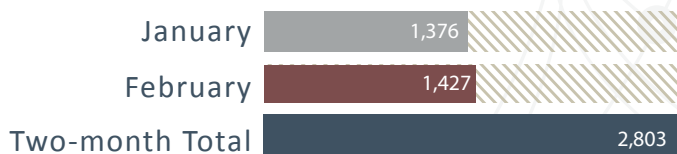


LEVEL OF SERVICE QUALITY PERIOD JANUARY - FEBRUARY 2016

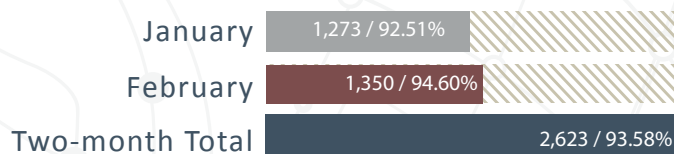


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

90%

Percentage of calls handled

93.58%

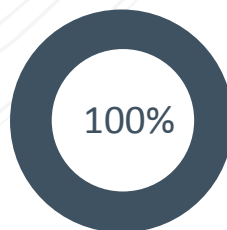


AVAILABILITY OF THE SERVICES

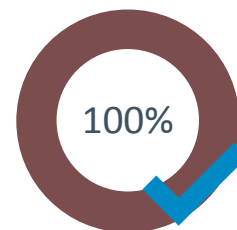
Overall availability of services



Standard committed according to SLA



Availability of DCV services



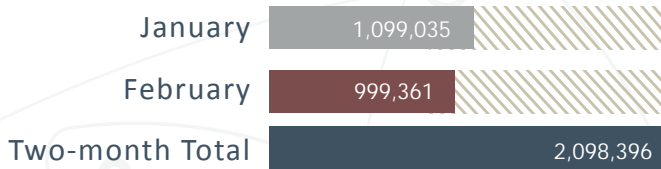
(*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

LEVEL OF SERVICE QUALITY PERIOD JANUARY - FEBRUARY 2016



RESPONSE TIME OF THE SERVICES

Total transactions



Response Time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.37 Seconds



CHILE CENTRAL BANK COVENANTS

	January	February	Two-month Total
Messages processed	2,188	1,690	3,878
Average processing time per message	1 sec.	0.75 seg.	0.88 sec.
Compliance Percentage	99.95%	100%	99.98%
Messages with processing time over 1 minute	1	0	1

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

1:00 Minute

Service Compliance

99.98%

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

ADDRESS

FOLLOW US

CONTACT US

DCV
Av. Apoquindo N° 4001
Floor 12 - Las Condes.

DCV Registros
Huerfanos 770 Floor 22,
Santiago Centro.

Web Site: www.dcv.cl
Follow us on :

N° Shareholders
(56) 223 939 003

N° Depositors
(56) 223 939 001

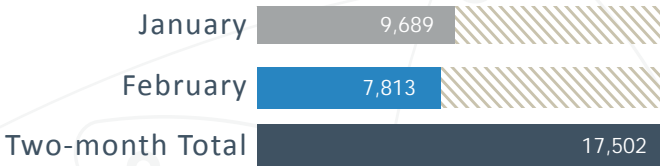
Mail contact
mac@dcv.cl

LEVEL OF SERVICE QUALITY PERIOD JANUARY - FEBRUARY 2016



COMPENSATION CHAMBER (CCLV) PAYABLE TODAY (PH)

Processed Registries



Response time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.46 Seconds ✓



DCV QUALITY OF SERVICE SURVEY

No service quality study is carried out during the months of January and February.



📍 ADDRESS

🏠 FOLLO US

📞 CONTACT US

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