NCS | SERVICE QUALITY LEVEL

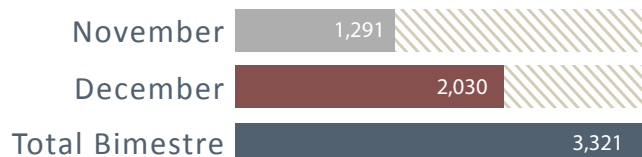## PERIOD NOVIEMBRE - DICIEMBRE 2014

MAC, TELEPHONE INFORMATION SERVICE

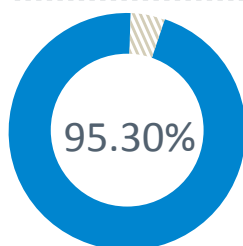### Calls received

November	1,291
December	2,030
Total Bimestre	3,321

Calls answered

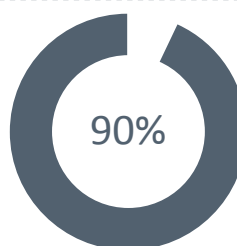|	
November	1,226 / 94.97%
December	1,939 / 95.52%
Total Bimestre	3,165 / 95.30%
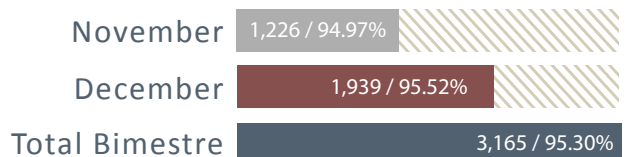
Percentage of calls answered

95.30%

Standard engaged as per NCS

90%

USER SATISFACTION SURVEY

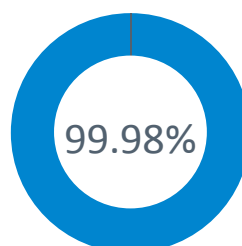|	November	December	Average two months	Average surveys
General evaluation of the performance of DCV services	6.3	6.3	6.3	101
Custody services	6.6	6.6	6.6	79
Evaluation response time settlement times CCLV	6.4	6.4	6.4	24
International Service	6.4	5.7	6.1	10
Evaluation assessment service forward	6.4	5.9	6.2	12
Evaluation service registration and deposit of new issues	6.3	6.2	6.3	4
General evaluation of assistance received at customer service desk	6.6	6.5	6.6	86

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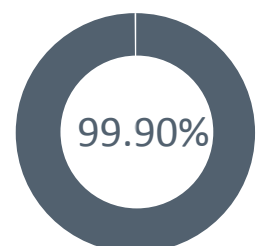
AVAILABILITY OF SERVICES

Global availability of services

November	99.97%
December	100%
Average Bimestre	99.98%
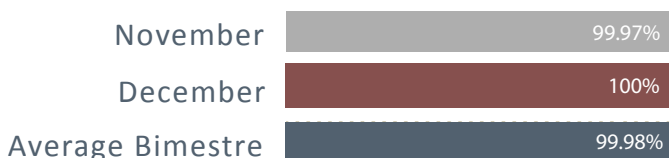
DCV services availability

99.98%

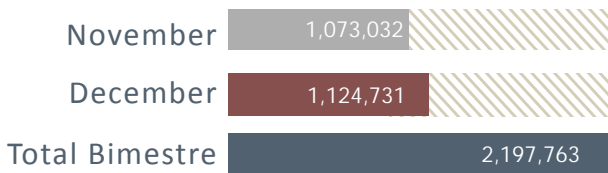**Standard engaged as per NCS**

99.90%

(•) 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.

PERIOD NOVIEMBRE - DICIEMBRE 2014

SERVICE RESPONSE TIME

Total transactions

November	1,073,032
December	1,124,731
Total Bimestre	2,197,763

Average total response time

	0.35 sec.
	0.45 sec.
	0,40 seconds

Standard engaged as per NCS
2 seconds.

Average time complete responsee
0,40 seconds.

F.L.I. FILES

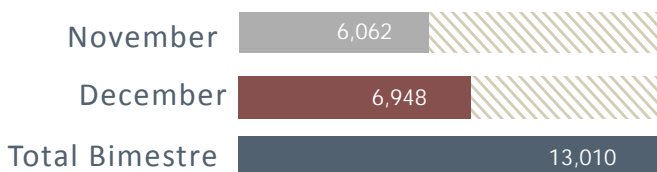| Response time services	November	December	Total bimestre
Processed file	1,570	977	2,547
Average process time per file	1 min. 25 sec.	1 min. 12 sec.	1 min. 18 sec.
Files with process time over 4.5 min.	0	1	1

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

Standard engaged as per NCS
4 minutes 30 seconds.

Average response time per file
1 minutes 18 seconds

CLEARING HOUSE PAYABLE TODAY (P.H.)

Processed records

November	6,062
December	6,948
Total Bimestre	13,010

Average time per record

	0.43 sec.
	0.45 sec.
	0.44 seconds

NOTE: Average time per record = 1 divided into records per second (the data of PH in uptime)

Standard engaged as per NCS
2 seconds.

Average time log response
0.45 seconds.