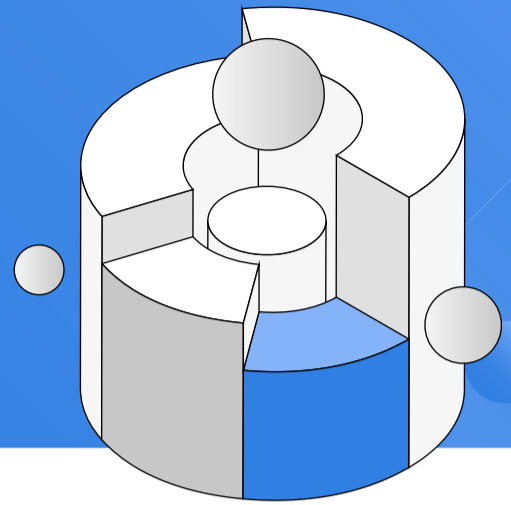
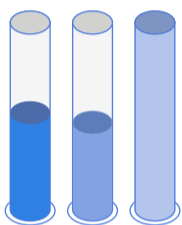


## Level of Service Quality

November - December 2019

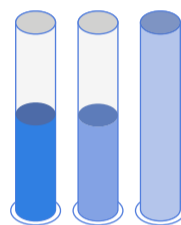


### Telephone helpline



#### Call received

● November	1,111
● December	890
● Average bimester	2,001



#### Calls handled:

● November	1,084 / 97.57%
● December	833 / 93.60%
● Average bimester	1,917 / 95.80%

**90%**

Standar committed according to SLA.

**95.80%**

Average to Calls handled

### Availability of the services



#### Overall availability of services (\*)

● November	100%
● December	99.74%
● Average bimester	99.87%

**90%**

Standar committed according to SLA.

**99.87%**

Availability of DCV services

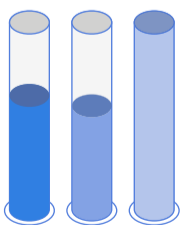
(\*) Availability of services: percentage of time that DCV services have been functioning or available.

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.

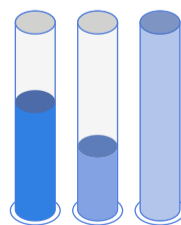


### Response time of the services



#### Total of interactions

● November	2,455,649
● December	2,159,223
● Average bimester	4,614,872



#### Service response time

● November	0.19 sec.
● December	0.19 sec.
● Average bimester	0.19 sec.

**2 sec**

Standar committed according to SLA.

**0.19 sec**

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.

	November	December	Total bimester
Processed files	896	352	1.248
Average processing time per message	0.35 Sec.	22.80 Sec.	11.58 Sec.
Compliance percentage	100%	93.75%	96.88%
Messages with process time greater than 1 min	0	22	22

Compliance engaged 98% messages in less than

**1 min**

**96.88%**

Service compliance



### Cumplimiento Registro de Operaciones

	November	December	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 Registratio of Operations



	November	December	Total Bimestre
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 daily record.



### DCV quality of services survey

	Note	Number of surveyed
General evaluation of the performance of DCV services	6.4	120
Evaluation Global Custody services	6.6	94
Global evaluation international custody services	6.3	9
Evaluation service registration and deposit of new issues	6.5	9
General evaluation Electyronic pledge registry services (REP)	6.5	16
General evaluation of assistance received at customer service desk	6.6	106

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