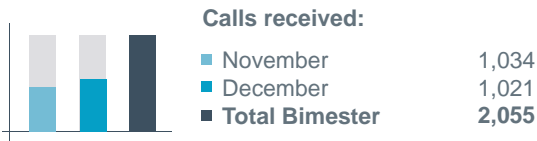




**LEVEL OF SERVICE QUALITY PERIOD**  
PERIOD NOVEMBER-DECEMBER 2018



**TELEPHONE HELPLINE SERVICE**

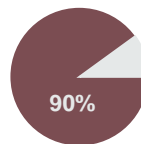
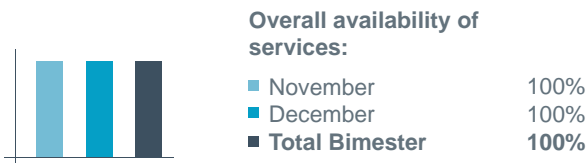


Standard committed according to SLA:  
**90%**

Percentage of calls handled:  
**97.08%**



**AVAILABILITY OF THE SERVICES**



Standard committed according to SLA

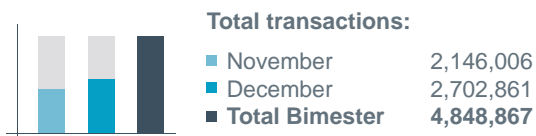


Availability of DCV services

(\*) 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.



## RESPONSE TIME OF THE SERVICES



Standard committed according to SLA:

**2 seconds**

Average response time:

**0.39 seconds**



## AGREEMENTS CENTRAL BANK OF CHILE

	November	December	Two-month Average
Processed files	1.132	646	1.778
Average process time per file	0.20 seconds	0.47 seconds	0.335 seconds
Compliance Percentage	100%	100%	100%
Files with processing time over 1 minute	0	0	0

Compliance engaged 98% messages in less than

**1 minute**

Service Compliance

**100%**



## COMPLIANCE WITH REGISTRATION OF OPERATIONS

	November	December	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



## COMPLIANCE WITH SETTLEMENT OF OPERATIONS

	November	December	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

	November	Número encuestados
General evaluation of the performance of DCV services	6.5	120
Evaluation Global Custody services	6.7	79
Global evaluation international custody services	6.4	17
Evaluation service registration and deposit of new issues	6.7	16
General evaluation Electronic pledge registry services (REP)	6.2	9
General evaluation of assistance received at customer service desk	6.6	88

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



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### N° Accionistas

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