



LEVEL OF SERVICE QUALITY PERIOD JANUARY - FEBRUARY 2018

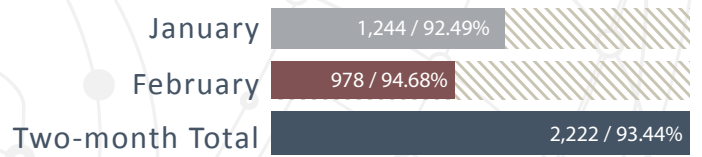


TELEPHONE HELPLINE SERVICE

Calls received



Calls handled



Standard committed according to SLA

90%

Percentage of calls handled

93.44%

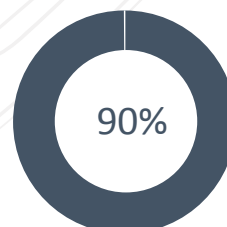


AVAILABILITY OF THE SERVICES

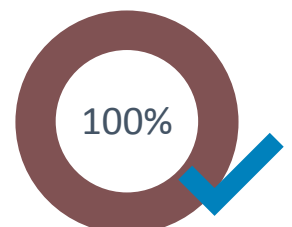
Overall availability of services



Standard committed according to SLA



Availability of DCV services



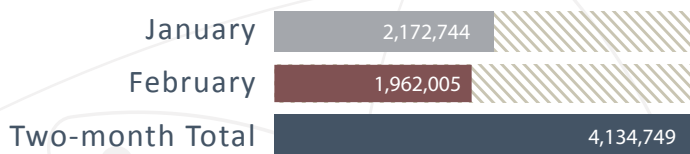
(\*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

# LEVEL OF SERVICE QUALITY PERIOD JANUARY - FEBRUARY 2018



## RESPONSE TIME OF THE SERVICES

### Total transactions



### Response Time of the services



Standard committed according to SLA

**2 Seconds**

Average response time

**0.30 Seconds** ✓



## AGREEMENTS CENTRAL BANK OF CHILE

	January	February	Two-month Average
Processed files	1,626	1,450	3,076
Average process time per file	1.05 sec	0.62 seC	0.84 sec
Compliance Percentage	99.94%	100%	99.97%
Files with processing time over 1 minute	1	0	1

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

**1:00 Minute**

Service Compliance

**99.97%** ✓

📍 **ADRESS**

🏠 **FOLLW US**

☎ **CONTAC US**

**DCV**

**DCV Registros**

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

Nº Shareholder  
(56) 223939003

Nº Depositor  
(56) 23939001

Email  
mac@dcv.cl

Apoquindo Avenue Nº 4001 Huerfanos 770 Piso 22,  
Floor 12 - Las Condes. Santiago Centro.

# LEVEL OF SERVICE QUALITY PERIOD JANUARY - FEBRUARY 2018



## COMPLIANCE WITH REGISTRATION OF OPERATIONS

	January	February	Two-month Average
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%



## COMPLIANCE WITH SETTLEMENT OF OPERATIONS

	January	February	Two-month Average
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%

**10 Minutes**

for each Standard daily registration



 **ADRESS**

 **FOLLW US**


 **CONTAC US**

**DCV**

Apoquindo Avenue N° 4001 Huerfanos 770 Piso 22,  
Floor 12 - Las Condes.

**DCV Registros**

Huerfanos 770 Piso 22,  
Santiago Centro.

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

N° Shareholder  
(56) 223939003

N° Depositor  
(56) 23939001

Email  
mac@dcv.cl