

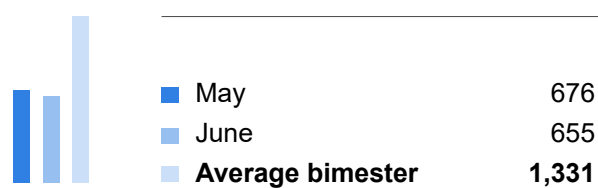
Level of Service Quality

May-June 2021



Telephone helpline

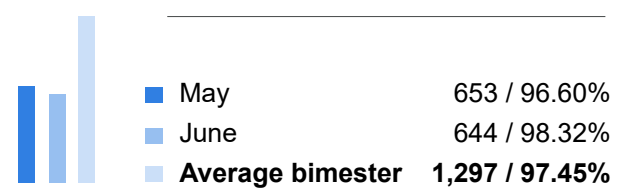
Call received



90%

Standar committed according to SLA.

Calls handled:

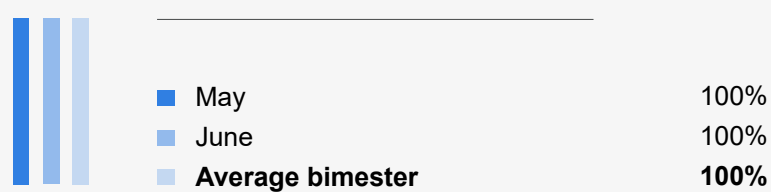


97.45%

Average to Calls handled

Availability of the services

Overall availabilit of services (*)



90%

Standar committed according to SLA.

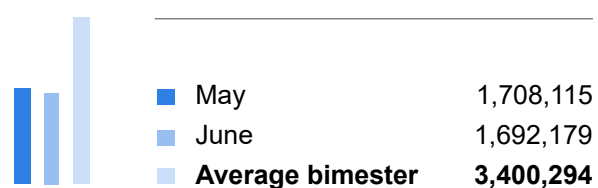
100%

Availability of DCV services

(*) Availability of services: percentage of time that DCV services have been functioning or available. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

Response time of the services

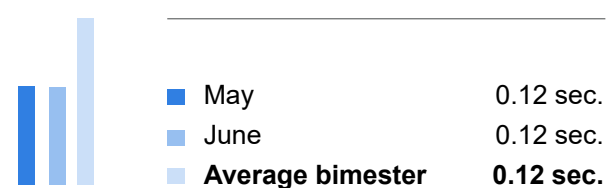
Total of interactions



2 sec

Standar committed according to SLA.

Service response time



0.12 sec.

Average response time

Agreements Central Bank of Chile

| | May | June | Total bimester |
|---|-------------------------|-----------|----------------|
| Processed files | 48 | 26 | 74 |
| Average processing time per message | 0.00 sec. | 0.05 sec. | 0.03 sec. |
| Compliance percentage | 100% | 100% | 100% |
| Messages with process time greater than 1 min | 0 | 0 | 0 |
| Compliance compromised 98% of messages in less than 1 minute. | 100% service compliance | | |

Compliance Record of Operations

| | May | June | 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

| | May | June | 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 daily record. | | | |

DCV quality of services survey

| | Note | Number of surveyed |
|--|------|--------------------|
| GLOBAL EVALUATION OF DCV SERVICES | 6.5 | 114 |
| GLOBAL ASSESSMENT OF DCV'S ABILITY TO RESPOND TO ITS USERS IN THE EVENT OF COVID-19 CONTINGENCY | 6.5 | 114 |
| GLOBAL EVALUATION OF OPERATIONAL CONTINUITY IN THE FACE OF COVID 19 CONTINGENCY | 6.6 | 114 |
| GLOBAL ASSESSMENT OF THE TELEPHONE SERVICE CHANNEL IN THE FACE OF COVID 19 CONTINGENCY | 6.3 | 63 |
| GLOBAL EVALUATION OF THE EMAIL SERVICE CHANNEL IN THE FACE OF COVID 19 CONTINGENCY | 6.4 | 75 |
| GLOBAL EVALUATION OF THE INFORMATION CHANNEL WEBSITE IN THE FACE OF COVID 19 CONTINGENCY | 6.6 | 52 |
| GENERAL EVALUATION ATTENTION RECEIVED FROM THE TABLE ATTENTION FROM CUSTOMERS | 6.4 | 57 |
| <p>Note: The values correspond to note 1 to 7 with respondents evaluated each service. The DCV service quality study for the year 2021 is carried out by IPSOS through a self-administered study via email. It will be held in the months of March, May, July, September and November.</p> | | |