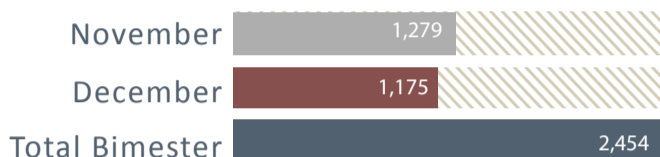


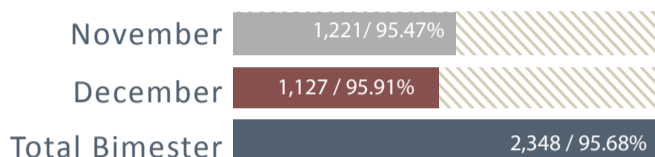
PERIOD NOVEMBER - DECEMBER 2015

MAC, TELEPHONE INFORMATION SERVICE

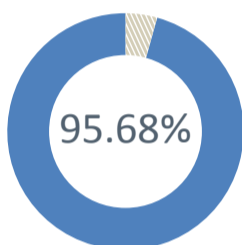
Calls received



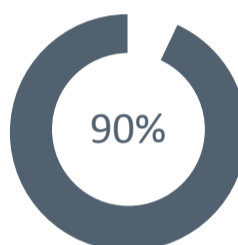
Calls answered



Percentage of calls answered



Standard engaged as per NCS



USER SATISFACTION SURVEY

	November	December	Average two months	Average surveys
General evaluation of the performance of DCV services	6.4	6.3	6.4	105
Custody services	6.4	6.6	6.5	87
Evaluation response time settlement times CCLV	6.6	6.5	6.6	28
International Service	6.6	6.6	6.6	44
Evaluation service registration and deposit of new issues	6.7	6.2	6.5	12
General evaluation of assistance received at customer service desk	6.4	6.6	6.5	82

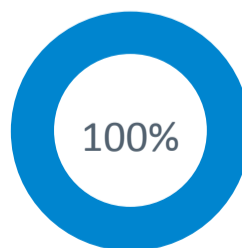
Note: The values correspond to note 1-7 with respondents evaluated each service.

AVAILABILITY OF SERVICES

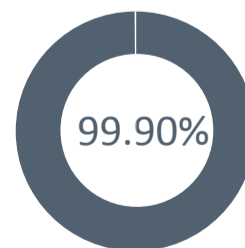
Global availability of services



DCV services availability



Standard engaged as per NCS

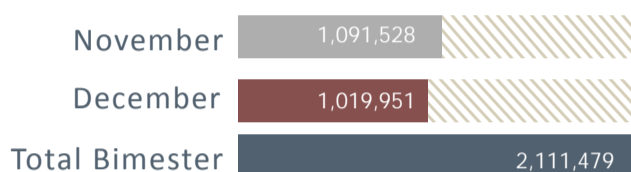


(•) Availability of services: Percentage of time that DCV services have been operating or available. The larger the availability percentage, the shorter the interruption time and vice versa. The SADE (Depositors Administrators System), SADE WEB, DVP (Delivery Versus Payment) and FLI (Intraday Settlement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

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Total transactions



Average total response time



Standard engaged as per NCS
2 seconds.

Average time complete responsee
0.37 seconds.

F.L.I. FILES

Response time services

	November	December	Total bimestre
Processed file	832	-	832
Average process time per file	1 min. 05 sec.	-	1 min. 05 sec.
Files with process time over 4.5 min.	0	-	0

F.L.I. : Intraday Liquidity Facility.

(***) As of December 2015, no longer processed FLI files

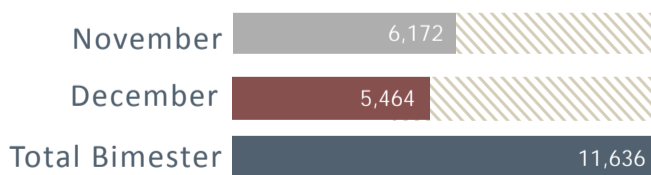


Standard engaged as per NCS
4 minuto 30 segundos.

Average response time per file
1 minute 05 seconds

CLEARING HOUSE PAYABLE TODAY (P.H.)

Processed records



Average time per record



NOTE: Average time per record = 1 divided into records per second (the data of PH in uptime)



Standard engaged as per NCS
2 seconds.

Average time log response
0.49 seconds.