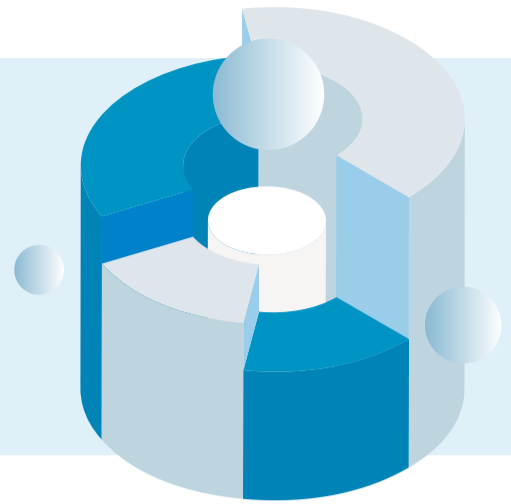
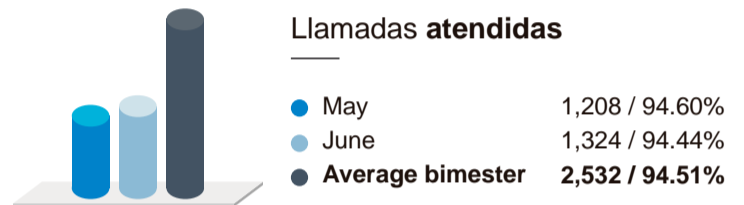
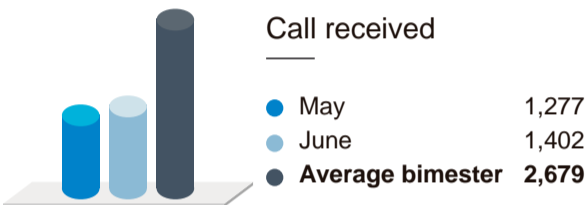


Level of Service Quality

May - June 2019



Telephone helpline

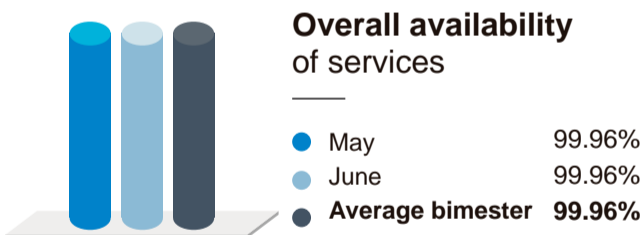


90% Standar committed according to SLA.

94.51% Average to Calls handled



Availability of the services



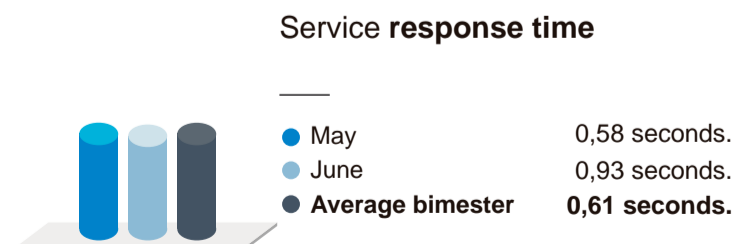
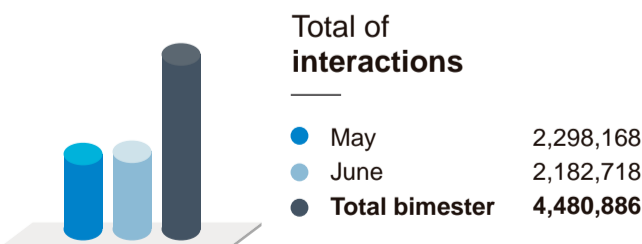
90% Standar committed according to SLA

99,96% 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



2 seconds Standar committed according to SLA.

0.61 seconds Average response time

Note: "interaction" is understood as any action that a user makes in the DCV system, and that has a committed standard according to SLA of 2 sec. of response time.



Agreements Central Bank of Chile

| | May | June | Total bimester |
|--|------------|------------|----------------|
| Processed files | 832 | 1,020 | 1,852 |
| Average process time per file | 88.20 sec. | 10.50 seg. | 49.35 seg |
| Compliance percentage | 97.72% | 99.51% | 98.62% |
| Swift messages with process time over than 1 min | 19 | 5 | 24 |

Compliance engaged 98%
messages in less than **1 min**

99.62% Service compliance



Compliance with Registratio of Operations

| | May | June | Total bimester |
|-----------------------------------|------|------|----------------|
| 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% |

Standar **10 min** for each Standar daily registration



Compliance with Settlement of operations

| | May | June | Average bimester |
|-----------------------------------|------|------|------------------|
| 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% |

Standar **10 min** for each daily record.

Note: The compliance percentage is measured based on the SLA committed to the CCLV and corresponds to a maximum of 10 minutes for registration and a maximum of 10 minutes for liquidation of each of the operations. Compliance is measured on a daily basis.



DCV quality of services survey

| | May | Number of surveyed |
|--|-----|--------------------|
| General evaluation of the performance of DCV services | 6.2 | 120 |
| Evaluation Global Custody services | 6.6 | 91 |
| Global evaluation international custody services | 5.9 | 9 |
| Evaluation service registration and deposit of new issues | 6.5 | 18 |
| General evaluation Electyronic pledge registry services (REP) | 6.6 | 18 |
| General evaluation of assistance received at customer service desk | 6.5 | 107 |

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

The quality of services DCV 2019 study is carried out only in the months of March, May, July, September and November