

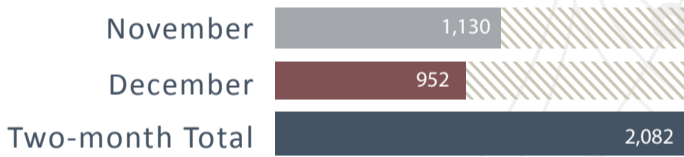


LEVEL OF SERVICE QUALITY PERIOD NOVEMBER - DECEMBER 2017

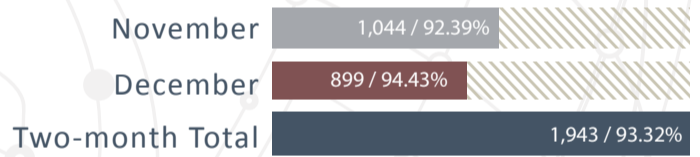


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

90%

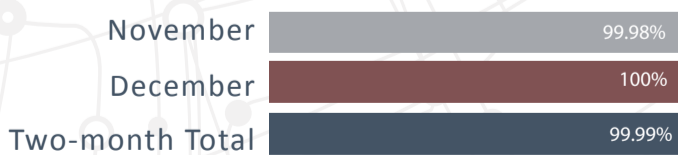
Percentage of calls handled

93.32%

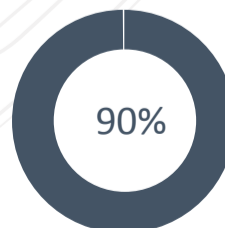


AVAILABILITY OF THE SERVICES

Overall availability of services



Standard committed according to SLA



Availability of DCV services



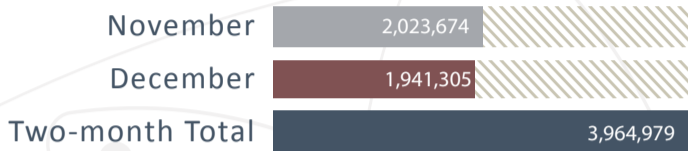
(*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

LEVEL OF SERVICE QUALITY PERIOD NOVEMBER - DECEMBER 2017



RESPONSE TIME OF THE SERVICES

Total transactions



Response Time of the services



Standard committed according to SLA

2 Seconds

Average response time

0.31 Seconds ✓



AGREEMENTS CENTRAL BANK OF CHILE

	November	December	Two-month Average
Processed files	2,934	2,690	5,624
Average process time per file	0.95 seC	3.11 seC	2.03seC
Compliance Percentage	99.76%	99.74%	99.75%
Files with processing time over 1 minute	7	7	14

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

1:00 Minute

Service Compliance

99.75% ✓

📍 **ADRESS**

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DCV

DCV Registros

Web Site: **DCV.CL**
Follow US : **in**

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LEVEL OF SERVICE QUALITY PERIOD NOVEMBER - DECEMBER 2017



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 November	Amount of surveys
General evaluation of the performance of DCV services	6.3	120
Evaluation Custody service	6.6	81
Evaluation International Service	6.0	12
Evaluation service registration and deposit of new issues	6.5	20
General evaluation of Electronic Pledge Registry Service	6.3	3
General evaluation of assistance received at customer service desk	6.5	81

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

The study quality of services DCV for the year 2017, is done only in the months of March, May, July, November and November



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