

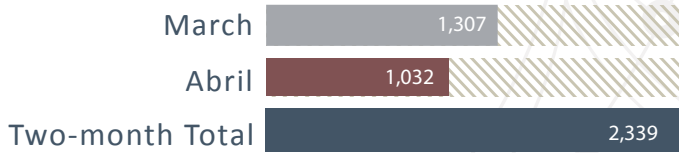


LEVEL OF SERVICE QUALITY PERIOD MARCH - APRIL 2017

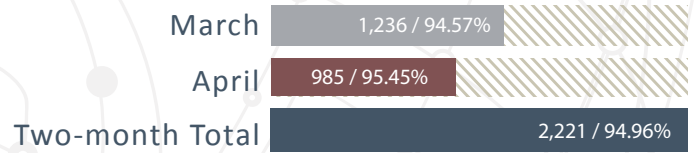


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

90%

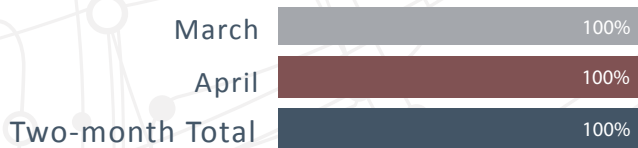
Percentage of calls handled

94.96%

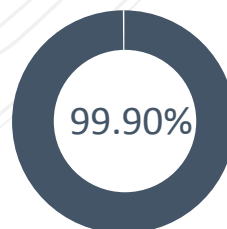


AVAILABILITY OF THE SERVICES

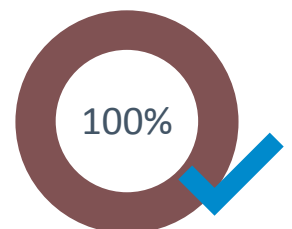
Overall availability of services



Standard committed according to SLA



Availability of DCV services



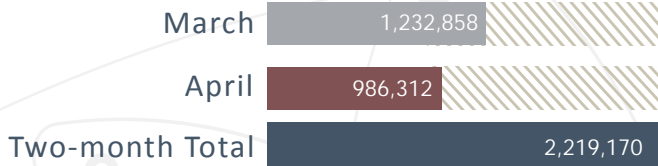
(*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

LEVEL OF SERVICE QUALITY PERIOD MARCH - APRIL 2017



RESPONSE TIME OF THE SERVICES

Total transactions



Response Time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.39 Seconds ✓



AGREEMENTS CENTRAL BANK OF CHILE

	March	April	Two-month Average
Processed files	2,980	2,714	5,694
Average process time per file	1.48 sec.	1.33 sec.	1.41 sec.
Compliance Percentage	99.97%	99.93%	99.95%
Files with processing time over 1 minute	1	2	3

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

1:00 Minute

Service Compliance

99.95% ✓

📍 **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

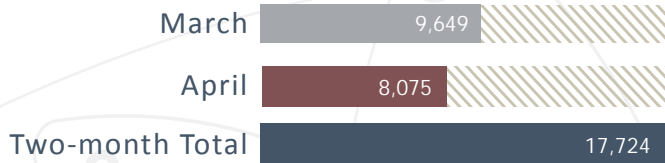
Email
mac@dcv.cl

LEVEL OF SERVICE QUALITY PERIOD MARCH - APRIL 2017



CLEARING HOUSE PAYABLE TODAY (P.H)

Processed Registries



Response time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.47 Seconds ✓



DCV QUALITY OF SERVICE SURVEY

	Average March	Amount of surveys
General evaluation of the performance of DCV services	6.4	114
Evaluation Custody service	6.6	67
Evaluation response time settlement times CCLV	6.2	19
Evaluation International Service	6.5	13
Evaluation service registration and deposit of new issues	6.6	9
General evaluation Electronic pledge registry services (REP)	7.0	2
General evaluation of assistance received at customer service desk	6.4	70

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



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