



LEVEL OF SERVICE QUALITY PERIOD SEPTEMBER - OCTOBER 2016

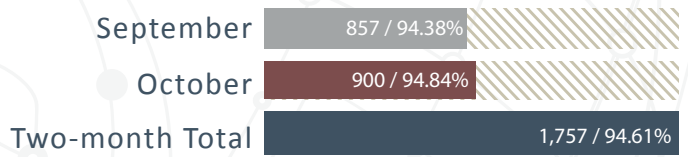


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

90%

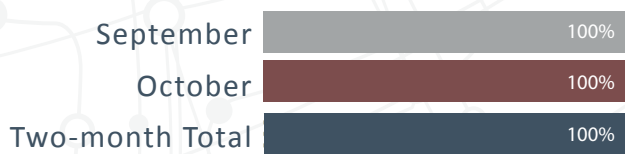
Percentage of calls handled

94.61%

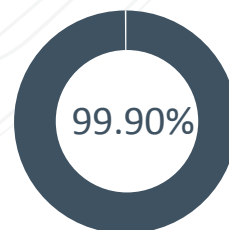


AVAILABILITY OF THE SERVICES

Overall availability of services



Standard committed according to SLA



Availability of DCV services



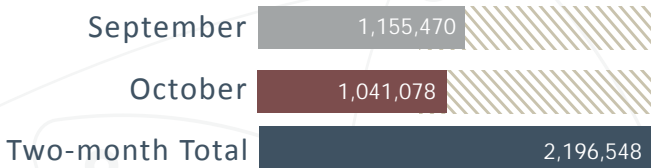
(\* Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

# LEVEL OF SERVICE QUALITY PERIOD SEPTEMBER - OCTOBER 2016



## RESPONSE TIME OF THE SERVICES

### Total transactions



### Response Time of the services



Standard committed according to SLA

**2 Seconds**

Average response time

**0.38 Segundos**



## AGREEMENTS

	September	October	Two-month Total
Processed files	1,600	1,328	2,928
Average process time per file	1.05 sec.	1.14 sec.	1.10 seg.
Compliance Percentage	100%	100%	100%
Files with processing time over 1 minute	0	0	0

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

**1:00 Minute**

Service Compliance

**100%**

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**

Santiago Centro.

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

N° Shareholder  
(56) 223939003

N° Depositor  
(56) 23939001

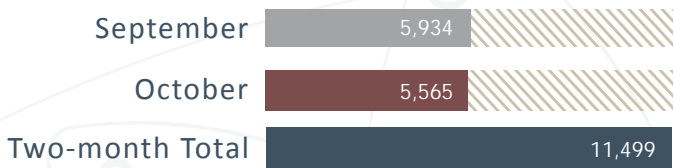
Email  
mac@dcv.cl

# LEVEL OF SERVICE QUALITY PERIOD SEPTEMBER - OCTOBER 2016



## CLEARING HOUSE PAYABLE TODAY (P.H)

### Processed Registries



### Response time of the services



Standard committed according to SLA

**2 Seconds**

Average response time

**0.47 Seconds** ✓



## DCV QUALITY OF SERVICE SURVEY

	Average September	Amount of surveys
General evaluation of the performance of DCV services	6.4	120
Evaluation Custody service	6.7	87
Evaluation response time settlement times CCLV	6.4	24
Evaluation International Service	6.4	20
Evaluation service registration and deposit of new issues	6.5	11
General evaluation Electronic pledge registry services (REP)	6.4	11
General evaluation of assistance received at customer service desk	6.5	84

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



📍 ADDRESS

🏠 FOLLOW US

☎️ CONTACT US

DCV

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

DCV Registros

Santiago Centro.

Web Site: [DCV.CL](http://DCV.CL)  
Follow US : [in](#)

N° Shareholder  
(56) 223939003

N° Depositor  
(56) 23939001

Email  
[mac@dcv.cl](mailto:mac@dcv.cl)