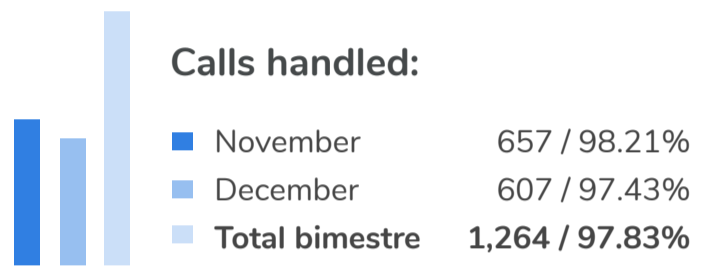
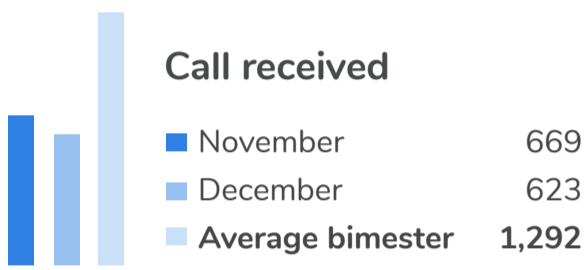


LEVEL OF SERVICE QUALITY

November - December 2021

Telephone helpline



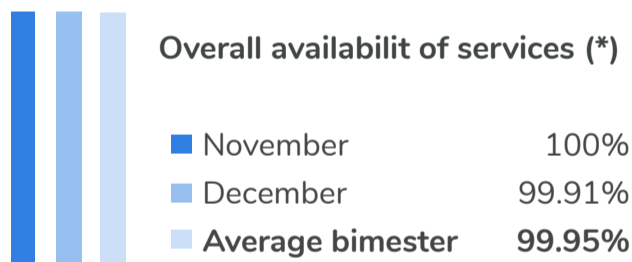
90%

Standar committed according to SLA.

97.83%

Average to Calls handled

Availability of the services



90%

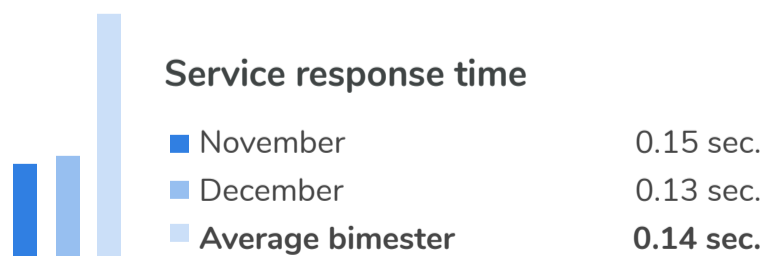
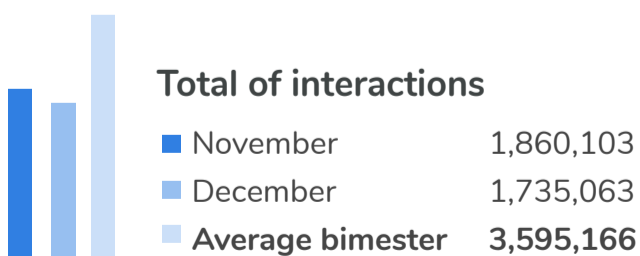
Standar committed according to SLA.

99.95%

Availability of DCV services

(*) Availability of services: percentage of time that DCV services have been functioning or available. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

Response time of the services



2 sec.

Standar committed according to SLA.

0.14 sec.

Average response time

Agreements Central Bank of Chile

	November	December	Total bimester
Processed files	210	196	406
Average processing time per message	0.86 sec.	3.65 sec.	2.26 sec.
Compliance percentage	99.52%	100%	99.76%
Messages with process time greater than 1 min	1	0	1
Compliance compromised: 98% of messages in less than 1 minute.	99.76% service compliance		

Compliance Record of Operations

	November	December	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

	November	December	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 daily record.			

DCV quality of services survey

	Note	Number of surveyed
Global evaluation of dcv services	6,6	114
Global assessment of DCV's ability to respond to its users in the event of Covid-19 contingency	6,6	114
Global evaluation of operational continuity in the face of Covid 19 contingency	6,7	114
Global assessment of the telephone service channel in the face of Covid 19 contingency	6,8	47
Global evaluation of the email service channel in the face of Covid 19 contingency	6,6	63
Global evaluation of the information channel website in the face of Covid 19 contingency	6,6	49
General evaluation attention received from the table attention from customers	6,7	54

Note: The values correspond to note 1 to 7 with respondents evaluated each service. The DCV service quality study for the year 2021 is carried out by IPSOS through a self-administered study via email. It will be held in the months of March, May, July, September and November.