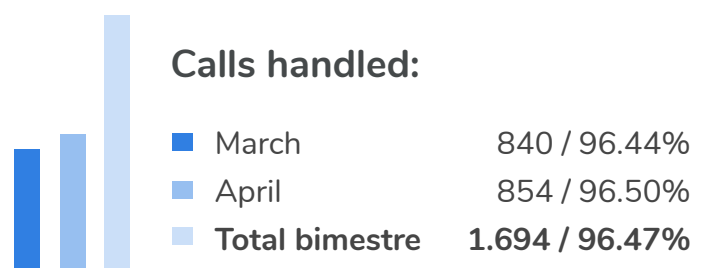
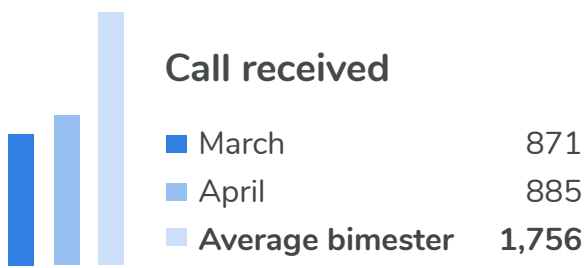


LEVEL OF SERVICE QUALITY

March - April 2022

Telephone helpline



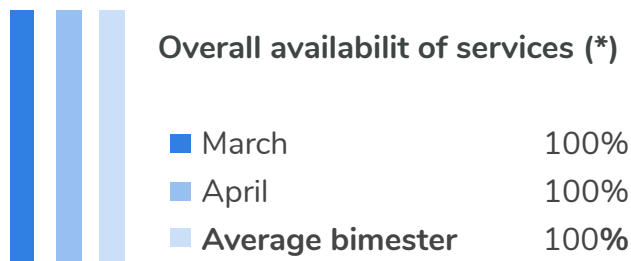
90%

Standar committed according to SLA.

96,47%

Average to Calls handled

Availability of the services



90%

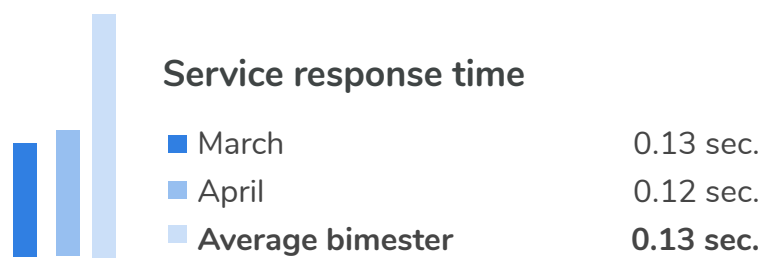
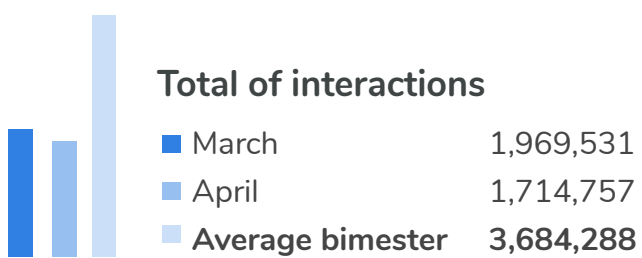
Standar committed according to SLA.

100%

Availability of DCV services

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

0.13 sec.

Average response time

Agreements Central Bank of Chile

| | March | April | Total bimester |
|--|--------------------------------|-----------|----------------|
| Processed files | 76 | 356 | 432 |
| Average processing time per message | 5.47 sec. | 3.86 sec. | 4,67 sec. |
| Compliance percentage | 100% | 100% | 100% |
| Messages with process time greater than 1 min | 0 | 0 | 0 |
| Compliance compromised: 98% of messages in less than 1 minute . | 100% service compliance | | |

Compliance Record of Operations

| | March | April | 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

| | March | April | 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 | 6.5 | 134 |
| Global evaluation international custody service | 6.3 | 28 |
| Garment service global evaluation (special garment and/or REP) | 6.4 | 18 |
| Global evaluation forward service | 6.4 | 43 |
| Global evaluation of the telephone service channel | 6.6 | 71 |
| Global evaluation of the email service channel | 6.3 | 79 |
| Global evaluation of the website information channel | 6.6 | 40 |
| Global evaluation of the executive service channel | 6.9 | 20 |
| General evaluation of attention received from the customer service desk | 6.4 | 66 |

Note: The values correspond to note 1 to 7 with respondents evaluated each service. The DCV service quality study for the year 2022 is carried out by IPSOS through a self-administered study via email. It will be held in the months of March and April.