

# SERVICE QUALITY LEVEL



Period January - February 2014

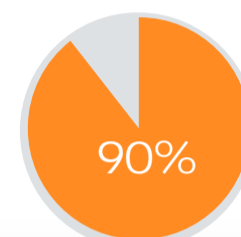
## MAC, Telephone information service

| DESCRIPTION                  | JANUARY | FEBRUARY | TOTAL BIMESTRE |
|------------------------------|---------|----------|----------------|
| Calls received               | 2,094   | 1,307    | 3,401          |
| Calls answered               | 1,964   | 1,266    | 3,230          |
| Percentage of calls answered | 93.79%  | 96.86%   | 94.97%         |

Percentage of calls answered



Standard engaged as per NCS



## User satisfaction survey

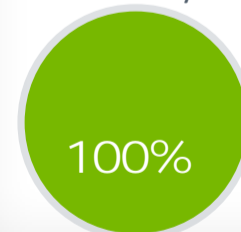
| DESCRIPTION  | JANUARY | FEBRUARY | SURVAYED | TOTAL BIMESTRE |
|--|---------|----------|----------|----------------|
| General evaluation of the performance of DCV services              | N/A     | N/A      | N/A      | N/A            |
| Evaluation of service of settlement operation registry             | N/A     | N/A      | N/A      | N/A            |
| Evaluation of dematerialization service                            | N/A     | N/A      | N/A      | N/A            |
| Evaluation of BRAA (Active Members Recognition Bonds) service      | N/A     | N/A      | N/A      | N/A            |
| Evaluation of FLI (Intraday Settlement Facility) service           | N/A     | N/A      | N/A      | N/A            |
| Evolution of custody service                                       | N/A     | N/A      | N/A      | N/A            |
| Evaluation of clearing house service                               | N/A     | N/A      | N/A      | N/A            |
| General evaluation of assistance received at customer service desk | N/A     | N/A      | N/A      | N/A            |

NOTE: During the months of January and February are not satisfaction survey carried out with the service.

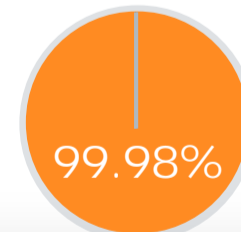
## Availability of services

| DESCRIPTION                     | JANUARY | FEBRUARY | TOTAL BIMESTRE |
|---------------------------------|---------|----------|----------------|
| Global availability of services | 100%    | 100%     | 100%           |

DCV services availability



Standard committed as per NCS



(\*) Availability of services: Percentage of time that DCV services have been operating or available. The larger the availability percentage, the shorter the interruption time and vice versa. The SADE (Depositors Administrators System), SADE WEB, DVP (Delivery Versus Payment) and FLI (Intraday Settlement Facility) services are included in this survey.

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## Service response time

| DESCRIPTION                 | JANUARY   | FEBRUARY  | TOTAL BIMESTRE |
|-----------------------------|-----------|-----------|----------------|
| Average total response time | 0.42 sec. | 0.42 sec. | 0.42 sec.      |



Response Time: the lapse of time between a request or transaction originated by a user and received by the DCV is processed and dispatched by the servers. This lapse does not include the time of information transfer from the network to the DCV servers and vice versa.

## F.L.I. Files

| DESCRIPTION                                 | JANUARY        | FEBRUARY       | AVERAGE/ TOTAL BIMESTRE |
|---|----------------|----------------|-------------------------|
| Processed file                              | 1,232          | 1,714          | 2,946                   |
| Average process time per file               | 1 min. 34 sec. | 1 min. 34 sec. | 1 min. 34 sec.          |
| Files with process time over 4 min. 30 sec. | 0              | 0              | 0                       |



F.L.I.: Intraday Liquidity Facility (I.L.F.)

## Clearing house payable today (P.H.)

| DESCRIPTION             | JANUARY   | FEBRUARY  | TOTAL BIMESTRE |
|-------------------------|-----------|-----------|----------------|
| Processed records       | 7,391     | 5,596     | 12,987         |
| Average time per record | 0.55 sec. | 0.54 sec. | 0.55 sec.      |



Clearing house payable today (P.H.): the intraday operations multilateral liquidation.