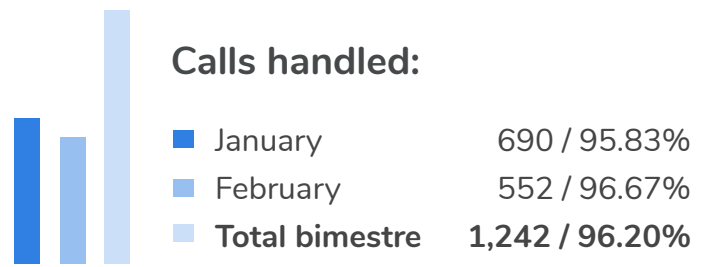
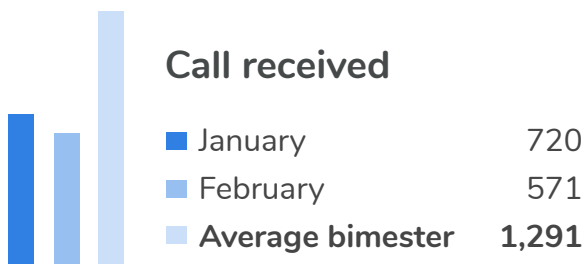


LEVEL OF SERVICE QUALITY

January - February 2021

Telephone helpline



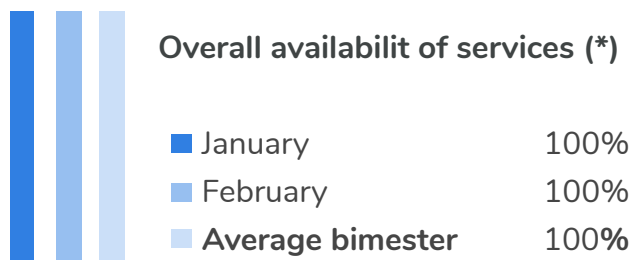
90%

Standar committed according to SLA.

96,20%

Average to Calls handled

Availability of the services



90%

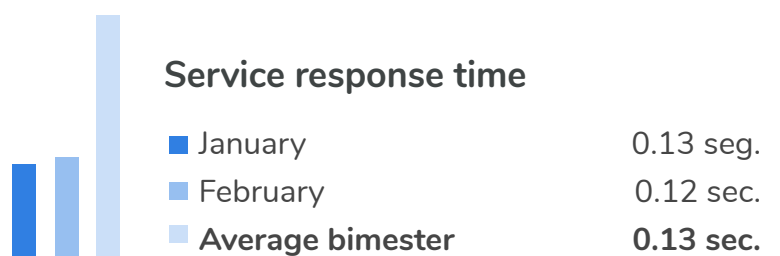
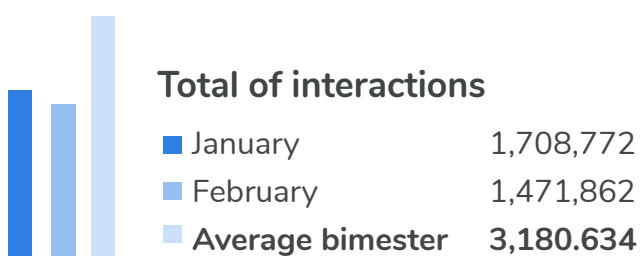
Standar committed according to SLA.

100%

Availability of DCV services

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

0.13 sec.

Average response time

Agreements Central Bank of Chile

	January	February	Total bimester
Processed files	116	198	314
Average processing time per message	4.46 sec.	3,28 sec.	3.87 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

	January	February	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

	January	February	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: During the months of January and February, no service quality study is carried out.