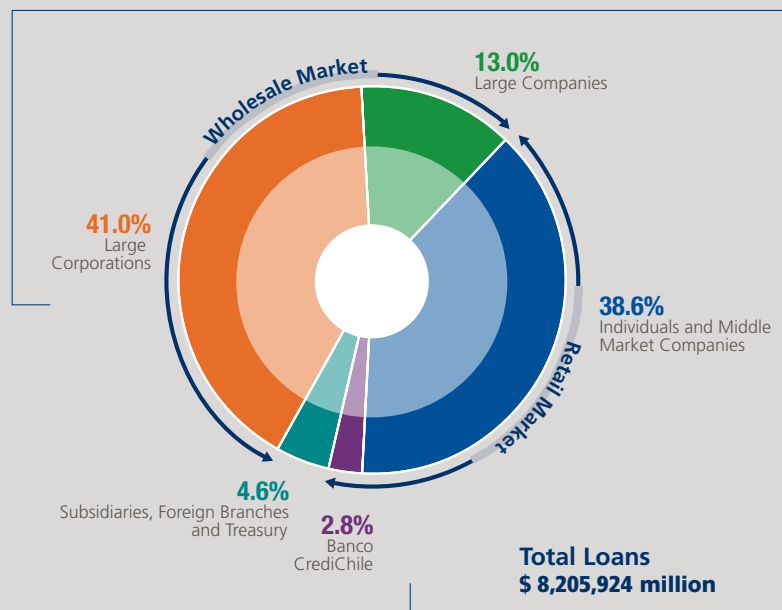


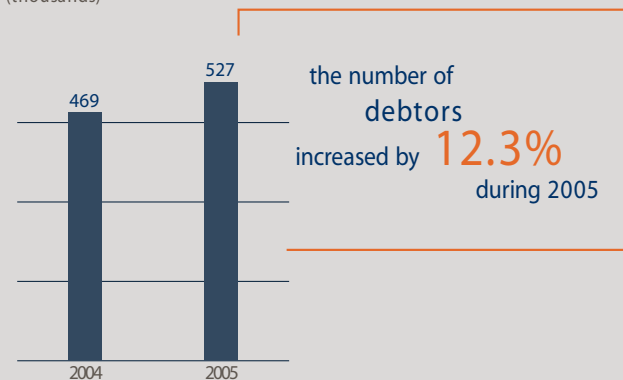
our customers in 2005

Loan Portfolio by Business Segment



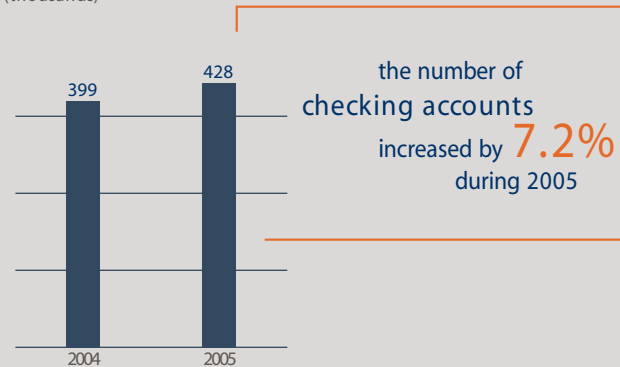
Number of Debtors

(thousands)



Number of checking accounts

(thousands)



More than
1 million 300 thousand
Customers

Banco de Chile results analysis for 2005

Banco de Chile results analysis

Banco de Chile broke a new record in 2005 with a net income of Ch\$ 180,724 million, equivalent to an increase of 14.3% over 2004. This enabled the Bank to produce a return on equity of 30.4%, giving it top place in profitability in the financial system which produced an average return of 17.9%.

The multiple initiatives taken by the Bank, such as the expansion and optimization of its network and distribution channels, the formation and training of work teams of excellence, the step-by-step introduction of a world-class technology platform, together with the offer of a wide range of products and services, have been the basis for achieving solid results once again.

The lines that most contributed to this success during 2005 were the 6.5% increase in the gross margin and the improvement in loan quality, which meant a 45.8% reduction in the net charge for risk assets compared to the year before. It should be mentioned that the increased gross margin is mainly explained by: (i) greater financial income from sight deposits, principally the result of higher inflation levels and nominal interest rates, (ii) the significant growth in the loan portfolio, (iii) important fee income and (iv) improved results from securities trading. These factors, that led the Corporation's notable result, more than offset the year's higher operating costs.

The subsidiaries produced strong results in 2005, totaling Ch\$ 22,006 million and representing a 12.2% contribution to the Bank's consolidated net income. However, this result was 10.2% below the level of the previous year, mainly due to the weaker profits of the subsidiaries Financial Advisory, General Funds Management and Stock Broker.

The change in the result of the subsidiary Financial Advisory is explained by the greater fee income obtained in 2004 from the larger number of transactions completed that year.

The reduction in the result of the Stock Broker Company was principally due to higher operating costs partly related to an increase in remuneration variables and in severance payments, and also by greater software consultancy and development costs related to the new control model and operating platform. In addition, there were fewer fees and losses from the valuation of the investment portfolio in the fourth quarter of the year as a result of increased interest rates.

The reduction in the net income of the General Funds Management Company was mainly the result of a change in the services payment agreement for the use of the Bank's distribution channels, implying increased revenues for the Bank and lower fees paid by this subsidiary. The subsidiary also incurred higher costs mainly related to the development of new operating systems.

It should be mentioned that the rise in interest rates referred to above induced customers to restructure their assets portfolios, from long-term fixed-income instruments to shorter-term variable-income instruments, implying a contraction in the volume of managed funds in the last quarter of the year.

The profits of the Insurance Broker and the Factoring Company remained stable while those of the subsidiaries Socofin and Securitization showed notable increases in percentage terms. Noteworthy also were the better results provided by the subsidiary Trade Services, which began trading in late 2004.

Finally, the foreign branches recorded losses of Ch\$ 5,548 million for 2005, totally explained by extraordinary expenses in legal and operating consultancy services related to the revision process carried out by the American regulatory authorities and the start-up of a new internal control scheme.

Results for the year			
(millions of Ch\$ of December 2005)	2004	2005	% Change
Net Financial Income ⁽¹⁾	358,593	377,368	5.2%
Net Fee Income	122,574	140,605	14.7%
Gains from Securities Trading	-3,264	3,289	200.8%
Other Operating Income	8,834	-2,812	-131.8%
Gross Margin	486,737	518,450	6.5%
Operating Costs	-251,083	-277,747	10.6%
Provisions for Loan Losses	-43,636	-23,664	-45.8%
Other Non-Operating Income & Taxes	-33,896	-36,315	7.1%
Net Income	158,122	180,724	14.3%

(1) Includes Net Interest and price level adjustments and Net Foreign Exchange gains.

results analysis

Net Income: Bank, Subsidiaries and Foreign Branches			
(millions of Ch\$ of december 2005)	2004	2005	% Variación
Bank ⁽¹⁾	129,684	164,266	26.7%
Stock Broker	10,156	9,476	-6.7%
General Funds Management	9,408	8,425	-10.4%
Insurance Broker	695	747	7.5%
Financial Advisory	1,819	400	-78.0%
Factoring	2,185	2,142	-2.0%
Securitization	61	126	106.6%
Trade Services Limited	-7	134	-
Promarket	48	108	125.0%
Socofin	142	448	215.5%
Foreign Branches	3,931	-5,548	-241.1%
Total Net Income	158,122	180,724	14.3%

(1) The minority interest has been deducted from the Bank line.

Net financial income

The Bank increased its net financial income by 5.2% in real terms compared to the previous year, reaching Ch\$ 377,368 million. This was mainly the result of a 14 basis points increase in the net financial margin (from 4.0% in 2004 to 4.2% in 2005) and, to a lesser extent, a 1.7% growth in interest-earning assets.

The expansion of the net financial margin was led by the favorable effect of higher inflation than the year before (the annual change in the Unidad de Fomento was 2.4% in 2004 v/s 3.8% in 2005), which implied that the Bank obtained greater revenues from the portion of interest-earning assets that are funded by cost-free liabilities (mainly checking accounts and sight deposits).

Net Financial Income			
(millions of Ch\$ of december 2005, except percentages)	2004	2005	% Change
Interest revenue	562,934	680,148	20.8%
Interest expense	-222,637	-310,351	39.4%
Foreign exchange transactions, net	18,296	7,571	-58.6%
Net financial income	358,593	377,368	5.2%
Average Interest-earning assets	8,868,926	9,023,643	1.7%
Net financial margin	4.04%	4.18%	-

A second element explaining the expansion of the financial margin was the positive change in the assets mix, where loans increased their share from 71.2% in 2004 to 76.5% in 2005. In addition, the share of loans carrying wider margins increased within the loan portfolio, like consumer loans, factoring and leasing agreements, related mainly to the segments of persons and middle-size businesses.

The above effects more than offset the negative impact of increases in the official reference interest rates during 2005 (which rose by 225 basis points compared to 50 basis points in 2004) on the net financial margin, as interest rates on liabilities adjust quicker than those of assets.

Fees

Fees reached a new record during 2005, totaling Ch\$ 140,605, 14.7% more than in 2004. This source of income, which contributed 27.1% to the gross margin, has become a key element in the Bank's results, compensating the thinner spreads reflecting the growing competition.

The Bank's strategy has been focused on creating service alternatives that provide greater value added to its customers. Through its broad distribution network and a diversified range of products, the Bank has therefore not only achieved higher levels of fee income but has built and developed more profitable and durable relations with its customers. As a result of these efforts, the Bank has managed to increase its checking accounts base by close to 29,000 persons and corporate, which together with the expansion

The Chile we all want

of 257 new automated teller machines, has meant an important increase in fees related to sight accounts and automated teller machine transactions. In addition, as the retail banking segment continues to expand its volume of revenues, the Bank has seen greater fees from the sale of insurance, credit cards and lines of credit. For its part, the corporate segment saw an important increase in fee income related mainly to loan restructurings and, to a lesser extent, collection and payment services.

Fee income generated by the subsidiaries reached its highest level in 2005, totaling Ch\$ 55,467 million which represents 40,3% of the Bank's total fee income. The 15.5% increase in subsidiaries' fee income in the last twelve months is mainly explained by the Insurance Broker, the General Funds Management Company and the Stock Broker. The new subsidiary Trade Services and the Securitization also contributed to a smaller extent to this higher fee income.

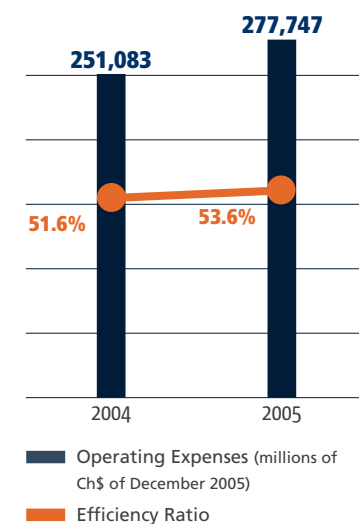
The satisfactory growth in fees by the Insurance Broker reflects the combination of a significant increase in the number of policies sold and wider brokerage margins.

The General Funds Management Company and the Stock Broker, the subsidiaries that most contributed to the Bank's total fees, once more showed a solid market leadership position during 2005. Fees from mutual funds showed a 16.4% increase, principally the consequence of a 17.7% increase in the average number of investors which in turn implied a 10.2% growth in average funds managed. For their part, the fees of the Stock Broker grew by 19.9% during 2005 due to a 5.5% increase in share trading volumes, largely motivated by the subsidiary's participation in important public share offerings, and also to incremental fees generated by the new Investment Banking unit.

Gains from sales of financial investments

Gains from trading in financial investments totaled Ch\$ 3,289 million in 2005 compared to a loss of Ch\$ 3,264 million in 2004. The losses in 2004 resulted from marking to market the value of derivatives and the sale of two manufacturing and retail sector loans which were partially covered by allowances. On the other hand, during the second quarter of 2005, gains were realized on the sale of financial investments of the Stock Broker reflecting a downward trend in long-term interest rates in the first half of the year, which reverted later in September and caused losses for this concept in the last quarter. At the Bank level, heavy sales of long-term financial investments were made as from the second quarter before expectations of rising long-term interest rates. This strategy had two very positive effects on the results as, while the average for the financial system showed large losses on valuing the investment portfolio starting in October 2005, the impact of the rise in rates on Banco de Chile was less.

Operating Expenses and Efficiency Ratio



Operating expenses

Operating expenses amounted to Ch\$ 277,747 million during 2005, equivalent to a 10.6% increase over 2004. This is explained to a large degree by extraordinary administrative costs incurred by the foreign branches with respect to the Bank's efforts to fully comply with the requirements set out in the agreement with The Office of the Comptroller of the Currency (OCC). These expenses, mainly legal and consultancy, were approximately Ch\$ 12,700 million in 2005, compared to Ch\$ 1,500 million in 2004.

Remunerations expenses, for their part, increased by 6.9% during 2005, mainly associated with higher severance payments as a result of modifications to the commercial structure made in the second half of the year, which forms part of the restructured business model developed by the Bank. To a lesser degree, salary increases and the recruitment of 792 new staff also led to higher remunerations.

Consequently, the efficiency ratio increased from 51.6% in 2004 to 53.6% in 2005. However, by excluding the non-recurring expenses related to the requirements in New York and Miami and the commercial restructuring, the efficiency ratio would have improved to 49.3% in 2005.

results analysis

Composition of Loan Portfolio			
(millions of pesos of december 2005)	2004	2005	% Change
Commercial Loans	2,970,510	3,510,902	18.2%
Foreign Trade Financing	620,617	550,770	-11.3%
Consumer Loans	716,758	864,144	20.6%
Note-Funded Mortgage Loans	849,397	670,347	-21.1%
Leasing Contracts	356,231	454,805	27.7%
Contingent Loans	550,014	723,574	31.6%
Other Current Loans	969,947	1,335,021	37.6%
Past Due Loans	87,734	71,349	-18.7%
Total Loans Net of Interbank	7,121,208	8,180,912	14.9%

Provisions for loan losses

The net charge for risk assets showed a substantial 45.8% reduction during 2005, to Ch\$ 23,664 million. This is mainly attributable to the country's better financial and economic conditions which impacted positively on loan portfolio quality, particularly companies in the construction and retail sectors. It should be mentioned that the increase in the gross provisions related to the segment of individuals followed from the growth of 13.2% on loan volume of that segment. The high level of recoveries made in 2004 declined by 5.6%, consistent with the lower level of write-offs.

As a result, the ratio of net provisions for loan losses to average loans decreased from 0.6% in 2004 to 0.3% in 2005.

Price-Level restatements and income tax

The charge for price-level restatements was Ch\$ 11,450 million in 2005, compared to Ch\$ 7,735 million in 2004, reflecting the increase in the inflation rate used for restatement purposes, from 2.5% in 2004 to 3.6% in 2005.

The Bank's charge for income tax increased to Ch\$ 21,391 million in 2005, compared to Ch\$ 19,009 million in 2004, principally due to the 14.1% increase in pre-tax income.

Loan portfolio

The Bank's loan portfolio at the end of 2005, net of interbank lending, amounted to Ch\$ 8,180,912 million, representing an expansion of 14.9% compared to December 2004. This implied that the Bank increased its market share by 42 basis points to 18.3% (unconsolidated). It should be noted that Banco de Chile was the bank which showed the greatest increase in market share in the financial system in 2005.

The larger business volume with respect to 2004 reflects the dynamism of economic activity which has reinforced the Bank's efforts to recover its leadership position through different initiatives, principally those related to quality of service, the distribution network and the formation of human capital. The number of Bank debtors increased consistently by approximately 58,000 during 2005, equivalent to 12% compared to 2004.

At the level of products, notable was the growth in commercial loans, mortgage loans (those without funding notes, classified within other outstanding loans), contingent loans, consumer loans and leasing. On the other hand, there were lesser mortgage loans (backed by funding notes) and less foreign trade financing, the latter impacted by the 8.1% reduction in the dollar exchange rate during 2005. The low interest rates

in recent years motivated mortgage borrowers to replace note-funded mortgages with non-funded ones, taking advantage of better market conditions for this product.

The higher volume of commercial loans was mainly concentrated in the large companies segment which represents 27% of the Bank's total loans.

Contingent loans amounted to Ch\$ 723,575 million, representing growth of 31.6%, motivated largely by the expansion noted in the large companies segment. Consequently, the share of contingent loans to total loans increased from 7.7% in 2004 to 8.8% in 2005.

Consumer loans for their part reached Ch\$ 864,144 million in 2005, representing growth of 20.6% compared to 2004. This increase was due to persons in both the high and middle-income segment and the low-income segment.

In terms of economic activity, the Bank's loan expansion was concentrated mainly on the financial services and transport and infrastructure sectors which increased their share of the total loan portfolio from approximately 19% in 2004 to 23% in 2005.

The Chile we all want

Past due loans totaled Ch\$ 71,349 million at December 2005, showing a fall of 18.7% for the year, mainly associated with commercial loans. Past due loans in the consumer portfolio also showed an improvement, representing 0.4% of total consumer loans in 2005, compared to 0.5% the year before. This favorable change in the volume of past due loans reflects several factors such as better customer financial situations, a prudent write-off policy and efficient recovery and follow-up procedures by the Bank. The ratio of past due loans to total loans therefore showed a sharp fall, from 1.2% in December 2004 to 0.9% in December 2005.

Financing

The Bank's total liabilities increased by 6.7% during 2005, mainly the result of an 8.9% increase in interest-earning liabilities.

This is largely explained by a 19.4% increase in deposits and borrowings, to a lesser extent, in long-term liabilities like bonds (subordinated and ordinary) and syndicated loans from abroad.

The increase in these long-term liabilities is the result of the Bank's strategy to increase the term of its liabilities in response to the more attractive interest rates in the market during the first nine months of 2005 and the effort to maintain a reasonable balance between the term of its assets and liabilities, funding the growth of the long-term loan portfolio.

Cost-free liabilities, for their part, grew by 1.7% during 2005, but there was a change in the composition of these sources of finance. Other liabilities increased by 34.2% in the year as a result of a larger volume of contingent liabilities, in line with the growth in contingent loans mentioned above. This, together with a 2.7% growth in checking account balances, compensated the 37% decline in other sight deposits.

It should be mentioned that the volumes deposited in checking accounts and other sight deposits were affected by the 225 basis point increase in the official reference interest rate during 2005 and higher levels of inflation, increasing the attractiveness of other investments, principally time deposits. However, this effect was partially compensated by the Bank's successful performance in product sales which translated into a 7.2% increase in the number of checking account customers.

In terms of market share, the Bank at December 2005 achieved a 19.8% share of sight deposits including checking accounts.

It is important also to mention the start-up of the operations of Sociedad Operadora de la Cámara de Compensación de Pagos de Alto Valor (Combanc S.A) which permits the making of high-value amounts electronically with instantaneous availability of funds, raising efficiency and the security of large payments to international standards. The financial impact for the banks of this new payment system is neutral, reducing both the volume of clearing in the assets and the retention of funds in the liabilities. For Banco de Chile, this effect partly explains the reduction in other sight deposits compared to December 2004.

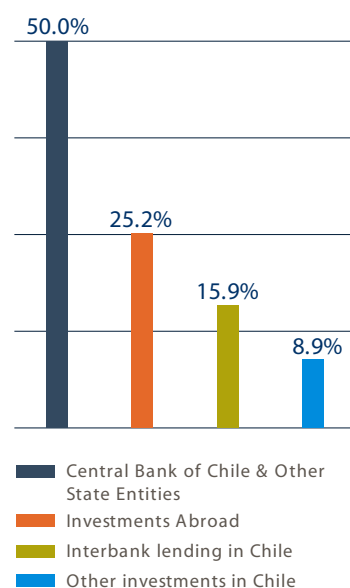
Composition and Changes in Liabilities

(millions of Ch\$ of December 2005)	2004	2005	% Change
Non-Interest Bearing Liabilities			
Checking Accounts	1,475,853	1,516,219	2.7%
Other Sight or Time Deposits	652,479	411,206	-37.0%
Other Liabilities	726,498	974,877	34.2%
Total	2,854,830	2,902,302	1.7%
Interest-Bearing Liabilities			
Deposits & Borrowings	3,995,729	4,771,306	19.4%
Loans from Central Bank	113,518	1,407	-98.8%
Obligations under Securities Trading	361,653	270,750	-25.1%
Mortgage-Funding Notes	817,288	556,504	-31.9%
Subordinated Bonds	275,891	305,285	10.7%
Other Bonds	188,050	324,704	72.7%
Interbank Borrowings in Chile	27,349	90,160	229.7%
Foreign Obligations	616,988	661,493	7.2%
Other Obligations	46,461	33,743	-27.4%
Total	6,442,927	7,015,352	8.9%
Total Liabilities	9,297,757	9,917,654	6.7%

results analysis

Composition of the Investment Portfolio

(at december 2005)



Financial investment portfolio

The Bank's investment portfolio amounted to Ch\$ 1,403,314 million, representing a fall of 14.3%, principally Central Bank notes. This decrease was partially offset by larger investments abroad, in particular in Fed Funds in the New York branch.

The bond issue made in 2005 improved the Bank's liquidity ratios, allowing it in turn to reduce its lowest-yielding investments. In terms of composition and in the context of the rising trend in interest rates, the Bank reduced the maturities of its investment portfolio.

Shareholders' equity

The Bank's shareholders' equity amounted to Ch\$ 775,106 million at the end of 2005, representing a 10.9% increase over the previous year, mainly due the 14.3% increase in net income and the re-allocation during the year of 2.5% of the Bank's share capital which had been acquired in a public offering in April 2004.

The success of the offer process of these shares was reflected in the strong demand that existed during the offer period, which involved the final participation of more than three thousand investors, and the sale price of Ch\$ 34.5 per share compared to Ch\$ 31 that the Bank had paid for them in 2004.

The sale of the shares meant an increase in capital and reserves of Ch\$ 57,637 million in August 2005.

Lastly, the Basle ratio (Total Capital / Risk-Weighted Assets) was 11.2% at the end of 2005 and 11.7% in December 2004, both above the minimum requirement of 10% applicable to Banco de Chile.

The Chile we all want

A world-class technology platform

Banco de Chile launched its Neos Plan in 2003, oriented to introducing a new business model that seeks to provide the necessary information for designing specific value proposals for every business sub-segment. The project contemplates capacities relating to improving the standards of customer attention, increasing the speed and quality of response times, improving products in terms of variety and opportunity, increasing operating security, more efficient procedures and making the internal structure more flexible. In summary, to add value to the institution and consolidate the leadership of Banco de Chile with renewed competitive strengths.

This undertaking involves, after three years of implementation, a total technological transformation of Banco de Chile with a new attention model. The Neos Plan was structured in different projects, each with clearly identified targets.

Until now, all the targets have been met systematically and some with a very high impact were introduced during 2005. This is the case of the new Human Resources management system which implied putting into effect a series of modules that facilitate management, replacing manual and physical processes with automated means. The new tool automates personnel selection tests, performance evaluations and, in general, all surveys within the organization. At the same time, the staff can access a series of self-services like obtaining family allowance certificates, requests for vacations and salary settlements.

With respect to our "Banking Core", important progress was made in the introduction of a new credit module to replace the old credit systems for corporations and persons, obtaining benefits in terms of attention and efficiency. During next year, the credit platforms for companies, loans to persons except for housing, and Banco CrediChile consumer loans, will be introduced.

The most significant change, implemented in September throughout the branch network, relates to the Customer Service Platform, inspired by a CRM (Customer Relationship

Management) type module. This phase, focused on personal customers, is intended to be accessible to the account managers of those clients and to branch service desks, to the central process center and all the Bank's call centers. Thanks to this new technology, relations with customers will be more expedite and permit preventive functions, management of commercial campaigns and the tracking of credit approvals.

Almost at the end of 2005, the third stage of the Customer Attention Platform was launched, that implied transferring to a new system all the master files on the Bank's customers and new functions were added for automating Retail Banking processes. Also in this third phase, the introduction was begun of the new company account manager platform, which should cover the branches and divisions of Large Companies and Corporations and International, as well as the internal processing and credit risk areas that serve these divisions. This last process will take up a good part of the first half of 2006.

At the end of 2005, and since 2003, the Bank has invested the equivalent of 38.5 million dollars in the Neos Plan, without valuing the efforts of the internal staff that the

Bank has devoted to this program. During 2005, 16.5 million dollars were invested of that total. The investments mainly contemplate equipment, software licences, the construction of linkage software between the old and the new systems, adaptation of the acquired software, staff training and the testing of the new systems.

For the next two years, there are important challenges related to the Neos Plan, such as the already-mentioned replacement of the credit systems, the replacement of the cashier systems (also being introduced gradually), the fourth version of the Attention Platform that will automate the sales and post-sales procedures further, and the substitution of the checking account and deposit-taking systems. These important efforts will clearly position Banco de Chile in the lead in our region in terms of operating models and associated technological systems.

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A World-class Platform



Providing swifter access

We have continued to expand and improve the range of technological solutions that offer our customers a product proposal that includes time saving, facility of use and product accessibility. The Bank for its part accesses new sources of income with a more efficient cost structure.

The share of electronic transactions out of total transactions has increased significantly to 70% at December 2005. Transactions made via internet, automated teller machines and remote enquiry channels together showed an 11% increase in the volume of transactions.

Banco de Chile today maintains the highest levels of acceptance among its customers and is considered the leading player in the domestic financial market in electronic banking, with a high percentage of preferences in the use of its web page and a positive evaluation by users of its electronic channels.

During 2005, the electronic channels, Internet, Fonobank and Telemarketing, generated 18 thousand consumer credit transactions and issued 5,989 credit cards.

In terms of new products, we introduced this year a series of facilities in our high-security service for the persons portal, including funds transfers to third parties, electronic payments of accounts, payments in other sites, insurance payment service and requests for check-books to be sent

to domiciles, significantly improving the levels of reliability and security and positioning the Bank as one of the leading institutions in Latin America.

We also continued during the year with our Contact Center which is to become one of the principal elements of the new customer attention model, providing timely and effective attention and significantly freeing up account executives with respect to basic attention problems.

Telephonic Assistance has consolidated itself as one of the Bank's most important attention models, expanding to the whole nation-wide branch network and incorporating the new customer management platform.

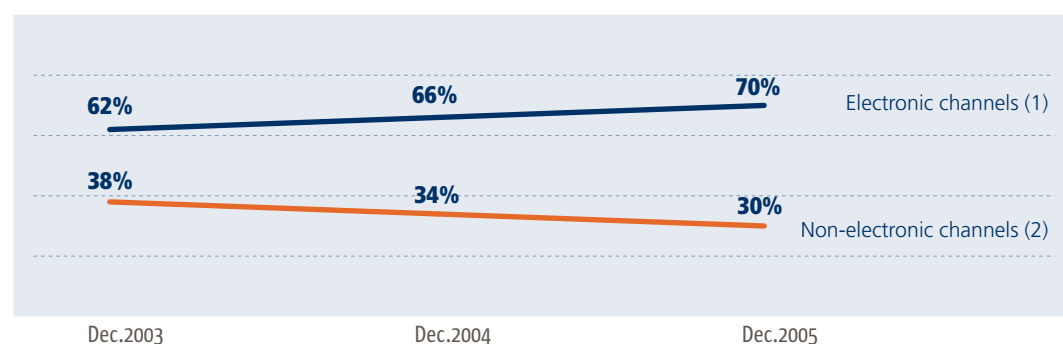
Our Internet channel was positioned as one of the most important interaction channels between the Bank and its customers: in the Retail segment, 12% of consumer loans were requested through this channel. Time deposit and mutual fund investments made via the internet showed increases of 46% and 31% respectively during the year.

In corporate services, transactions in 2005 increased by 28%, particularly specialized foreign trade transactions, provided with the security of digital certificates, electronic administration of signing powers that operate via the internet, implementation of delivery transactions against payment (Combanc), sending of statements via e-mail, payment advances with the factoring of documents through the suppliers portal and detailed information on factoring and leasing products, etc. This greater level of use is reflected in the high levels of penetration obtained, growing from 38% to 43% in the business segment; from 66% to 72% in the large companies segment and from 67% to 71% in the corporations segment.

We also introduced the Institutional Portal in English, with content on persons, businesses and international business, mainly designed for foreign users and the international community who want to know our institution.

Regarding our E-mail Banking service, which replaces the traditional and physical dispatch of statements for checking accounts, lines of credit and credit cards, and provides promotional information (On-Line Banking and Travel News), electronically, close to 200,000 monthly items of electronic correspondence were sent during 2005, generating large savings for the Bank.

Share on Total Transactions

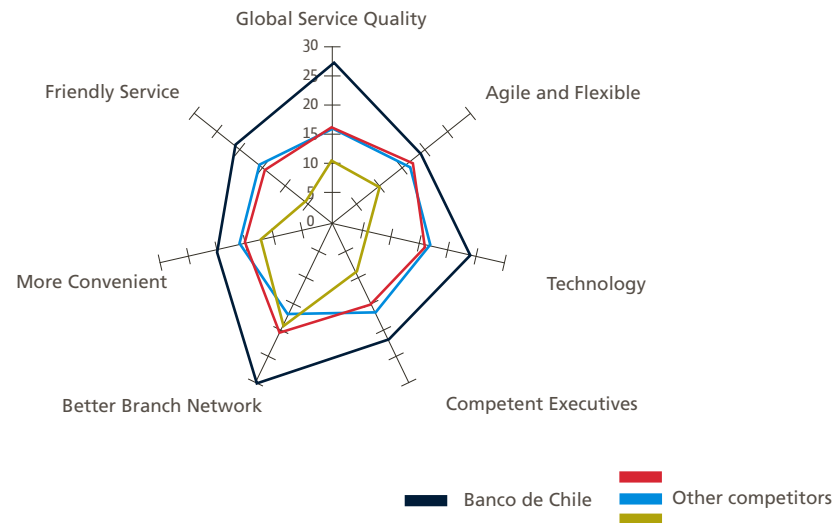


(1) Internet, ATMs and Remote Enquiry Terminals

(2) Cashiers and Service Desks

The Chile we all want

First Mentions in Service Quality



Adimark GfK, survey; ABC1, C2 checking account holders. July-September 2005.
Banco de Chile includes Banco Edwards brand.

Banco de Chile has Chile's second largest automated teller machine network, with 1,258 machines installed in the principal centers of public confluence.

Our Chile in the inside

A large part of Human Resources management in 2005 was oriented to managing the Corporation's change to a new business model. This process included lines of action in communications, monitoring the working environment and the integration of the new work teams and training in the new required skills.

In the training area, 95% of the Bank's staff were trained with an average of 39.7 hours per person, equivalent to a total of 267,772 training hours at different levels of formation in the varied methods, giving preference to e-learning.

Ethics was another important subject of 2005. Various actions were carried out to reinforce the seal of personal and professional excellence that distinguishes our work. In addition to the current legislation that is known to the entire Corporation's staff, an Ethics Committee was set up and a communicational campaign launched to reinforce the importance of and compliance with ethical standards and regulations and with the security of information.

In addition, during 2005 and for the third consecutive year, a large increase in salaries was made for staff of the organization that was on the lowest incomes. The measure was designed to improve the quality of life, internal equity and competitiveness. This extraordinary increase was in addition to increases for merit made in the context of current compensation policies that regulate these processes transparently.

The Corporation obtained an important recognition this year in its progress along the way set in our vision to being the best place to work in Chile. Three of its business units were mentioned as among the 35 best companies to work for in the country, in the Great Place to Work rankings. Banchile Corredores de Seguros took the first prize, while Banco CrediChile and Banchile Corredores de Bolsa were part of the honour roll.

This prize is the result of the dedicated and committed work by the different teams that have assumed for themselves the challenge of being the best at work and in their personal relations. Based on the results of the survey made the year before, work was carried out in a coordinated and planned way to strengthen those aspects which obtained low ratings. Leadership, benefits, recognition, training, induction, development, outside-the-office activities, were all matters that were reinforced with different initiatives and communicational campaigns. There were also regular working environment management efforts, with specific programs tailored to meet the needs of each division. These included workshops, structured meetings, recognitions and various actions that will lead to constant growth and better welfare for our human team.

Our client, our core

One of our greatest challenges is to maintain high standards of customer attention and service. We have developed measurement programs that enable us to monitor acceptance by our customers and their level of satisfaction. The specialized survey on banks, made quarterly by Adimark to a large group of customers and non-customers, shows an overwhelming leadership by Banco de Chile in the vast majority of attributes measured: overall quality, convenience, quality of branches and executives, agility and flexibility, among other features.

In 2003, the Bank introduced a measurement model of the whole organization, which takes into account periodic evaluations of customer satisfaction, the performance of all internal units and compliance with standards, like the time taken to provide products and services and the response times of remote attention channels.

At the same time and in order to reinforce and motivate the continuous improvement of service in every branch, training courses were given to executives and staff in areas related to the development of behavioural, cognitive and social skills relevant to attending the public; in assertiveness, empathy, creativity and respect; communication techniques for the maintenance of the internal and external customer attention processes and techniques in handling problems and disputes.