

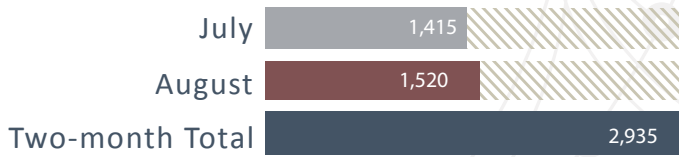


LEVEL OF SERVICE QUALITY PERIOD JULY - AUGUST 2017

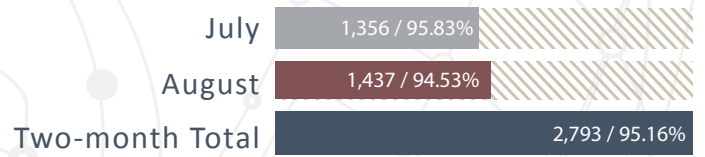


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

90%

Percentage of calls handled

95.16%

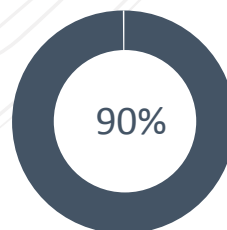


AVAILABILITY OF THE SERVICES

Overall availability of services



Standard committed according to SLA



Availability of DCV services



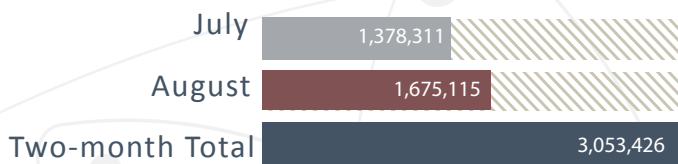
(*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

LEVEL OF SERVICE QUALITY PERIOD JULY - AUGUST 2017



RESPONSE TIME OF THE SERVICES

Total transactions



Response Time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.34 Seconds ✓



AGREEMENTS CENTRAL BANK OF CHILE

	July	August	Two-month Average
Processed files	2,550	3,020	5,570
Average process time per file	21.52 sec.	14.74 sec.	19.63 sec.
Compliance Percentage	99.06%	92.28%	98.67%
Files with processing time over 1 minute	24	52	76

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

1:00 Minute

Service Compliance

98.67% ✓

📍 **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**
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(56) 223939003

N° Depositor
(56) 23939001

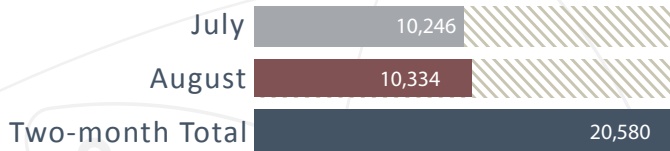
Email
mac@dcv.cl

LEVEL OF SERVICE QUALITY PERIOD JULY - AUGUST 2017



CLEARING HOUSE PAYABLE TODAY (P.H)

Processed Registries



Response time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.46 Seconds ✓



DCV QUALITY OF SERVICE SURVEY

	Average July	Amount of surveys
General evaluation of the performance of DCV services	6.3	118
Evaluation Custody service	6.6	87
Evaluation International Service	5.9	10
Evaluation service registration and deposit of new issues	6.2	13
General evaluation of assistance received at customer service desk	6.4	75

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



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