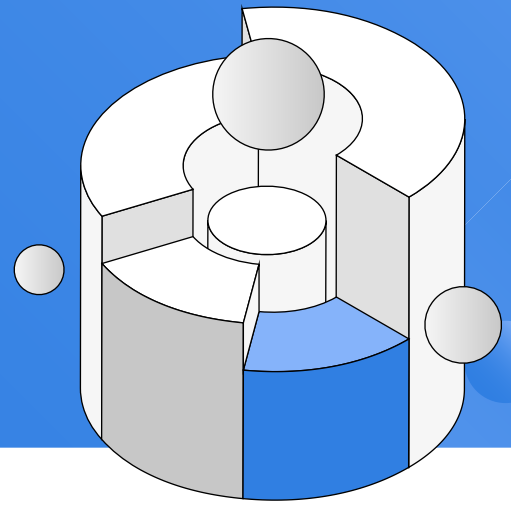
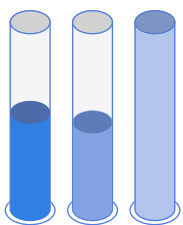


Level of Service Quality

September - October 2019

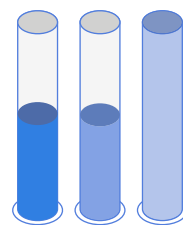


Telephone helpline



Call received

| | |
|--------------------|-------|
| ● September | 1,152 |
| ● October | 1,149 |
| ● Average bimester | 2,301 |



Calls handled:

| | |
|--------------------|----------------|
| ● September | 1,102 / 95.66% |
| ● October | 1,085 / 94.43% |
| ● Average bimester | 2,187 / 95.05% |

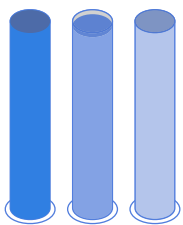
90%

Standar committed according to SLA.

95.05%

Average to Calls handled

Availability of the services



Overall availability of services (*)

| | |
|--------------------|------|
| ● September | 100% |
| ● October | 100% |
| ● Average bimester | 100% |

90%

Standar committed according to SLA.

100%

Availability of DCV services

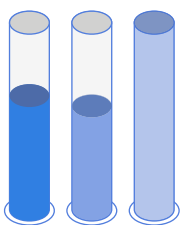
(*) Availability of services: percentage of time that DCV services have been functioning or available.

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.

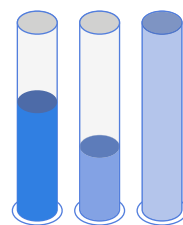


Response time of the services



Total of interactions

| | |
|--------------------|-----------|
| ● September | 1.984.067 |
| ● October | 2.348.018 |
| ● Average bimester | 4.332.085 |



Service response time

| | |
|--------------------|-----------|
| ● September | 0.16 sec. |
| ● October | 0.17 sec. |
| ● Average bimester | 0.17 sec. |

2 sec

Standar committed according to SLA.

0.17 sec

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.

| | September | October | Total bimester |
|---|-----------|-----------|----------------|
| Processed files | 833 | 466 | 1,299 |
| Average processing time per message | 5.56 sec. | 1.73 sec. | 3,65 sec. |
| Compliance percentage | 99.88% | 99.79% | 99.84% |
| Messages with process time greater than 1 min | 1 | 1 | 2 |

Compliance engaged 98% messages in less than

1 min

99.84%

Service compliance



Cumplimiento Registro de Operaciones

| | September | Augus | 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 Registratio of Operations



| | September | October | Total Bimestre |
|-----------------------------------|-----------|---------|----------------|
| 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.



DCV quality of services survey

| | Note | Number of surveyed |
|--|------|--------------------|
| General evaluation of the performance of DCV services | 6.5 | 120 |
| Evaluation Global Custody services | 6.6 | 96 |
| Global evaluation international custody services | 6.2 | 11 |
| Evaluation service registration and deposit of new issues | 6.8 | 15 |
| General evaluation Electyronic pledge registry services (REP) | 6.7 | 10 |
| General evaluation of assistance received at customer service desk | 6.6 | 104 |

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