by mail or fax, no other formalities needed, during the normal working hours for customer assistance and without restriction of days or times.
- 3.- The policyholder must remember that it is important to **keep a copy of the complaint or question submitted to the insurance company**, insurance broker or claims adjuster.
- 4.- The insurance companies must receive, record and respond to the questions or complaints presented directly by the policyholder or beneficiary. **The maximum time period allowed for issuing a response is 20 business days from the date of receipt.**
- 5.- Remember that in the event of an ongoing disagreement with the company, the controversy or difficulty resulting from the application of the insurance policy may be resolved legally, according to the conditions of the respective policy.
- 6.- The policyholder may always request information or present questions or complaints regarding his or her insurance policy at the offices of the Division of Policyholder Education and Services of the SVS, located at Avda. Libertador Bernardo O'Higgins 1449, 1st Floor, Santiago. Policyholder assistance is provided from Monday to Friday, between 9:00 a.m. and 1:30 p.m.
- 7.- Complaints and questions may be made in writing to the Division of Policyholder Education and Services, using the **Question or Complaint Form**, which can be printed off the SVS website (www.svs.cl), or by mail. For policyholders living outside the Metropolitan Region, the letter of complaint may be issued to the offices of the National Consumer Service (SERNAC).
- 8.- Complaints or questions received by the Division of Policyholder Education and Services must be signed and accompanied by any necessary background information, and ideally the response received from the insurance company, insurance broker or claims adjuster, as is the case. Once the written complaint or question is received, the SVS may contact the implicated entity, when necessary, and will inform the policyholder in writing of the actions taken and their results.
- 9.- Intervention by the SVS does not exclude the obligations of the insurance company to respond to the questions or complaints received directly from its policyholders.
- 10.- The intervention and opinions issued administratively by the SVS do not go against the right of the parties to exercise corresponding actions before the Courts of Justice or to appeal to the arbitration entity indicated in the conditions of the insurance policy or contract.

COMPLAINT REPORT FOR THE INSURANCE MARKET SECOND SEMESTER 2008

A) INSURANCE COMPLAINTS RECEIVED BY THE SUPERINTENDENCIA DE VALORES Y SEGUROS

Complaints received by the SVS, by group
Period: From July 1st to December 31st 2008

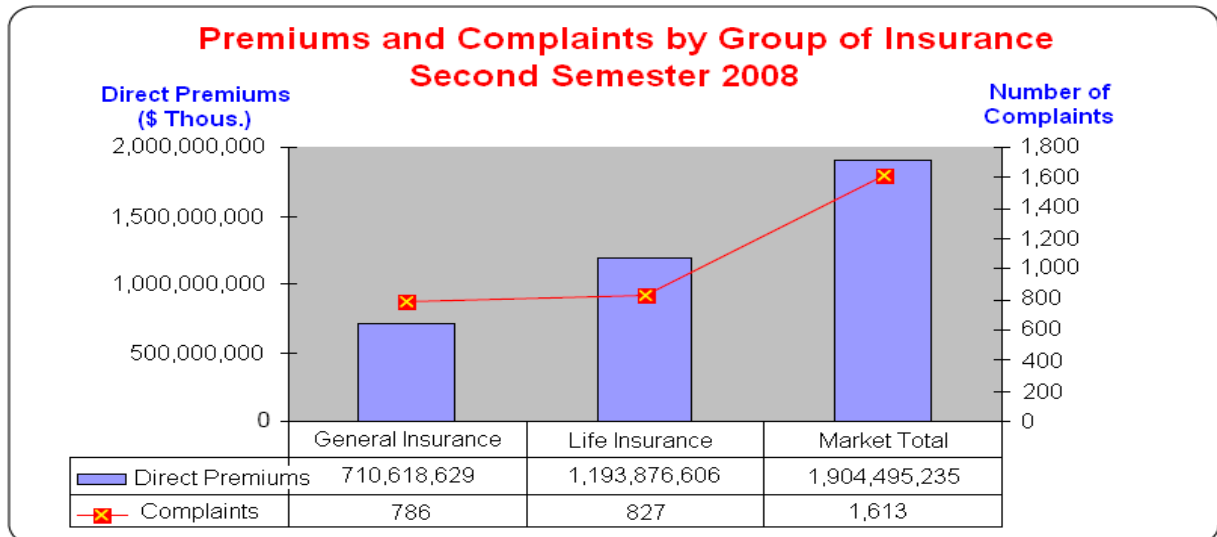
Table I



| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Total number of complaints against insurance companies, of which 46% corresponds to general insurance companies (which cover risks to objects and assets) and 54% to life insurance companies (which cover risks to people). Note: Illustrates the distribution of written complaints received by the SVS during the first semester of 2008, which totaled 1,509. | 1,509 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|

Premiums and Complaints by Group of Insurance

Table II



Note: This graph shows the amount of sales (direct premiums) and number of complaints received during the second semester of 2008, by insurance group (general and life) and the market total.

**COMPLAINT AND DIRECT PREMIUMS REPORT
WRITTEN COMPLAINTS RECEIVED
BY THE SUPERINTENDENCIA DE VALORES Y SEGUROS.
Period: July 1st to December 31st 2008**

Table III

| GENERAL INSURANCE NAME OF SUPERVISED ENTITY | Complaints | | Direct Premiums | | Ratio of Complaints to Direct Premiums (e) |
|---------------------------------------------------|------------|------------|--------------------|------------|--------------------------------------------------|
| | N° (a) | % (b) | (\$Th.) (c) | (%) (d) | |
| ABN AMRO (1) | 1 | 0 | 0 | 0 | - |
| ACE | 58 | 7.38 | 36,958,041 | 5.20 | 1.57 |
| ASEGURADORA MAGELLANES | 74 | 9.41 | 44,365,279 | 6.24 | 1.67 |
| BCI | 66 | 8.40 | 51,176,846 | 7.20 | 1.29 |
| CARDIF | 185 | 23.54 | 42,825,546 | 6.03 | 4.32 |
| CESCE (2) | 0 | 0 | 479,557 | 0.07 | - |
| COFACE | 0 | 0 | 3,970,456 | 0.56 | 0 |
| CONSORCIO NACIONAL | 23 | 2.93 | 9,940,041 | 1.40 | 2.31 |
| CREDITO CONTINENTAL | 1 | 0 | 8,838,991 | 1.24 | 0.11 |
| CHILENA CONSOLIDADA | 50 | 6.36 | 67,439,152 | 9.49 | 0.74 |
| CHUBB CHILE | 0 | 0 | 8,686,635 | 1.22 | 0 |
| FAF (3) | 0 | 0 | 0 | 0 | - |
| HDI (4) | 27 | 3 | 12,761,182 | 2 | 2.12 |
| HUELEN (5) | 0 | 0 | -47,742 | -0.01 | 0 |
| INTERAMERICANA | 23 | 2.93 | 63,372,022 | 8.92 | 0.36 |
| LIBERTY | 28 | 3.56 | 57,335,229 | 8.07 | 0.49 |
| MAPFRE | 56 | 7.12 | 52,908,508 | 7.45 | 1.06 |
| MAPFRE GARANTIA Y CREDITO | 0 | 0 | 4,609,335 | 0.65 | 0 |
| MUTUALIDAD DE CARABINEROS | 0 | 0 | 588,736 | 0.08 | - |
| ORION (6) | 0 | 0 | 0 | 0 | - |
| PENTA-SECURITY | 59 | 7.51 | 88,277,398 | 12.42 | 0.67 |
| RENTA NACIONAL | 6 | 0.76 | 8,671,900 | 1.22 | 0.69 |
| ROYAL & SUN ALLIANCE | 93 | 11.83 | 119,914,723 | 16.87 | 0.78 |
| SANTANDER | 36 | 4.58 | 27,546,794 | 3.88 | 1.31 |
| Total | 786 | 100 | 710,618,629 | 100 | |

General Insurance Notes:

(1) Abn Amro Seguros Generales S.A., stopped selling policies as of 8/8/05 (Important Fact, 8/2/05).

Abn Amro Seguros Generales S.A. changed its name and corporate purpose to RBS(CHILE) Inversiones Financieras S.A. in Resolution No. 507 on 08.08.2008

(2) CESCE CHILE Aseguradora S.A. was authorized by Resolution No.184 on March 31, 2008.

(3) FAF International Seguros Generales S.A. was authorized by Resolution No. 619 on October 15, 2008.

(4) By Resolution No. 746 on 12.29.2008, the SVS approved the name change of ISE Chile Compañía de Seguros Generales S.A to HDI Seguros S.A.

(5) Negative direct premiums resulting from the refund of non-consumed premiums.

(6) Orion Seguros Generales S.A. was authorized by Resolution N° 703 on December 18, 2008.

General Insurance Notes (Cont.):

(a) Refers to the written complaints received by the SVS, regarding insurance policies issued by insurance companies.

(b) Percentage representing the number of complaints against the insurance company, with respect to the total received by the SVS.

(c) Amount of Direct Premiums (sales) in thousands of pesos, reported by the insurance company in FECU during the period.

(d) Percentage representing the Direct Premiums (sales) of the insurance company with respect to the market total.

(e) Rate that represents the number of complaints received by the SVS for every billion pesos of Direct Premium (sales) reported by the insurance company. This figure is not calculated for those insurance companies with Direct Premiums (sales) lower than one billion pesos.

COMPLAINT AND DIRECT PREMIUMS REPORT WRITTEN COMPLAINTS RECEIVED BY THE SUPERINTENDENCIA DE VALORES Y SEGUROS. Period: July 1st to December 31st 2008

Table IV

| LIFE INSURANCE NAME OF SUPERVISED ENTITY | Complaints | | Direct Premiums | | Ratio of Complaints to Direct Premiums (e) |
|---------------------------------------------|------------|------------|----------------------|------------|--------------------------------------------------|
| | N° (a) | % (b) | (\$Th.) (c) | (%) (d) | |
| ABN AMRO (1) | 1 | 0.12 | 0 | 0.00 | - |
| ACE | 10 | 1.21 | 5,922,001 | 0.50 | 1.69 |
| BANCHILE | 25 | 3.02 | 36,775,597 | 3.08 | 0.68 |
| BBVA | 10 | 1.21 | 72,444,911 | 6.07 | 0.14 |
| BCI | 18 | 2.18 | 25,572,245 | 2.14 | 0.70 |
| BICEVIDA | 46 | 5.56 | 88,490,731 | 7.41 | 0.52 |
| CARDIF | 110 | 13.30 | 38,023,153 | 3.18 | 2.89 |
| CLC | 39 | 4.72 | 2,603,934 | 0.22 | 14.98 |
| CN LIFE | 3 | 0.36 | 670,481 | 0.06 | - |
| CONSORCIO NACIONAL | 47 | 5.68 | 94,155,043 | 7.89 | 0.50 |
| CORPVIDA (2) | 17 | 2.06 | 70,506,308 | 5.91 | 0.24 |
| CRUZ DEL SUR | 27 | 3.26 | 46,573,341 | 3.90 | 0.58 |
| CHILENA CONSOLIDADA | 36 | 4.35 | 69,772,144 | 5.84 | 0.52 |
| EUROAMERICANA | 18 | 2.18 | 45,999,516 | 3.85 | 0.39 |
| HUELEN | 0 | 0 | 376,576 | 0.03 | - |
| ING | 54 | 6.53 | 170,787,071 | 14.31 | 0.32 |
| INTERAMERICANA | 77 | 9.31 | 42,936,751 | 3.60 | 1.79 |
| ITAU (4) | 1 | 0.12 | 1,425,943 | 0.12 | 0.70 |
| MAPFRE | 3 | 0.36 | 568,942 | 0.05 | - |
| METLIFE | 132 | 15.96 | 134,350,795 | 11.25 | 0.98 |
| MUTUAL DE SEGUROS | 6 | 0.73 | 9,656,857 | 0.81 | 0.62 |
| MUTUAL DEL EJERCITO Y AVIACION | 2 | 0.24 | 7,191,786 | 0.60 | 0.28 |
| MUTUALIDAD DE CARABINEROS | 3 | 0.36 | 7,026,335 | 0.59 | 0.43 |
| OHIO NATIONAL | 19 | 2.30 | 17,785,314 | 1.49 | 1.07 |
| PENTA | 24 | 2.90 | 54,904,333 | 4.60 | 0.44 |
| PRINCIPAL | 7 | 0.85 | 49,505,385 | 4.15 | 0.14 |
| RENTA NACIONAL | 2 | 0 | 14,553,169 | 1.22 | 0.14 |
| SANTANDER | 36 | 4.35 | 56,481,557 | 4.73 | 0.64 |
| SECURITY PREVISION (3) | 54 | 6.53 | 28,816,387 | 2.41 | 1.87 |
| Total | 827 | 100 | 1,193,876,606 | 100 | |

Life Insurance Notes:

- (1) Abn Amro Seguros de Vida S.A., stopped selling policies as of 8/8/05 (Important Fact, 8/2/05). Abn Amro Seguros de Vida S.A. changed its name and corporate purpose to RBS (CHILE) Seguros de Vida S.A. in Resolution No. 475 on 07.28.2008
- (2) Compañía de Seguros Vida Corp S.A. changed its corporate name to Compañía de Seguros Corpvida S.A through Resolution No. 551 on 11.26.2007.
- (3) On December 31, 2007, Compañía Security Previsión S.A. bought Cigna Compañía de Seguros de Vida S.A.
- (4) Itaú Chile Compañía de Seguros de Vida S.A. was authorized by Resolution No. 580 on September 26, 2008.

Life Insurance Notes (Cont.):

- (a) Refers to the written complaints received by the SVS, regarding insurance policies issued by insurance companies.
- (b) Percentage representing the number of complaints against the insurance company, with respect to the total received by the SVS.
- (c) Amount of Direct Premiums (sales) in thousands of pesos, reported by the insurance company in FECU during the period.
- (d) Percentage representing the Direct Premiums (sales) of the insurance company with respect to the market total.
- (e) Rate that represents the number of complaints received by the SVS for every billion pesos of Direct Premium (sales) reported by the insurance company. This figure is not calculated for those insurance companies with Direct Premiums (sales) lower than one billion pesos.

**COMPLAINT AND DIRECT PREMIUMS REPORT
WRITTEN COMPLAINTS RECEIVED
BY THE SUPERINTENDENCIA DE VALORES Y SEGUROS.
Period: July 1st to December 31st 2008**

Table V

| GENERAL INSURANCE NAME OF SUPERVISED ENTITY | Complaints | | Claims | | Ratio of Complaints to Number of Claims (e) |
|---------------------------------------------------|------------|------------|----------------|------------|------------------------------------------------------|
| | N° (a) | % (b) | (No.) (c) | (%) (d) | |
| ABN AMRO (1) | 1 | 0 | 0 | 0 | - |
| ACE | 58 | 7.38 | 1,580 | 0 | 3.67 |
| ASEGURADORA MAGELLANES | 74 | 9.41 | 47,866 | 12 | 0.16 |
| BCI | 66 | 8.40 | 39,018 | 10 | 0.17 |
| CARDIF | 185 | 23.54 | 65,987 | 17 | 0.28 |
| CESCE (2) | 0 | 0 | 1 | 0 | - |
| COFACE | 0 | 0 | 446 | 0 | 0 |
| CONSORCIO NACIONAL | 23 | 2.93 | 9,586 | 2 | 0.24 |
| CREDITO CONTINENTAL | 1 | 0 | 1,226 | 0 | 0.08 |
| CHILENA CONSOLIDADA | 50 | 6.36 | 2,234 | 1 | 2.24 |
| CHUBB CHILE | 0 | 0 | 1,518 | 0 | 0 |
| FAF (3) | 0 | 0 | 0 | 0 | - |
| HDI (4) | 27 | 3 | 38,616 | 10 | 0.07 |
| HUELEN | 0 | 0 | 0 | 0 | - |
| INTERAMERICANA | 23 | 2.93 | 7,565 | 2 | 0.30 |
| LIBERTY | 28 | 3.56 | 24,675 | 6 | 0.11 |
| MAPFRE | 56 | 7.12 | 26,168 | 7 | 0.21 |
| MAPFRE GARANTIA Y CREDITO | 0 | 0 | 421 | 0 | 0 |
| MUTUALIDAD DE CARABINEROS | 0 | 0 | 28 | 0 | - |
| ORION (5) | 0 | 0 | 0 | 0 | - |
| PENTA-SECURITY | 59 | 7.51 | 31,541 | 8 | 0.19 |
| RENTA NACIONAL | 6 | 0.76 | 6,781 | 2 | 0.09 |
| ROYAL & SUN ALLIANCE | 93 | 11.83 | 68,135 | 18 | 0.14 |
| SANTANDER | 36 | 4.58 | 13,686 | 4 | 0.26 |
| Total | 786 | 100 | 386,878 | 100 | |

General Insurance Notes:

(1) Abn Amro Seguros Generales S.A., stopped selling policies as of 8/8/05 (Important Fact, 8/2/05).

Abn Amro Seguros Generales S.A. changed its name and corporate purpose to RBS(CHILE) Inversiones Financieras S.A. in Resolution No. 507 on 08.08.2008

(2) CESCE CHILE Aseguradora S.A. was authorized by Resolution No.184 on March 31, 2008.

(3) FAF International Seguros Generales S.A. was authorized by Resolution No. 619 on October 15, 2008.

(4) By Resolution No. 746 on 12.29.2008, the SVS approved the name change of ISE Chile Compañía de Seguros Generales S.A to HDI Seguros S.A.

(5) Orion Seguros Generales S.A. was authorized by Resolution N° 703 on December 18, 2008.

(a) Refers to the written complaints received by the SVS, regarding insurance policies issued by insurance companies.

(b) Percentage representing the number of complaints against the insurance company, with respect to the total received by the SVS.

(c) Number of claims filed, as reported by the insurance company in FECU during the period.

(d) Percentage representing the Claims filed to the insurance company with respect to the market total.

(e) Rate that represents the number of complaints received by the SVS for every hundred Claims, as reported by the insurance company. This figure is not calculated for those insurance companies with less than one hundred Claims.

**COMPLAINT AND DIRECT PREMIUMS REPORT
WRITTEN COMPLAINTS RECEIVED
BY THE SUPERINTENDENCIA DE VALORES Y SEGUROS.
Period: July 1st to December 31st 2008**

Table VI

| LIFE INSURANCE NAME OF SUPERVISED ENTITY | Complaints | | Claims (*) | | Ratio of Complaints to Number of Claims (e) |
|------------------------------------------------|------------|------------|------------------|------------|------------------------------------------------------|
| | N° (a) | % (b) | (No.) (c) | (%) (d) | |
| ABN AMRO (1) | 1 | 0.12 | 0 | 0 | - |
| ACE | 10 | 1.21 | 295 | 0 | 3.39 |
| BANCHILE | 25 | 3.02 | 2,929 | 0 | 0.85 |
| BBVA | 10 | 1.21 | 5,327 | 0 | 0.19 |
| BCI | 18 | 2.18 | 54,303 | 2 | 0.03 |
| BICE VIDA | 46 | 5.56 | 287,400 | 11 | 0.02 |
| CARDIF | 110 | 13.30 | 4,229 | 0 | 2.60 |
| CLC | 39 | 4.72 | 917 | 0 | 4.25 |
| CN LIFE | 3 | 0.36 | 192 | 0 | 1.56 |
| CONSORCIO NACIONAL | 47 | 5.68 | 41,588 | 2 | 0.11 |
| CORPVIDA (2) | 17 | 2.06 | 79,540 | 3 | 0.02 |
| CRUZ DEL SUR | 27 | 3.26 | 112,608 | 4 | 0.02 |
| CHILENA CONSOLIDADA | 36 | 4.35 | 124,107 | 5 | 0.03 |
| EUROAMERICANA | 18 | 2.18 | 228,870 | 8 | 0.01 |
| HUELEN | 0 | 0 | 70 | 0 | 0.00 |
| ING | 54 | 6.53 | 470,914 | 17 | 0.01 |
| ITAU (4) | 77 | 9.31 | 0 | 0 | - |
| INTERAMERICANA | 1 | 0.12 | 130,762 | 5 | 0.06 |
| MAPFRE | 3 | 0.36 | 329 | 0 | 0.91 |
| METLIFE | 132 | 15.96 | 498,601 | 18 | 0.03 |
| MUTUAL DE SEGUROS | 6 | 0.73 | 888 | 0 | 0.68 |
| MUTUAL DEL EJERCITO Y AVIACION | 2 | 0.24 | 342 | 0 | 0.58 |
| MUTUALIDAD DE CARABINEROS | 3 | 0.36 | 341,446 | 13 | 0.00 |
| OHIO NATIONAL | 19 | 2.30 | 5,710 | 0 | 0.33 |
| PENTA | 24 | 2.90 | 1,124 | 0 | 2.14 |
| PRINCIPAL | 7 | 0.85 | 633 | 0 | 1.11 |
| RENTA NACIONAL | 2 | 0 | 581 | 0 | 0.34 |
| SANTANDER | 36 | 4.35 | 2,240 | 0 | 1.61 |
| SECURITY PREVISION (3) | 54 | 6.53 | 317,002 | 12 | 0.02 |
| Total | 827 | 100 | 2,712,947 | 100 | |

Life Insurance Notes:

- (1) Abn Amro Seguros de Vida S.A., stopped selling policies as of 8/8/05 (Important Fact, 8/2/05). Abn Amro Seguros de Vida S.A. changed its name and corporate purpose to RBS (CHILE) Seguros de Vida S.A. in Resolution No. 475 on 07.28.2008
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- (4) Itaú Chile Compañía de Seguros de Vida S.A. was authorized by Resolution No. 580 on September 26, 2008.

Life Insurance Notes (Cont.):

- (a) Refers to the written complaints received by the SVS, regarding insurance policies issued by insurance companies.
- (b) Percentage representing the number of complaints against the insurance company, with respect to the total received by the SVS.
- (c) Number of claims filed, as reported by the insurance company in FECU during the period.
- (d) Percentage representing the Claims filed to the insurance company with respect to the market total.
- (e) Rate that represents the number of complaints received by the SVS for every hundred Claims, as reported by the insurance company. This figure is not calculated for those insurance companies with less than one hundred Claims.
- (*) Includes Retirement and non-Retirement policies.

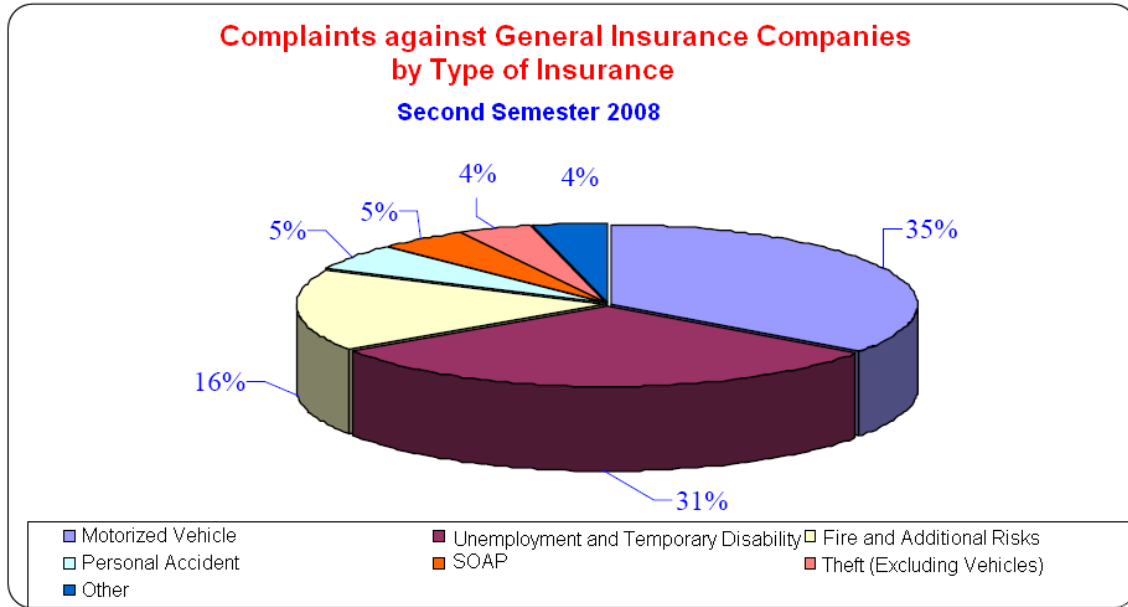
Distribution of complaints received by the SVS, by type of insurance
 Period: July 1st to December 31st 2008

Table VII

Complaints against General Insurance Companies by Type of Insurance, from 07.01.2008 to 12.31.2008

| Type | Total | % |
|-------------------------------------|-------|------|
| Motorized Vehicles | 276 | 35% |
| Disability and Temporary Disability | 240 | 31% |
| Fire and Additional Risks | 129 | 16% |
| SOAP | 42 | 5% |
| Personal Accidents | 37 | 5% |
| Theft (Excluding Vehicles) | 31 | 4% |
| Other | 31 | 4% |
| General Total | 786 | 100% |

Table VIII



Note: This shows the breakdown of the total number of complaints received during the second semester of 2008 by type of insurance in the general insurance market.

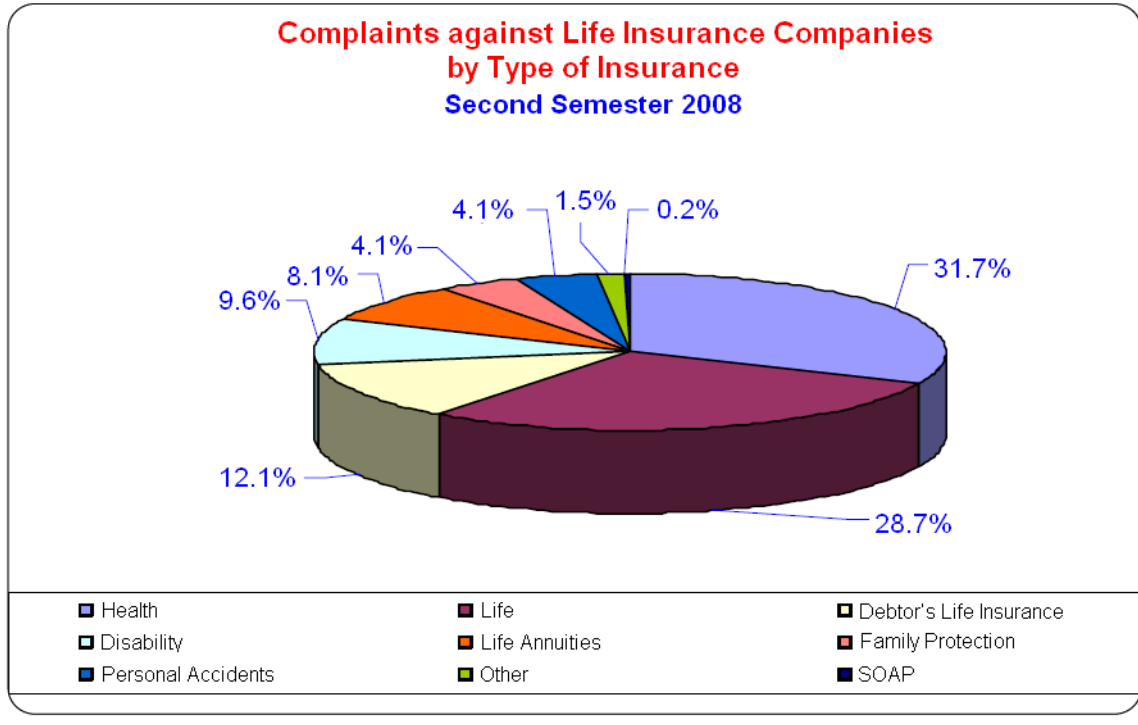
Distribution of complaints received by the SVS, by type of insurance
Period: July 1st to December 31st 2008

Table IX

Complaints against Life Insurance Companies by Type of Insurance, from 07.01.2008 to 12.31.2008

| Type | Total | % |
|-------------------------|-------|-------|
| Health | 262 | 31.7% |
| Life | 237 | 28.7% |
| Disability | 100 | 12.1% |
| Debtor's Life Insurance | 79 | 9.6% |
| Life Annuities | 67 | 8.1% |
| Family Protection | 34 | 4.1% |
| Personal Accidents | 34 | 4.1% |
| Other | 12 | 1.5% |
| SOAP | 2 | 0.2% |
| General Total | 827 | 100% |

Table X



Note: This shows the breakdown of the total number of complaints received during the second semester of 2008 by type of insurance in the life insurance market

Complaints received during the Second Semester of 2008, by type of insurance and the reason for complaint.

GENERAL INSURANCE

Table XI

| SUBJECTS | TYPE OF INSURANCE | | | | | | | Total |
|-------------------------------|--------------------|-----------------------------|----------------------|-----------|-----------------|--------------------|----------------------|------------|
| | Motorized Vehicles | Unemployment and Disability | Fire and Add'l Risks | SOAP | Other Insurance | Personal Accidents | Theft (not Vehicles) | |
| Coverage and Compensation (1) | 256 | 226 | 112 | 37 | 37 | 25 | 28 | 721 |
| Improvement and Sales (2) | 12 | 14 | 15 | 5 | 0 | 3 | 3 | 52 |
| Other (3) | 8 | | 2 | 0 | 0 | 3 | 0 | 13 |
| Total | 276 | 240 | 129 | 42 | 37 | 31 | 31 | 786 |

NOTES

(1) Includes complaints about subjects such as: Compensation Payment, Coverage and Exclusions, Policy Term - Termination, Policyholder Obligations, Premium Payments and Claims Adjustment.

(2) Includes complaints about subjects such as: Commercialization or Sale and Proposal - Improvement of the Insurance Policies.

(3) Other non-classifiable subjects of complaint.

LIFE INSURANCE

Table XII

| SUBJECTS | | | | | | | | | | Total |
|-------------------------------|------------|------------|-------------------------|------------|----------------|--------------------|-------------------|-----------|----------|------------|
| | Health | Life | Debtor's Life Insurance | Disability | Life Annuities | Personal Accidents | Family Protection | Other | SOAP | |
| Coverage and Compensation (1) | 245 | 199 | 96 | 79 | 4 | 29 | 28 | 18 | 2 | 700 |
| Life Annuities (2) | 0 | 0 | 0 | 0 | 48 | 0 | 0 | 0 | 0 | 48 |
| Improvement and Sales (3) | 17 | 22 | 4 | | 2 | 5 | 4 | 1 | | 55 |
| Other (4) | | 7 | 0 | | 13 | | 2 | 2 | | 24 |
| Total | 262 | 228 | 100 | 79 | 67 | 34 | 34 | 21 | 2 | 827 |

(1) Includes complaints about subjects such as: Compensation Payment, Coverage and Exclusions, Policy Term - Termination, Policyholder Obligations, Premium Payments and Claims Adjustment.

(2) Includes complaints about subjects such as: Beneficiaries of Survivor's Insurance, Life Annuities Intermediation, Pension Amount Adjustments, Pension Payments, State-backed Guarantees, Recognition Bonus, among others.

(3) Includes complaints about subjects such as: Commercialization or Sale and Proposal - Improvement of the Insurance Policies.

(4) Other non-classifiable subjects of complaint.

Agreement with SERNAC, for using its Online Complaint Form

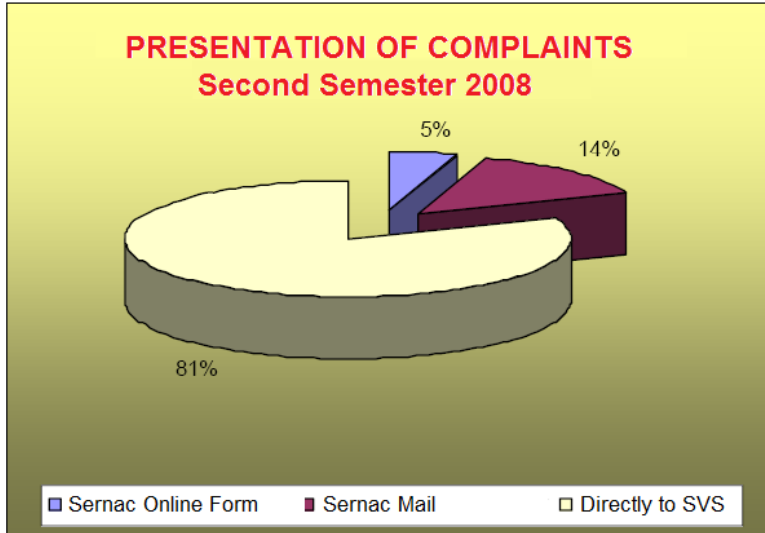
During the first semester of 2008, the SVS received a total of 309 complaints through SERNAC, 19% of all complaints, of which 81 were sent via the Online Complaint Form on the SERNAC website, and 228 were sent by mail.

This is shown in the chart and graph below:

Table XIII

| Mode of Presentation | Complaints from 07.01.2008 to 12.31.2008 | |
|----------------------|------------------------------------------|-------------|
| | Number of Complaints | % of Total |
| SERNAC Online Form | 81 | 5% |
| SERNAC Mail | 228 | 14% |
| Directly to the SVS | 1,304 | 81% |
| Total | 1,613 | 100% |

Table XIV



Note: Shows the number of complaints received by the SVS by way of the National Consumer Service (SERNAC) and the percentage of total complaints sent this way.

Complaints resolved, according to their ending result
Period: July 1st to December 31st 2008

The total number of complaints that ended in favor of the policyholder during the second semester of 2008 corresponded to 47% of the total, while this number was 38% of the total during the first semester.

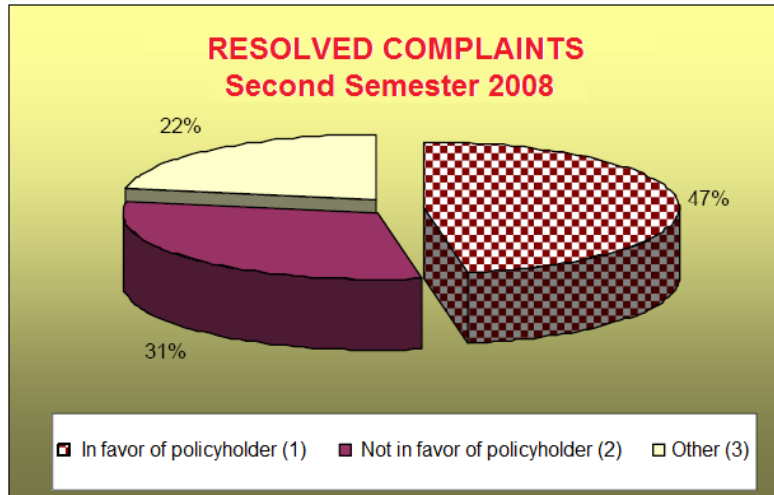
Table XV

| Ending Result | Complaints from 07.01.2008 to 12.31.2008 | |
|----------------------------------|------------------------------------------|------------|
| | Number of Complaints | % of Total |
| In Favor of Policyholder (1) | 1,004 | 47% |
| Not in Favor of Policyholder (2) | 653 | 31% |
| Other (3) | 475 | 22% |
| Total | 2,132 | 100% |

Notes:

- (1) Cases in which the subject of the complaint was resolved
- (2) Cases in which the subject of the complaint was not resolved, whether due to the application of the conditions of the contract and/or the need for a legal resolution
- (3) Cases not included in the previous categories, which may include:
 - Partially resolved or unresolved cases
 - Cases with insufficient background information and evidence
 - Cases that require paperwork or special conditions from the policyholder
 - Other cases.

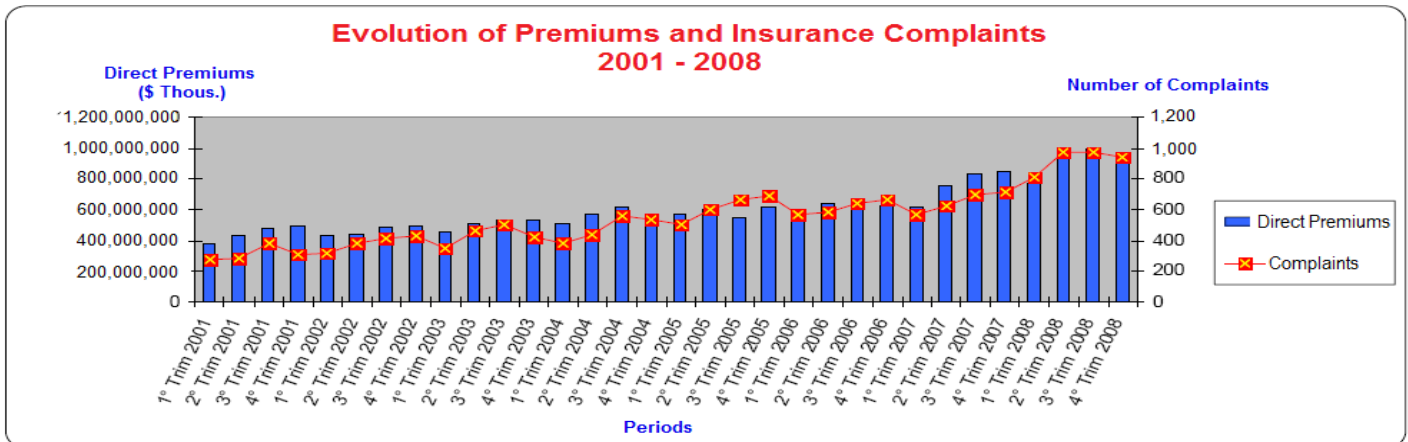
Table XVI



Note: Shows the breakdown of complaints that were resolved during the second semester of 2008, based on their ending results.

EVOLUTION OF PREMIUMS AND INSURANCE COMPLAINTS RECEIVED BY THE SUPERINTENDENCIA DE VALORES Y SEGUROS 2001-2008

Table XVII



Note: The graph shows the evolution of sales (direct premiums) and complaints for the insurance market, by quarter (trimester) from 2001 to 2008.

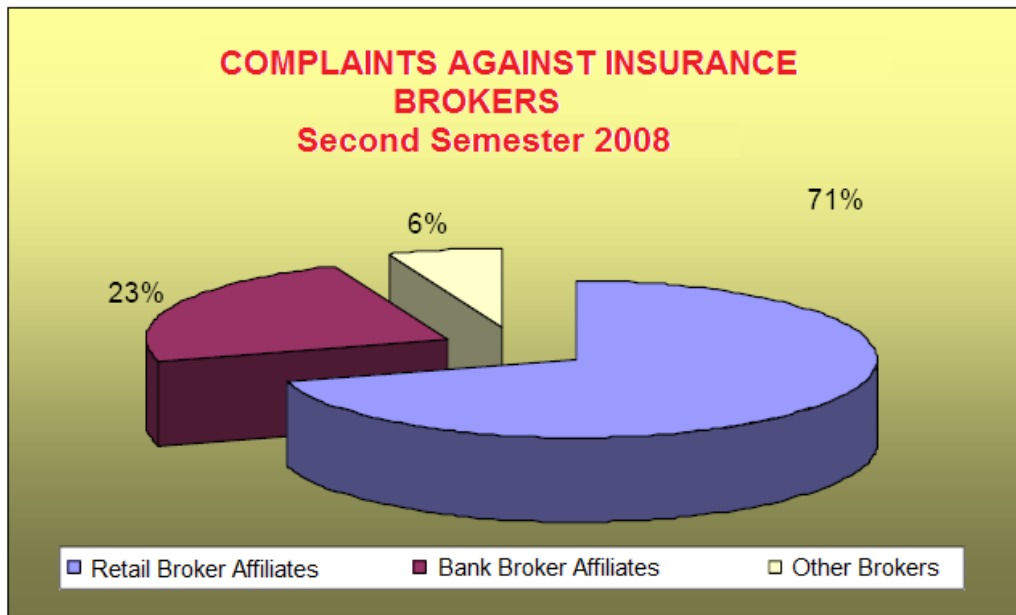
B) WRITTEN COMPLAINTS AGAINST INSURANCE BROKERS (*)

Table I

| Type of Broker | Complaints from 07.01.2008 to 12.31.2008 | |
|--------------------------|------------------------------------------|------------|
| | Number of Complaints | % of Total |
| Retail Broker Affiliates | 211 | 71% |
| Bank Broker Affiliates | 70 | 23% |
| Other Brokers | 18 | 6% |
| Total | 299 | 100% |

(*) Includes the written complaints received by the SVS and handled by the Division of Policyholder Education and Services, regarding the actions of insurance brokers in the intermediation of insurance company policies.

Table II



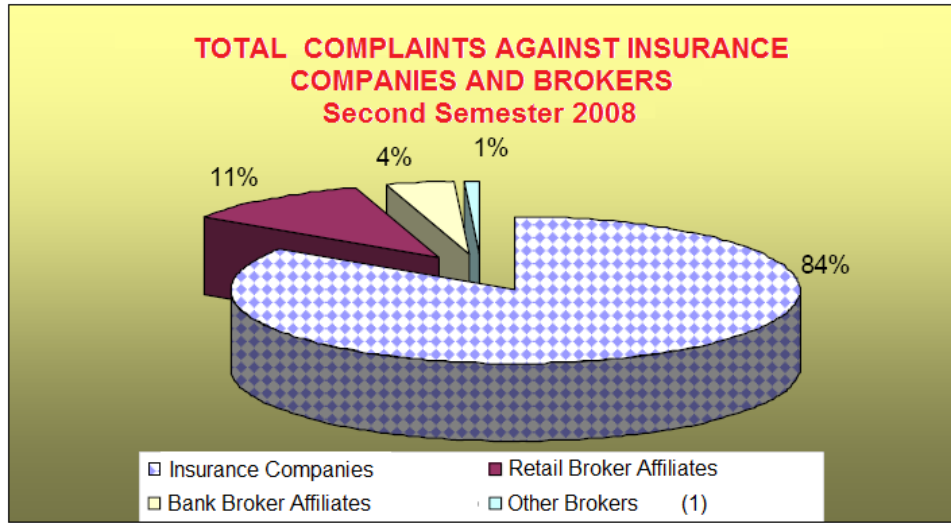
TOTAL WRITTEN COMPLAINTS AGAINST INSURANCE COMPANIES AND INSURANCE BROKERS (*)

Table III

| Entity | Complaints from 07.01.2008 to 12.31.2008 | |
|--------------------------|------------------------------------------|------------|
| | Number of Complaints | % of Total |
| Insurance Companies | 1,613 | 84% |
| Retail Broker Affiliates | 211 | 11% |
| Bank Broker Affiliates | 70 | 4% |
| Other Brokers (1) | 18 | 1% |
| Total | 1,912 | 100% |

(1) Other Brokers: includes complaints against insurance brokers not included in the previous categories.

Table IV



NOTES

Total complaints for the insurance market, of which 84% correspond to insurance companies and 16% to insurance brokers.

**COMPLAINT REPORT FOR INSURANCE BROKERS
WRITTEN COMPLAINTS RECEIVED BY THE SUPERINTENDENCIA DE
VALORES Y SEGUROS (*)
Period: July 1st to December 31st 2008**

Table V

| Retail Broker Affiliates | No. of Complaints |
|-----------------------------------------|--------------------------|
| CORREDORA DE SEGUROS RIPLEY LIMITADA | 61 |
| CORREDORES DE SEGUROS PRESTO LIMITADA | 50 |
| SERVICIOS FALABELLA PRO LIMITADA | 46 |
| PARIS CORREDORES DE SEGUROS LIMITADA | 38 |
| LA POLAR CORREDORES DE SEGUROS LIMITADA | 11 |
| ABCDIN CORREDORES DE SEGUROS LIMITADA | 5 |
| Total | 211 |

| Bank Broker Affiliates | No. of Complaints |
|------------------------------------------------|--------------------------|
| BANCOESTADO CORREDORES DE SEGUROS S.A. | 38 |
| BANCHILE CORREDORES DE SEGUROS LIMITADA (1) | 21 |
| SANTANDER CORREDORA DE SEGUROS LIMITADA | 6 |
| BCI CORREDORES DE SEGUROS S.A. | 3 |
| CORPBANCA CORREDORES DE SEGUROS S.A. | 1 |
| BANCO FALABELLA CORREDORES DE SEGUROS LIMITADA | 1 |
| Total | 70 |

| Other Brokers | No. of Complaints |
|------------------------------------------------|--------------------------|
| AGENCIAS BRINER CORREDORES DE SEGUROS LIMITADA | 16 |
| MARCELO URIBE BUSTAMANTE | 1 |
| GUSTAVO VALVERDE CASTAÑON | 1 |
| Total | 18 |

Notes on Brokers:

- (1) On February 1, 2008, Banchile Corredores de Seguros Limitada bought Citibank Corredores de Seguros Limitada.

REPORT ON COMPLAINTS AND INTERMEDIATED PREMIUMS

WRITTEN COMPLAINTS AGAINST INSURANCE BROKERS

Period: July 1st to December 31st 2008

Table VI

| INSURANCE BROKERS | Complaints | | Intermediated Premiums (\$Thous.) (c) | Rate of Complaints to Intermediated Premiums (d) |
|------------------------------------------------|------------|------------|---------------------------------------|--------------------------------------------------|
| | No. (a) | % (b) | | |
| ABCDIN CORREDORES DE SEGUROS LIMITADA | 5 | 1.68 | 3,034,546 | 1.65 |
| BANCOESTADO CORREDORES DE SEGUROS S.A. | 38 | 12.79 | 61,011,456 | 0.62 |
| BANCHILE CORREDORES DE SEGUROS LIMITADA (1) | 21 | 7.07 | 53,562,112 | 0.39 |
| BANCO FALABELLA CORREDORES DE SEGUROS LIMITADA | 1 | 0.34 | 1,698,516 | 0.59 |
| BCI CORREDORES DE SEGUROS S.A. | 3 | 1.01 | 53,684,007 | 0.06 |
| CORPBANCA CORREDORES DE SEGUROS S.A. | 1 | 0.34 | 13,099,895 | 0.08 |
| CORREDORA DE SEGUROS RIPLEY LIMITADA | 61 | 20.54 | 10,761,404 | 5.67 |
| CORREDORES DE SEGUROS PRESTO LIMITADA | 50 | 16.84 | 11,327,906 | 4.41 |
| LA POLAR CORREDORES DE SEGUROS LIMITADA | 11 | 3.70 | 7,325,604 | 1.50 |
| PARIS CORREDORES DE SEGUROS LIMITADA | 38 | 12.79 | 28,281,570 | 1.34 |
| SANTANDER CORREDORA DE SEGUROS LIMITADA | 6 | 2.02 | 85,115,655 | 0.07 |
| SERVICIOS FALABELLA PRO LIMITADA | 46 | 15.49 | 47,474,047 | 0.97 |
| AGENCIAS BRINER CORREDORES DE SEGUROS LTDA | 16 | 5.39 | 10,860,001 | 1.47 |
| Total | 297 | 100 | 387,236,719 | |

Notes on Brokers:

- (1) On February 1, 2008, Banchile Corredores de Seguros Limitada bought Citibank Corredores de Seguros Limitada.
- (a) Includes the written complaints received by the SVS and handled by the Division of Policyholder Education and Services, regarding the actions of insurance brokers in the intermediation of insurance company policies.
- (b) Percentage representing the number of complaints against the insurance broker, with respect to the total received by the SVS and handled by the Division of Policyholder Education and Services.
- (c) Amount of Intermediated Premiums in thousands of pesos, reported by the insurance broker in FECU during the period.
- (d) Rate that represents the number of complaints received by the SVS for every billion pesos of Intermediated Premiums reported by the insurance company. This figure is not calculated for those insurance brokers with Intermediated Premiums lower than one billion pesos.

2008 ANNUAL COMPLAINT REPORT FOR THE INSURANCE MARKET

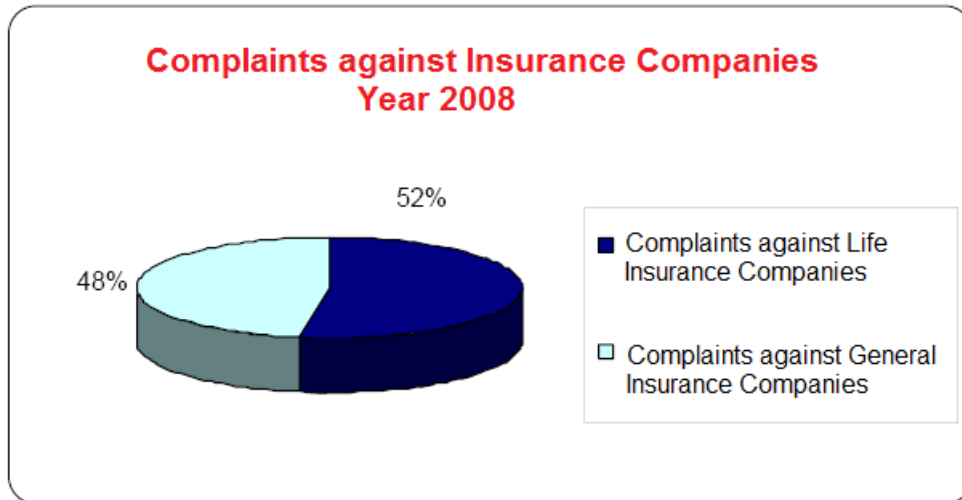
A) COMPLAINTS AGAINST INSURANCE COMPANIES

Complaints received by the SVS, organized by group, for the year 2008

Table I

| | 1st Semester 2008 | 2nd Semester 2008 | Year 2008 |
|------------------------------------------------|-------------------|-------------------|-----------|
| Complaints against Life Insurance Companies | 812 | 827 | 1,639 |
| Complaints against General Insurance Companies | 697 | 786 | 1,483 |
| Total | 1,509 | 1,613 | 3,122 |

Table II



Total complaints against insurance companies, of which 48% correspond to general insurance companies (which cover risks to objects and assets) and 54% to life insurance companies (which cover risks to people). 3,122

The total number of complaints against insurance companies in 2008 was 3,122, while in 2007, 2,609 complaints were received, indicating an increase of 19% in insurance complaints.

Complaints against general insurance in 2008 added up to 1,483, while in 2007 there were 1,283, showing an increase of 15.5% in 2008.

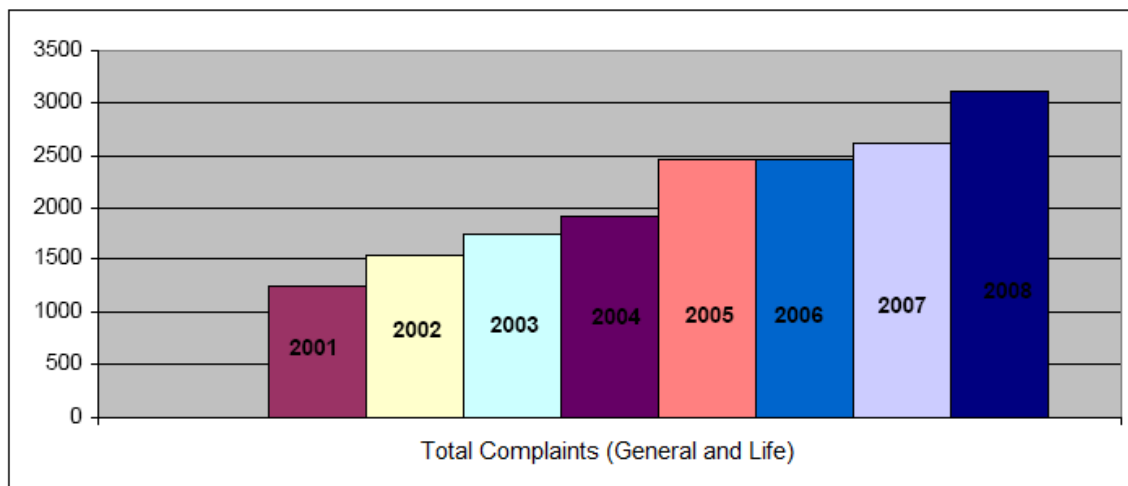
Complaints against life insurance in 2008 totaled 1,639, while in 2007 these were 1,326, representing an increase of 23.6% in 2008.

EVOLUTION OF COMPLAINTS AGAINST INSURANCE COMPANIES
2001 - 2008

Table III

| Year | Total Complaints (General and Life) |
|------|----------------------------------------|
| 2001 | 1,251 |
| 2002 | 1,543 |
| 2003 | 1,737 |
| 2004 | 1,914 |
| 2005 | 2,456 |
| 2006 | 2,451 |
| 2007 | 2,609 |
| 2008 | 3,122 |

Table IV



Note: Shows the evolution of the number of complaints against General and Life Insurance Companies for the period between 2001 to 2008.

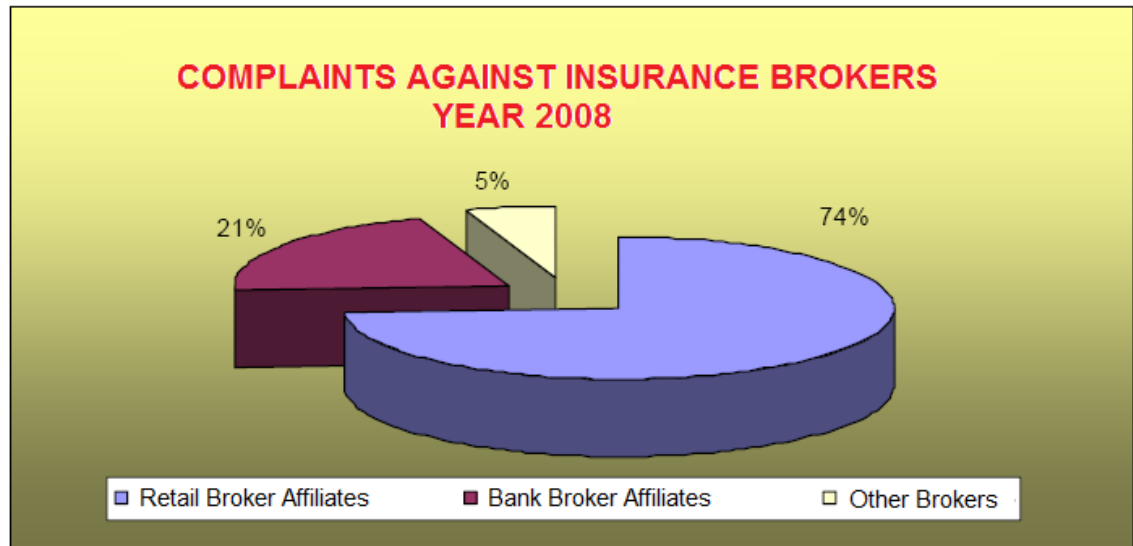
Total insurance complaints between 2004 and 2008 increased by 63%.

B) COMPLAINTS AGAINST INSURANCE BROKERS (*)

Table V

| Type of Broker | Complaints from 01.01.2008 to 12.31.2008 | |
|--------------------------|------------------------------------------|------------|
| | Number of Complaints | % of Total |
| Retail Broker Affiliates | 423 | 74% |
| Bank Broker Affiliates | 119 | 21% |
| Other Brokers | 30 | 5% |
| Total | 572 | 100% |

Table VI



(*) Includes the written complaints received by the SVS and handled by the Division of Policyholder Education and Services, regarding the actions of insurance brokers in the intermediation of insurance company policies.

TOTAL WRITTEN COMPLAINTS AGAINST INSURANCE COMPANIES AND INSURANCE BROKERS

Table VII

| Entity | Complaints from 01.01.2008 to 12.31.2008 | |
|--------------------------|------------------------------------------|------------|
| | Number of Complaints | % of Total |
| Insurance Companies | 3,122 | 85% |
| Retail Broker Affiliates | 423 | 11% |
| Bank Broker Affiliates | 119 | 3% |
| Other Brokers (1) | 30 | 1% |
| Total | 3,694 | 100% |

Table VIII

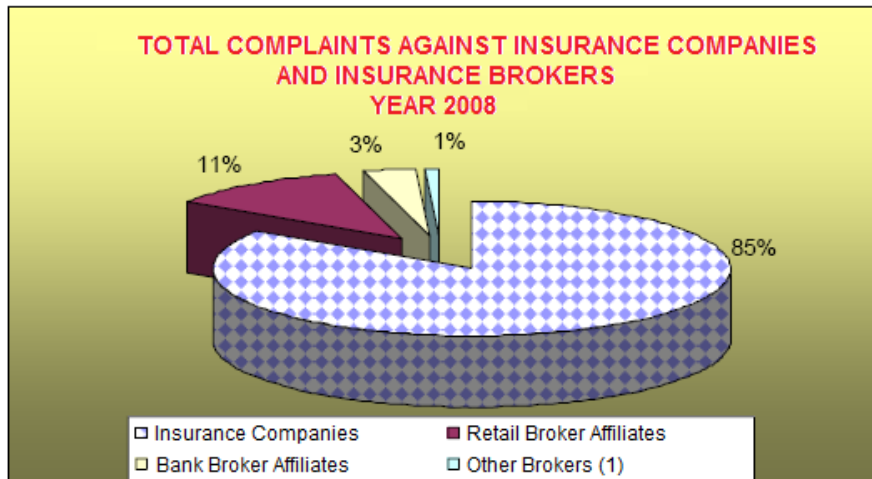
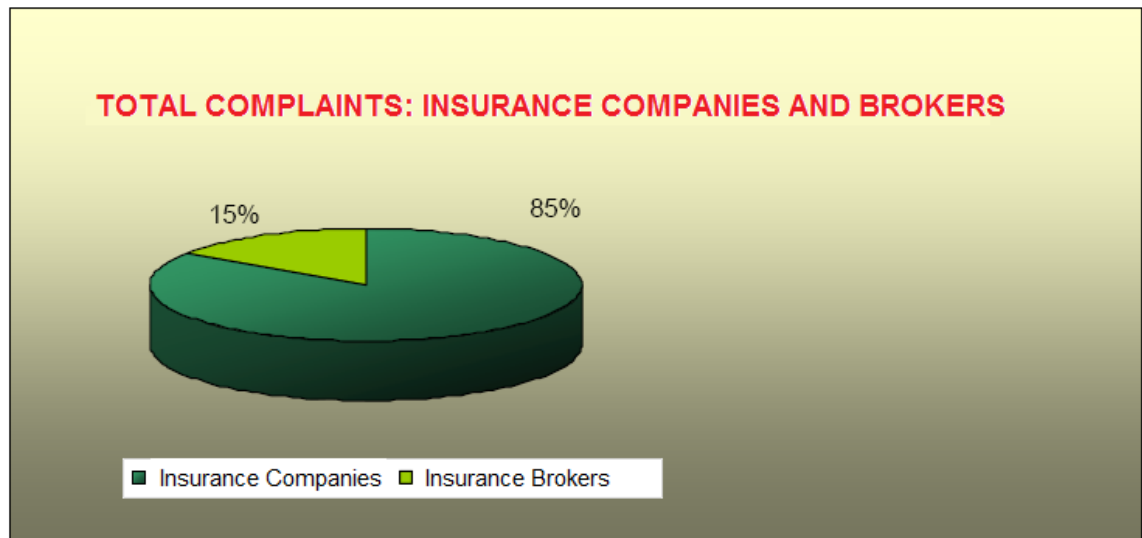


Table IX



Total insurance complaints, of which 85% corresponded to insurance companies and 15% to insurance brokers.

COMPLAINTS RESOLVED

Results of resolved complaints Period: January 1st to December 31st 2008

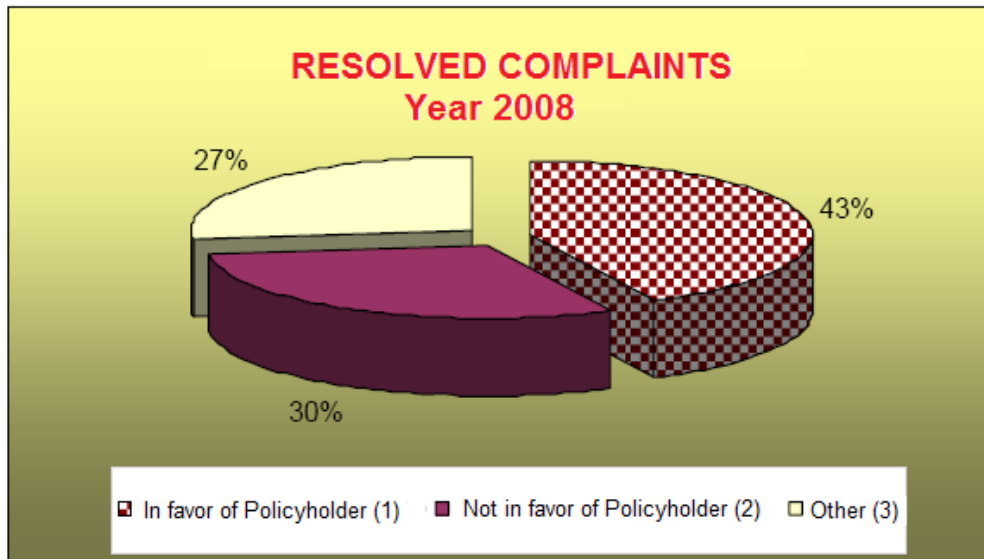
Table X

| Ending Result | Complaints from 01.01.2008 to 12.31.2008 | |
|----------------------------------|------------------------------------------|------------|
| | Number of Complaints | % of Total |
| In Favor of Policyholder (1) | 1,808 | 43% |
| Not in Favor of Policyholder (2) | 1,275 | 30% |
| Other (3) | 1,152 | 27% |
| Total | 4,235 | 100% |

Notes:

- (1) Cases in which the subject of the complaint was resolved
- (2) Cases in which the subject of the complaint was not resolved, whether due to the application of the conditions of the contract and/or the need for a legal resolution
- (3) Cases not included in the previous categories, which may include:
 - Partially resolved or unresolved cases
 - Cases with insufficient background information and evidence
 - Cases that require paperwork or special conditions from the policyholder
 - Other cases.

Table XI



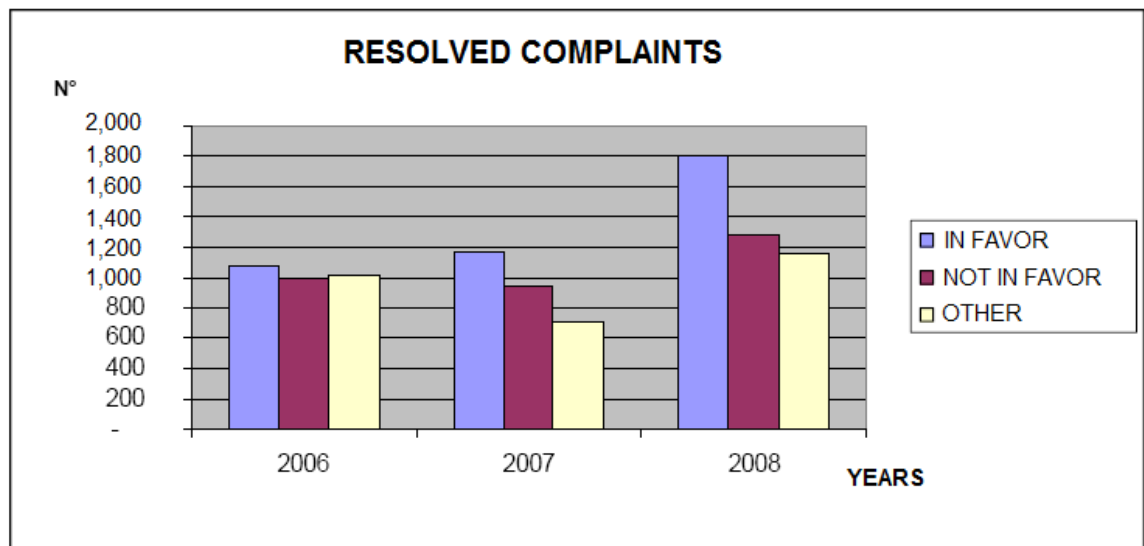
The total number of complaints resolved in favor of the policyholder during 2008 corresponded to 43% of the total, up from 41% in 2007.

EVOLUTION OF RESOLVED COMPLAINTS 2006-2008

Table XII

| YEAR | RESOLVED COMPLAINTS | | |
|------|---------------------|--------------|-------|
| | IN FAVOR | NOT IN FAVOR | OTHER |
| 2006 | 1,084 | 991 | 1,022 |
| 2007 | 1,168 | 948 | 711 |
| 2008 | 1,808 | 1,275 | 1,152 |

Table XIII



Complaints received by the SVS, by Type of Insurance Period: July 1st to December 31st 2008

Complaints received according to type of insurance

The types of **general** insurance with the most complaints correspond to: 34% Motorized Vehicle, 30% Unemployment and Temporary Disability, 15% Fire and Additional Risks, 6% SOAP, among others.

Complaints received according to type of insurance, **in the case of life insurance companies**, correspond to: 31% Health, 29% Life Insurance, 13% Disability, 10% Debtor's Life Insurance, 8% Life Annuities, among others.

Regarding the previous year, the types of insurance with the most complaints remained the same.

Table IX

Complaints against Life Insurance Companies by Type of Insurance, from 01.01.2008 to 12.31.2008

| Type | Total | % |
|-------------------------|-------|------|
| Health | 510 | 31% |
| Life | 479 | 29% |
| Disability | 205 | 13% |
| Debtor's Life Insurance | 164 | 10% |
| Life Annuities | 134 | 8% |
| Family Protection | 63 | 4% |
| Personal Accidents | 63 | 4% |
| Other | 16 | 1% |
| SOAP | 5 | 0% |
| General Total | 1,639 | 100% |

Table X

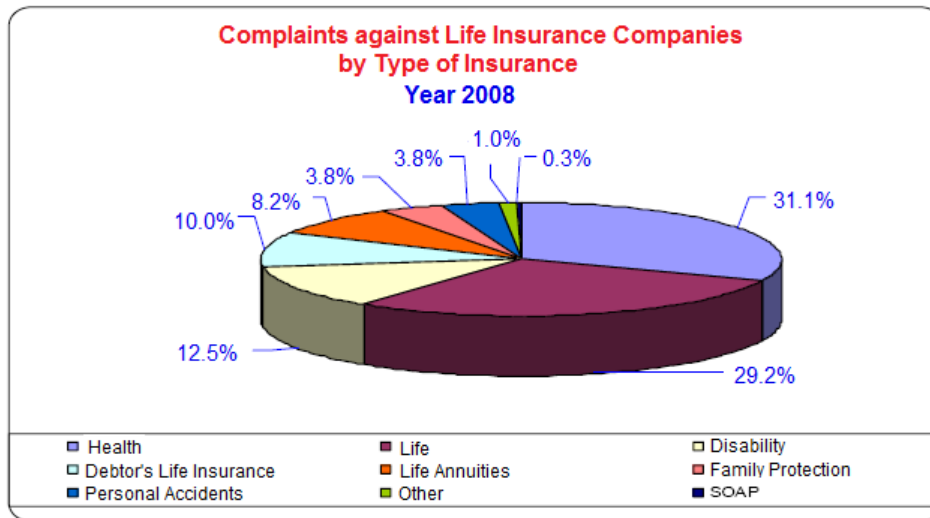
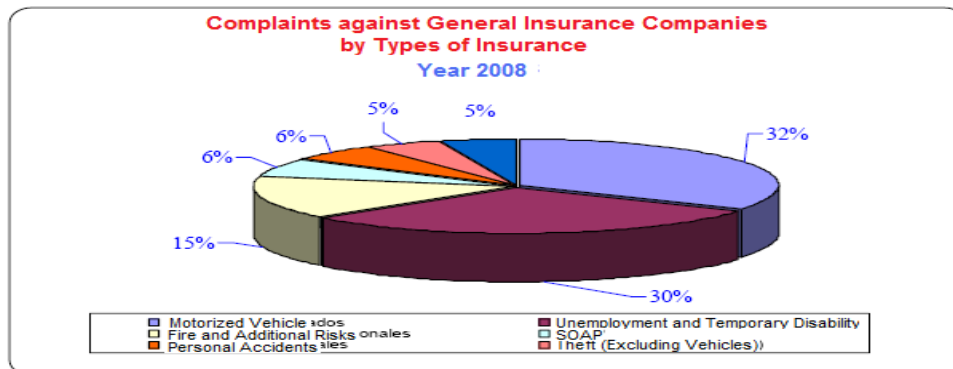


Table XI

Complaints against General Insurance Companies by Type of Insurance, from 01.01.2008 to 12.31.2008

| Type | Total | % |
|-------------------------------------|-------|------|
| Motorized Vehicles | 499 | 34% |
| Disability and Temporary Disability | 439 | 30% |
| Fire and Additional Risks | 228 | 15% |
| SOAP | 92 | 6% |
| Personal Accidents | 83 | 6% |
| Theft (Excluding Vehicles) | 70 | 5% |
| Other | 72 | 5% |
| General Total | 1,483 | 100% |

Table XII



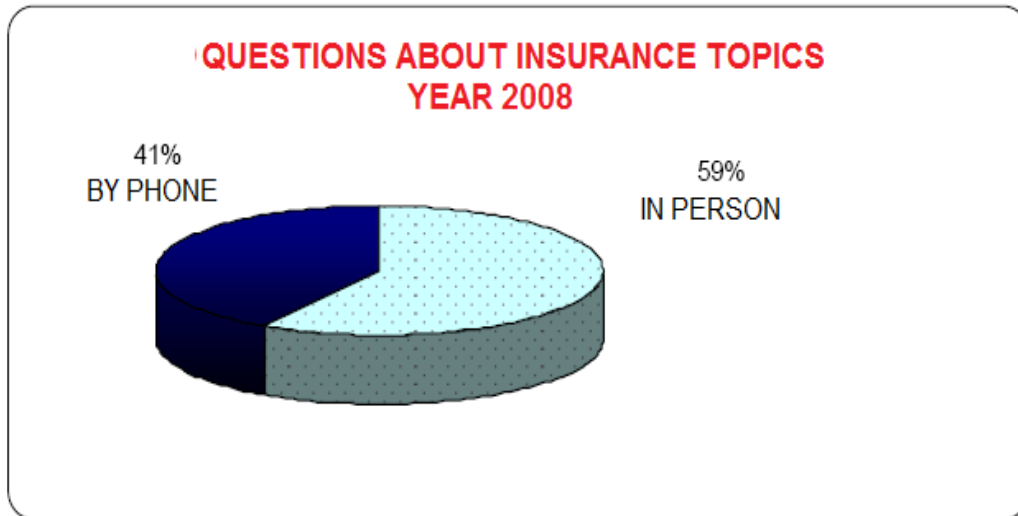
C. CUSTOMER ASSISTANCE ON INSURANCE RELATED MATTERS (*)
YEAR 2008

Table XIII

| MONTH | <i>In Person</i> | <i>By Telephone</i> | <i>Total</i> |
|--------------|-------------------------|----------------------------|---------------------|
| January | 507 | 270 | 777 |
| February | 394 | 304 | 698 |
| March | 485 | 454 | 939 |
| April | 559 | 473 | 1,032 |
| May | 501 | 344 | 845 |
| June | 523 | 500 | 1,023 |
| July | 559 | 490 | 1,049 |
| August | 510 | 418 | 928 |
| September | 528 | 325 | 853 |
| October | 633 | 235 | 868 |
| November | 506 | 248 | 754 |
| December | 421 | 252 | 673 |
| TOTAL | 6,126 | 4,313 | 10,439 |

(*) Customer service support for questions about insurance topics, given by the Division of Policyholder Service and Education.

Table XVI



Total number of questions received by the Division of Policyholder Education and Service, of which 59% were made in person and 41% by phone.