



Statement of User and Client Rights

Santiago, Chile

October 2007

I. GENERAL

1.1 Mandate

The Chilean Copper Commission (Cochilco) is a government agency reporting to the President of Chile through the Ministry of Mines.

Our mission is to advise the government on the formulation, implementation and oversight of policies, strategies, and initiatives designed to sustainably develop the Chilean mining industry and further its contribution to the overall economy. Cochilco also safeguards government interests in publicly-owned mining companies by supervising and evaluating its operations and investment decisions.

1.2 Services Offered

Cochilco was established under Decree-Law 1349/76 of the Ministry of Mines. Its mandate also involves providing services to the public at large, including preparation and distribution of mining, economic and financial information in connection with copper, copper byproducts and other mining, excepting coal and fuels. Cochilco also issues certificates of origin for the above products.

Citizen Rights

1.3.1 Citizens are entitled to request and obtain information on Cochilco's mission, goals, products, staff, services, and users.

1.3.2 Citizens are entitled to know the name and position of Cochilco officials with whom dealing and to have these officials assist them in exercising their rights and comply with their responsibilities.

1.3.3 Citizens are entitled to equal treatment and equal access to public information in Cochilco's possession, with no preference or discrimination on any grounds whatsoever.

1.3.4 Queries, complaints and suggestions may be submitted to the User Service System through our web site (www.cochilco.cl), by calling (562) 382-8100), by writing cochilco@cochilco.cl, or at the Cochilco main office, Agustinas 1161, 4th Floor, Santiago, Chile.

1.3.5 Citizens are entitled to a prompt, clearly-worded reply to their queries, complaints or suggestions.

Citizens are entitled to be kept abreast of the status of their requests.

Citizens are entitled to be served courteously, diligently, and objectively, based on the principle of transparency in the civil service.

Citizens are entitled to suggest improvements in the user and client service system and to direct our attention, orally or in writing, to perceived weaknesses in same.

Citizens are entitled to information about legal and technical requirements pertaining to their requests.

Citizens are entitled to all other rights granted them under the law and the Constitution.

In turn, citizens are responsible for:

- a) Safeguarding and protecting all materials furnished by Cochilco, which must not be modified in any way.
- b) Upholding the intellectual property rights of the research or informational materials furnished by Cochilco, crediting the source if citing.
- c) Requesting information and/or services in a timely, courteous manner.
- d) Observing the procedures established by Cochilco for dealing with information or service requests.
- e) Treating assisting Cochilco officials in a courteous manner.
- f) Maintaining decorum while in Cochilco premises.

Submission of Rights Claims

Citizens can submit queries, claims or requests to the Cochilco User Service System through our web site, by telephone, by electronic mail, or in person at our headquarters.

Claims Procedures

Citizens who may not have been served courteously or whose queries have not been answered may submit a complaint by telephone, through our web site, by e-mailing us, or in person. An explanation and/or response will be provided within seven days through the same channel.

Should the above fail to yield a satisfactory response, the head of the Cochilco User Service System will provide a direct explanation.

Complaints and Remedies

Citizens considering that Cochilco has in any way erred to their detriment may submit a complaint through the channels specified above. Cochilco undertakes to investigate the facts, provide a concrete resolution, and if warranted, forward a written apology from its highest-ranking official.

II. COMMITMENT TO QUALITY

2.1 Our Commitment to Quality and Timeliness

The Cochilco User Service System will provide timely responses to user queries as required by the Quality Policy.

All queries, suggestions, complaints, or opinions will be forwarded for action to the appropriate officials within 24 hours of receipt.

Queries requiring an immediate response will receive an answer within 24 hours of receipt. Most straightforward queries will receive a reply within two business days; more complex queries will receive a reply within seven business days of receipt.

2.2 Accessibility

Cochilco and the User Service System can be reached through our web site (www.cochilco.cl), by calling (562) 382-8100, or by writing cochilco@cochilco.cl.

2.3 Personal Service

Citizens wishing to be served in person can contact the Cochilco headquarters at Agustinas 1161, 4th Floor, Santiago, Chile.

2.4 Service Quality Assessment

Cochilco evaluates the quality of the services it provides through periodic user surveys.

III. ADDITIONAL INFORMATION

3.1 Business Hours

The Cochilco operating hours are:

Monday through Thursday 8:30 am to 5 pm, Friday 8:30 am to 4 pm.

3.2 Official Responsible

The official in charge of the User Service System is Paula Maldonado.