



**LEVEL OF SERVICE QUALITY PERIOD MARCH - APRIL 2016**

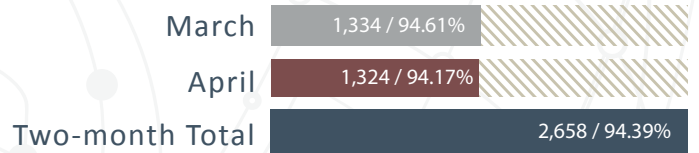


**TELEPHONE HELPLINE SERVICE**

**Calls received**



**Calls handled**



Standard committed according to SLA

**90%**

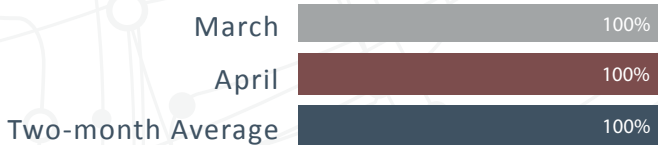
Percentage of calls handled

**94.39%**

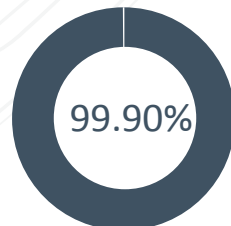


**AVAILABILITY OF THE SERVICES**

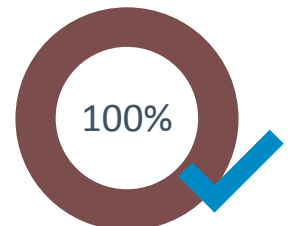
**Overall availability of services**



**Standard committed according to SLA**



**Availability of DCV services**



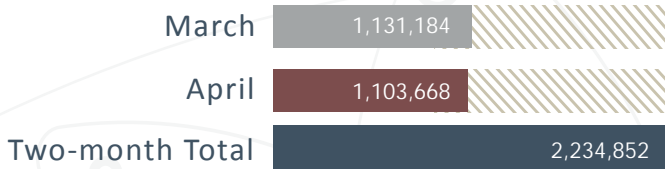
(\*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

# LEVEL OF SERVICE QUALITY PERIOD MARCH - APRIL 2016



## RESPONSE TIME OF THE SERVICES

### Total transactions



### Response Time of the services



Standard committed according to SLA

**2 Seconds**

Average response time

**0.35 Seconds** ✓



## AGREEMENTS

	March	April	Two-month Average
Processed files	2,418	2,140	4,558
Average process time per file	7.20 sec.	1.10 sec.	4.15 sec.
Compliance Percentage	99.71%	99.39%	99.55%
Files with processing time over 1 minute	7	13	20

Compliance engaged **98%** messages in less than

**1:00 Minute**

Service Compliance

**99.55%** ✓

Agreements: includes F.L.I. (Intraday settlement facility) files

📍 **ADRESS**

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📞 **CONTAC US**

**DCV**

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**DCV Registros**

Santiago Centro.

Web Site: **DCV.CL**  
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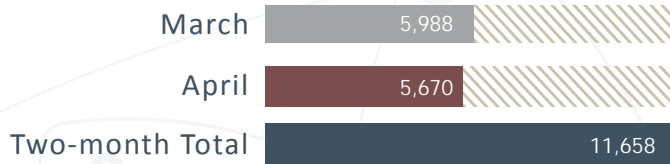
Email  
mac@dcv.cl

# LEVEL OF SERVICE QUALITY PERIOD MARCH - APRIL 2016



## CLEARING HOUSE PAYABLE TODAY (P.H)

### Processed Registries



### Response time of the services



Standard committed according to SLA

**2 Seconds**

Average response time

**0,48 Seconds** ✓



## DCV QUALITY OF SERVICE SURVEY

	Average March	Amount of surveys
General evaluation of the performance of DCV services	6.4	119
Evaluation Custody service	6.6	84
Evaluation response time settlement times CCLV	6.5	21
Evaluation International Service	6.2	11
Evaluation service registration and deposit of new issues	6.1	8
General evaluation Electronic pledge registry services (REP)	6.3	20
General evaluation of assistance received at customer service desk	6.5	85

Note: The values correspond to note 1 to 7 with respondents evaluated each service.

The quality of services DCV 2016 study is carried out only in the months of March, May, July, September and November



📍 ADDRESS

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