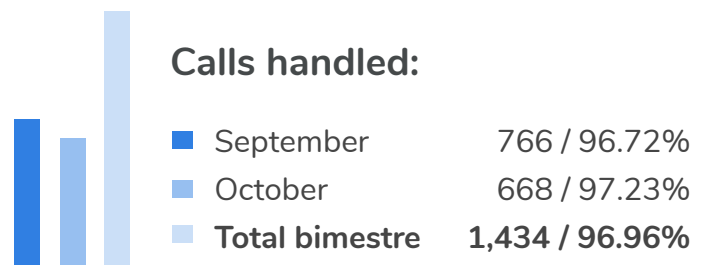
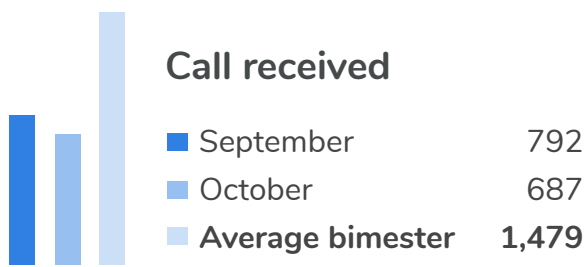


# LEVEL OF SERVICE QUALITY

September - October 2021

## Telephone helpline



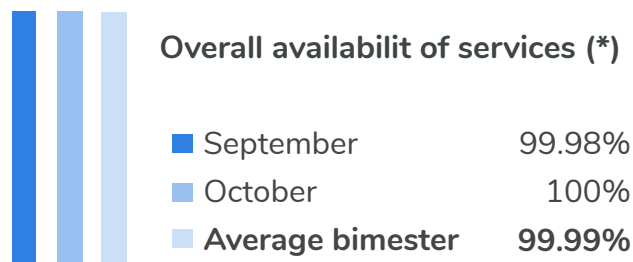
90%

Standar committed according to SLA.

96.96%

Average to Calls handled

## Availability of the services



90%

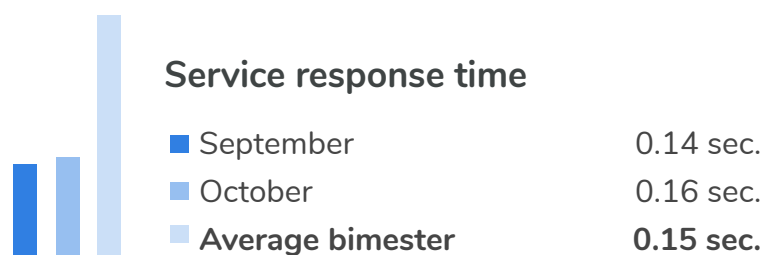
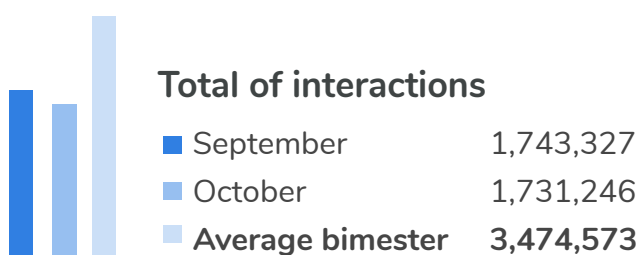
Standar committed according to SLA.

99.99%

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



2 sec.

Standar committed according to SLA.

0.15 sec.

Average response time

## Agreements Central Bank of Chile

|  | September                 | October    | Total bimester |
|--|---------------------------|------------|----------------|
| Processed files  | 124                       | 132        | 256            |
| Average processing time per message                            | 0.48 sec.                 | 11.00 sec. | 5.74 sec.      |
| Compliance percentage  | 100%                      | 94.70%     | 97.35%         |
| Messages with process time greater than 1 min                  | 0                         | 7          | 7              |
| Compliance compromised: 98% of messages in less than 1 minute. | 97,35% service compliance |            |                |

## Compliance Record of Operations

|  | September | October | 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

|                                       | September | October | 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   | 6.6  | 132                |
| Global assessment of DCV's ability to respond to its users in the event of Covid-19 contingency | 6.6  | 132                |
| Global evaluation of operational continuity in the face of Covid 19 contingency                 | 6.7  | 132                |
| Global assessment of the telephone service channel in the face of Covid 19 contingency          | 6.7  | 71                 |
| Global evaluation of the email service channel in the face of Covid 19 contingency              | 6.6  | 78                 |
| Global evaluation of the information channel website in the face of Covid 19 contingency        | 6.7  | 38                 |
| General evaluation attention received from the table attention from customers                   | 6.7  | 66                 |

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.