

SERVICE QUALITY LEVEL

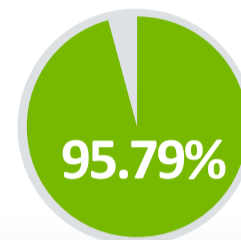


Period September - October 2014

MAC, Telephone information service

DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Calls received	1,474	1,352	2,826
Calls answered	1,406	1,301	2,707
Percentage of calls answered	95.39%	96.23%	95.79%

Percentage of calls answered



Standard engaged as per NCS



User satisfaction survey

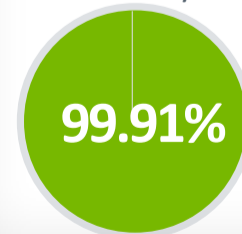
DESCRIPTION	SEPTEMBER	OCTOBER	SURVAYED	TOTAL BIMESTRE
General evaluation of the performance of DCV services	6.1	6,2	60	6.2
Evaluation custodial services	6.5	6,6	87	6.6
Evaluation response time settlement times CCLV	6.3	6,1	26	6.2
Evaluation service rating international custody	6.5	6,0	10	6.3
Evaluation assessment service forward	6.1	6,0	10	6.1
Evaluation service registration and deposit of new issues	N/E	7,0	2	7.0
General evaluation of assistance received at customer service desk	6.5	6,4	96	6.5

Note: The values correspond to the 1-7 note that respondents evaluate each service. During the month of September, the Service Registry and Repository of New Issues, was not assessed.

Availability of services

DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Global availability of services	99.82%	100%	99.91%

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.

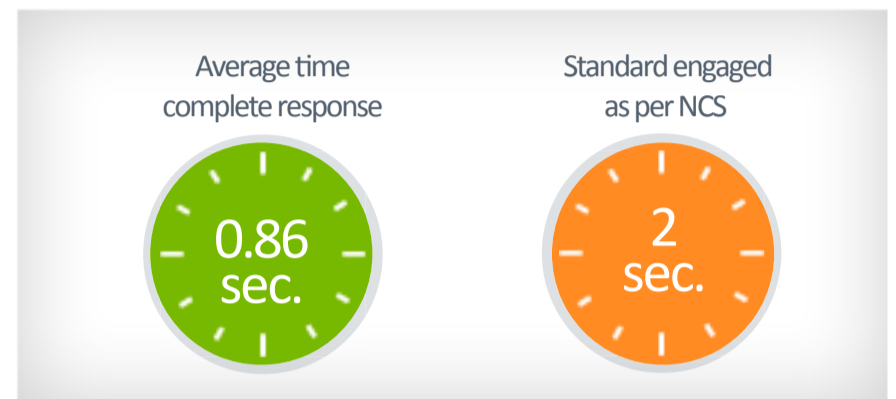
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Service response time

DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Average total response time	1.38 sec.	0.34 sec.	0.86 sec.
Total transactions	1,138,701	1,217,162	2,355,863



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

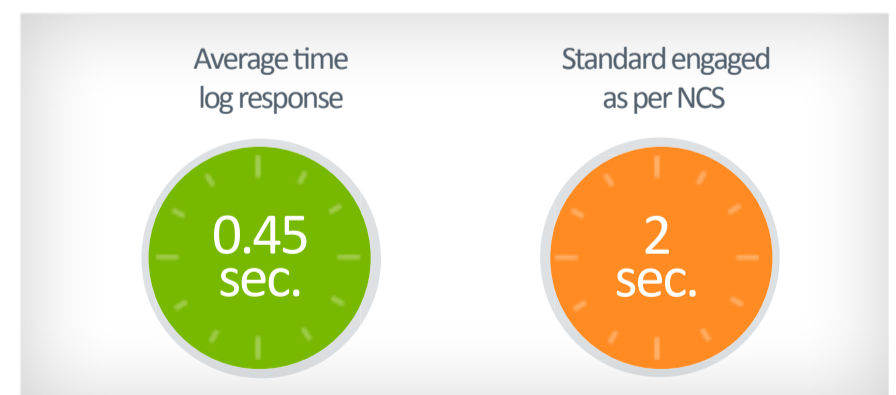
DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Processed file	1,061	1,522	2,583
Average process time per file	1 min. 32 sec.	1 min. 20 sec.	1 min. 26 sec.
Files with process time over 4.5 min.	4	6	10



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

Clearing house payable today (P.H.)

DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Processed records	7,434	8,399	15,833
Average time per record	0.45 sec.	0.45 sec.	0.45 sec.



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