

SERVICE QUALITY LEVEL

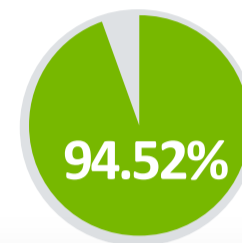


Period July - August 2014

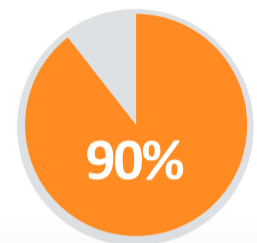
MAC, Telephone information service

DESCRIPTION	JULY	AUGUST	TOTAL BIMESTRE
Calls received	1,635	1,410	3,045
Calls answered	1,523	1,355	2,878
Percentage of calls answered	93.15%	96.10%	94.52%

Percentage of calls answered



Standard engaged as per NCS



User satisfaction survey

DESCRIPTION	JULY	AUGUST	SURVAYED	TOTAL BIMESTRE
General evaluation of the performance of DCV services	6.2	6.4	116	6.3
Evaluation custodial services	6.6	6.6	94	6.6
Evaluation response time settlement times CCLV	6.2	6.3	27	6.3
Evaluation service rating international custody	6.4	5.9	14	6.2
Evaluation assessment service forward	5.8	5.1	10	5.5
Evaluation service registration and deposit of new issues	6.5	7.0	2	6.8
General evaluation of assistance received at customer service desk	6.4	6.6	95	6.5

Note: The values correspond to the 1-7 note that respondents evaluate each service.

Availability of services

DESCRIPTION	JULY	AUGUST	TOTAL BIMESTRE
Global availability of services	99.98%	99.99%	99.98%

DCV services availability



Standard committed as per NCS



(*) Availability of services: Percentage of time that DCV services have been operating or available. The larger the availability percentage, the shorter the interruption time and vice versa. The SADE (Depositors Administrators System), SADE WEB, DVP (Delivery Versus Payment) and FLI (Intraday Settlement Facility) services are included in this survey.

SERVICE QUALITY LEVEL



Period July - August 2014

Service response time

DESCRIPTION	JULY	AUGUST	TOTAL BIMESTRE
Average total response time	0,43 seC.	0,38 seC.	0,41 seC.
Total transactions	1,148,903	1,071,056	2,219,959

Average time complete response



Standard engaged as per NCS

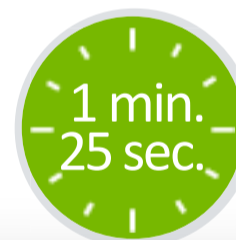


Response Time: the lapse of time between a request or transaction originated by a user and received by the DCV is processed and dispatched by the servers. This lapse does not include the time of information transfer from the network to the DCV servers and vice versa.

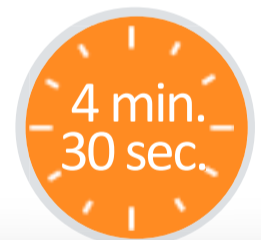
F.L.I. Files

DESCRIPTION	JULY	AUGUST	TOTAL BIMESTRE
Processed file	1,124	1,200	2,324
Average process time per file	1 min. 39 sec.	2 min. 11 sec.	1 min. 25 sec.
Files with process time over 4.5 min.	7	0	7

Average response time per file



Standard engaged as per NCS

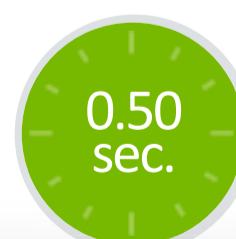


F.L.I.: Intraday Liquidity Facility (I.L.F.)

Clearing house payable today (P.H.)

DESCRIPTION	JULY	AUGUST	TOTAL BIMESTRE
Processed records	6,747	6,891	13,638
Average time per record	0.50 sec.	0.49 seg.	0.50 sec.

Average time log response



Standard engaged as per NCS



Clearing house payable today (P.H.): the intraday operations multilateral liquidation.