

SERVICE QUALITY LEVEL



Period March - April 2014

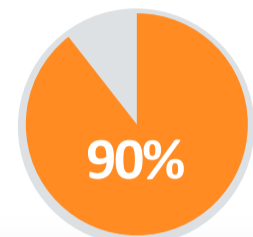
MAC, Telephone information service

DESCRIPTION	MARCH	APRIL	TOTAL BIMESTRE
Calls received	1,265	1,561	2,826
Calls answered	1,206	1,473	2,679
Percentage of calls answered	95.34%	94.36%	94.80%

Percentage of calls answered



Standard engaged as per NCS



User satisfaction survey

DESCRIPTION	MARCH	APRIL	SURVAYED	TOTAL BIMESTRE
General evaluation of the performance of DCV services	6.2	-	113	6.2
Evaluation custodial services	6.6	-	95	6.6
Evaluation response time settlement times CCLV	6.1	-	30	6.1
Evaluation service rating international custody	6.4	-	12	6.4
Evaluation assessment service forward	6.4	-	5	6.4
Evaluation service registration and deposit of new issues	7.0	-	3	7.0
General evaluation of assistance received at customer service desk	6.6	-	103	6.6

Note: The values correspond to the 1-7 note that respondents evaluate each service. The correspondientes month of APRIL notes have not yet been informed by Adimark.

Availability of services

DESCRIPTION	MARCH	APRIL	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	MARCH	APRIL	TOTAL BIMESTRE
Average total response time	0.37 sec.	0.47 sec.	0.42 sec.
Total transactions	1,078,822	1,127,939	2,206,761



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	MARCH	APRIL	TOTAL BIMESTRE
Processed file	997	1,183	2,180
Average process time per file	1 min. 38 sec.	1 min. 11 sec.	1 min. 25 sec.
Files with process time over 4.5 min.	0	0	0



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

Clearing house payable today (P.H.)

DESCRIPTION	MARCH	APRIL	TOTAL BIMESTRE
Processed records	7,110	6.499	13,609
Average time per record	0,55 sec.	0.51 sec.	0.53 seg.



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