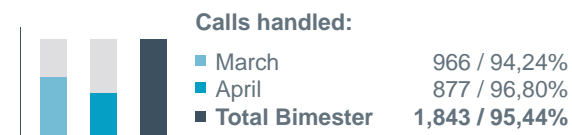
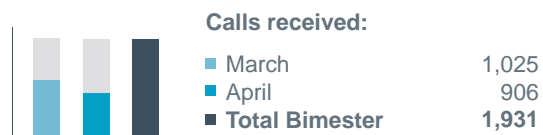


LEVEL OF SERVICE QUALITY PERIOD
PERIOD MARCH - APRIL 2018



TELEPHONE HELPLINE SERVICE

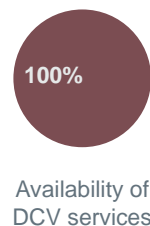
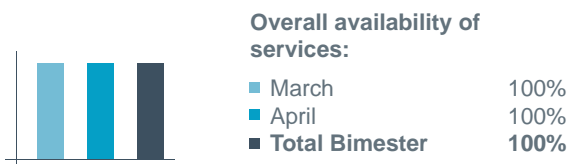


Standard committed according to SLA:
90%

Percentage of calls handled:
95.44%



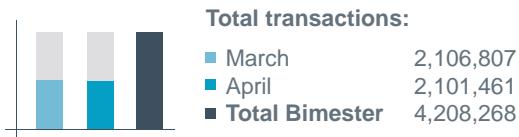
AVAILABILITY OF THE SERVICES



(*) 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.



RESPONSE TIME OF THE SERVICES



Standard committed according to SLA:
2 seconds

Average response time:
0.34 seconds



AGREEMENTS CENTRAL BANK OF CHILE

	March	April	Two-month Average
Processed files	1,272	1,356	2,628
Average process time per file	0.62 sec.	1.14 sec.	0.88 sec.
Compliance Percentage	100.00%	99.93%	99.97%
Files with processing time over 1 minute	0	1	1

Compliance engaged 98% messages in less than
1 minute

Service Compliance
99.97%



COMPLIANCE WITH REGISTRATION OF OPERATIONS

	March	April	Two-month Average
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	95%	95%	95%

Standard
10 minutes
for each Standard daily registration



COMPLIANCE WITH SETTLEMENT OF OPERATIONS

	March	April	Two-month Average
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%

Standard
10 minutes
 for each Standard daily registration



DCV QUALITY OF SERVICE SURVEY

	March	Amount of surveys
General evaluation of the performance of DCV services	6.4	120
Evaluation Global Custody services	7.0	91
Global evaluation international custody services	6.0	13
Evaluation service registration and deposit of new issues	7.0	4
General evaluation Electyronic pledge registry services (REP)	7.0	2
General evaluation of assistance received at customer service desk	6.5	100

Note: The values correspond to note 1 to 7 with respondents evaluated each service.
 The quality of services DCV 2018 study is carried out only in the months of March, May, July, September and November



DCV
 Av. Apoquindo N° 4001
 piso 12 - Las Condes

DCV Registros
 Huérfanos N° 770
 piso 22 - Stgo. Centro



N° Depositantes
 +562 2393 90 01

N° Accionistas
 +562 2393 90 03



 mac@dcv.cl

 www.dcv.cl

 DCV LinkedIn

