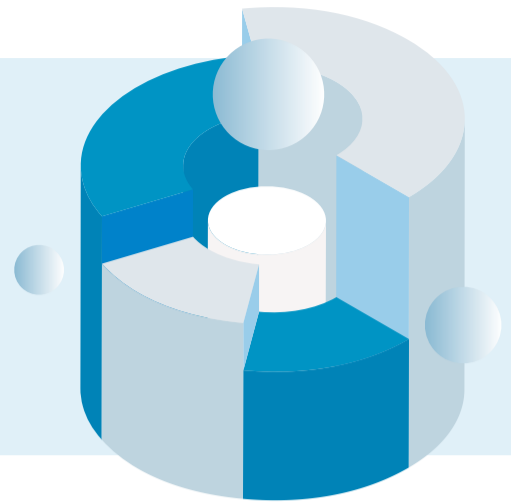
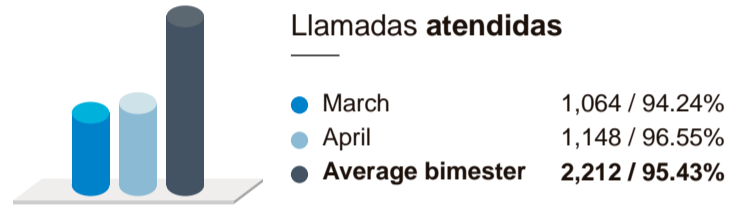
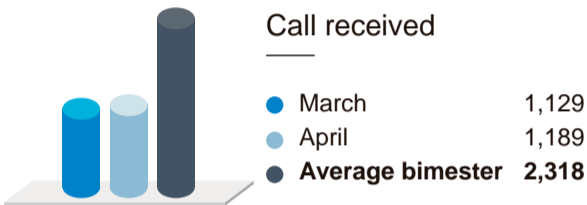


Level of Service Quality

March - April 2019



Telephone helpline

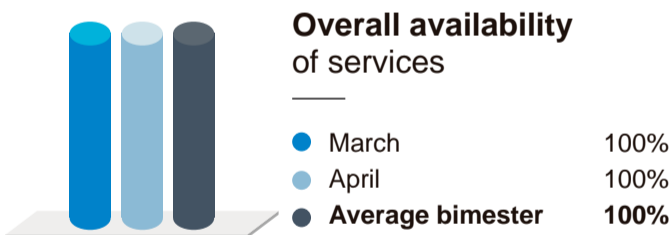


90% Standar committed according to SLA.

95.43% Average to Calls handled



Availability of the services



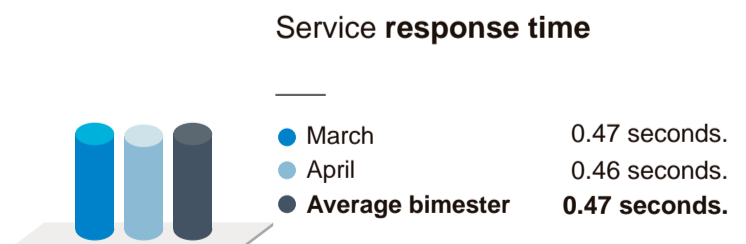
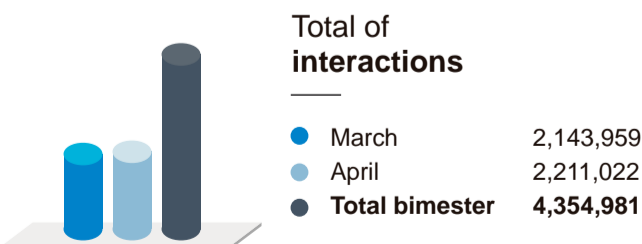
90% Standar committed according to SLA

100% 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.



Response time of the services



2 seconds Standar committed according to SLA.

0.47 seconds Average response time

Note: "interaction" is understood as any action that a user makes in the DCV system, and that has a committed standard according to SLA of 2 sec. of response time.



Agreements Central Bank of Chile

	March	April	Total bimester
Processed files	704	804	1,508
Average process time per file	0.71 sec.	3.33 sec.	2.02 sec.
Compliance percentage	100%	99.25%	99.63%
Swift messages with process time over than 1 min	0	6	6

Compliance engaged 98%
messages in less than **1 min**

99.63% Service compliance



Compliance with Registratio of Operations

	March	April	Total bimester
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%

Standar **10 min** for each Standar daily registration



Compliance with Settlement of operations

	March	April	Average bimester
Clearinghouse counted normal (CN)	90,5%	100%	95%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%

Standar **10 min** forr each daily record.

Note: The compliance percentage is measured based on the SLA committed to the CCLV and corresponds to a maximum of 10 minutes for registration and a maximum of 10 minutes for liquidation of each of the operations. Compliance is measured on a daily basis.



DCV quality of services survey

	March	Number of surveyed
General evaluation of the performance of DCV services	6.5	120
Evaluation Global Custody services	6.7	91
Global evaluation international custody services	6.4	10
Evaluation service registration and deposit of new issues	6.8	17
General evaluation Electyronic pledge registry services (REP)	6.6	19
General evaluation of assistance received at customer service desk	6.6	107

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

The quality of services DCV 2019 study is carried out only in the months of March, May, July, September and November