

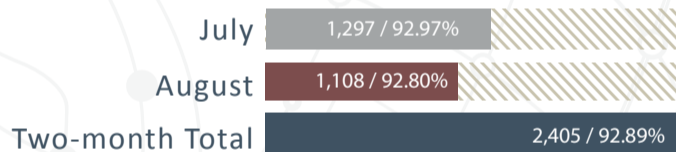
LEVEL OF SERVICE QUALITY PERIOD JULY - AUGUST 2016



TELEPHONE HELPLINE SERVICE

Calls received

Calls handled



Standard committed according to SLA

90%

Percentage of calls handled

92.89%



AVAILABILITY OF THE SERVICES

Overall availability of services



Standard committed according to SLA

99.90%

Availability of DCV services

99.44%

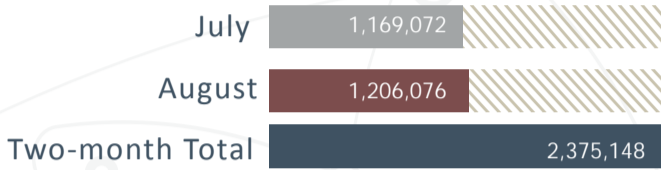
(*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

LEVEL OF SERVICE QUALITY PERIOD JULY - AUGUST 2016



RESPONSE TIME OF THE SERVICES

Total transactions



Response Time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.40 Segundos



AGREEMENTS

	July	August	Two-month Total
Processed files	2,792	2,000	4,792
Average process time per file	2.00 sec.	1.61 sec.	1.81 seg.
Compliance Percentage	99.89%	99.95%	99.92%
Files with processing time over 1 minute	3	1	4

Compliance engaged **98%** messages in less than

1:00 Minute

Service Compliance

99.92%

Agreements: includes F.L.I. (Intraday settlement facility) files

ADRESS

FOLLW US

CONTAC US

DCV

Apoquindo Avenue N° 4001 Huerfanos 770 Piso 22, Floor 12 - Las Condes.

DCV Registros

Huerfanos 770 Piso 22, Santiago Centro.

Web Site: **DCV.CL**
Follow US : **in**

N° Shareholder
(56) 223939003

N° Depositor
(56) 23939001

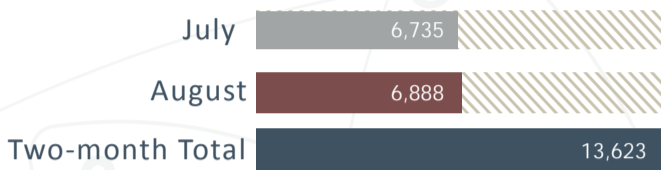
Email
mac@dcv.cl

LEVEL OF SERVICE QUALITY PERIOD JULY - AUGUST 2016



CLEARING HOUSE PAYABLE TODAY (P.H)

Processed Registries



Response time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.48 Seconds ✓



DCV QUALITY OF SERVICE SURVEY

	Average July	Amount of surveys
General evaluation of the performance of DCV services	6.3	120
Evaluation Custody service	6.5	95
Evaluation response time settlement times CCLV	6.5	23
Evaluation International Service	6.2	10
Evaluation service registration and deposit of new issues	6.5	6
General evaluation Electronic pledge registry services (REP)	6.5	12
General evaluation of assistance received at customer service desk	6.5	94

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

The quality of services DCV 2016 study is carried out only in the months of March, May, July, September and November



📍 **ADRESS**

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