LEVEL OF SERVICE QUALITY

Period November - December 2023

Telephone helpline

Call received

■ November*	N/A
■ December**	316
■ **Average bimester**	**316**

▼

90%
Standar committed
according to SLA.

Calls handled:

■ November*	N/A / N/A
■ December**	306 / 96.84%
■ **Total bimestre**	**306 / 96.84%**

▼
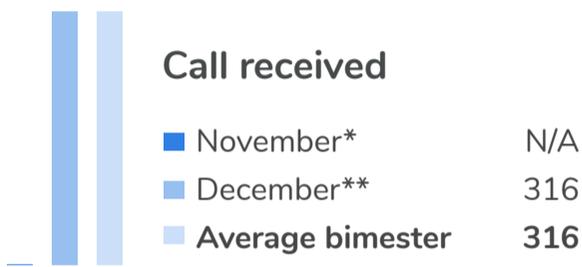
96.84%
Average to Calls
handled

November* Incident with GTD telephony did not allow call records to be obtained
December** Incident with GTD telephony. Consider calls from December 12

Availability of the services

Overall availabilit of services (*)

■ November	100%
■ December	100%
■ **Average bimester**	**100%**

▼   ▼

90%   ## 100%
Standar committed   Availability of DCV
according to SLA.   services

Availability of services: Percentage of time that DCV services have been working or available. The following services
are considered in this measurement: DCV Evolution (Nasdaq), DVP and Pact Service

Response time of the services

Total of interactions

■ November	145,548
■ December	143,028
■ **Average bimester**	**288,576**

▼

2 sec.
Standar committed
according to SLA.

Service response time

■ November	0.37 sec.
■ December	0.40 sec.
■ **Average bimester**	**0.39 sec.**

▼
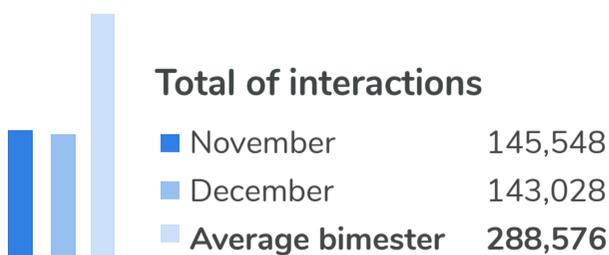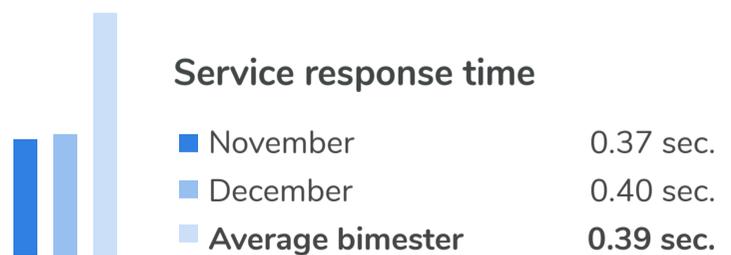
0.39 sec.
Average response
time

Agreements Central Bank of Chile

	November	December	Total bimester
Processed files	566	875	1,441
Average processing time per message	2.10 sec.	2.73 sec.	2.42 sec.
Compliance percentage	99.65%	100%	99.83%
Messages with process time greater than 1 min	2	0	2
Compliance compromised: 98% of messages in less than **1 minute**.	**99.83%** 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 simultanious	100%	100%	100%
Standar 10 min for each Standar daily registration			

Compliance with Registration 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 simultanious	100%	100%	100%
Standar 10 min for each daily record.			

DCV Quality of Services Survey

	Note	Number surveyed
GLOBAL EVALUATION OF DCV SERVICES EVOLUTION	6.5	175
GLOBAL EVALUATION SERVICE RECEIVED FROM THE DESK CUSTOMER SERVICE	6.3	54
GLOBAL EVALUATION OF OPERATIONS, BALANCES AND TREASURY FUNCTIONALITY	6.7	152
GLOBAL EVALUATION FUNCTIONALITY CORPORATE EVENTS	6.6	95
GLOBAL EVALUATION OF GARMENTS FUNCTIONALITY	6.6	45
GLOBAL EVALUATION FUNCTIONALITY BOXES AND REPORTS	6.5	135
GLOBAL EVALUATION OF USERS AND PARTICIPANTS FUNCTIONALITY (ONLY ADM. SECURITY)	6.6	24

Note: the values correspond to the average of scores from 1 to 7 with which the respondents evaluate each attribute.
The DCV Evolution 2023 service quality study measures satisfaction with the services on the DCVe platform
and is carried out by IPSOS through a self-administered study via email.
It will take place in the months of March, May, July, September and November