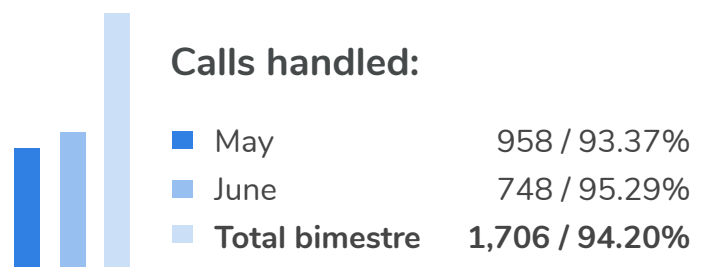
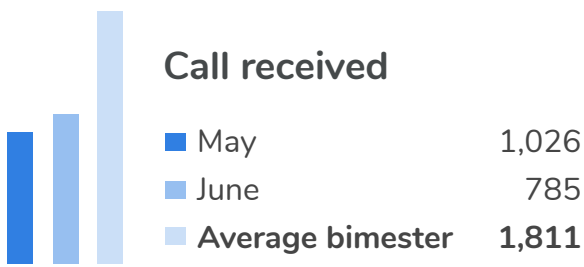


# LEVEL OF SERVICE QUALITY

May - June 2022

## Telephone helpline



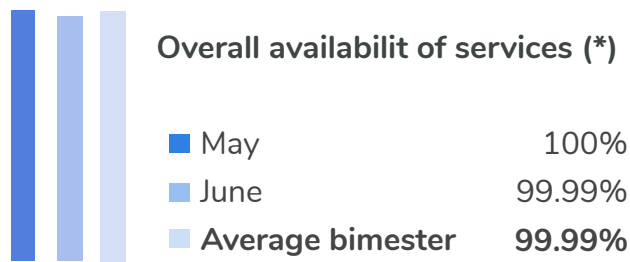
90%

Standar committed according to SLA.

94.20%

Average to Calls handled

## Availability of the services



90%

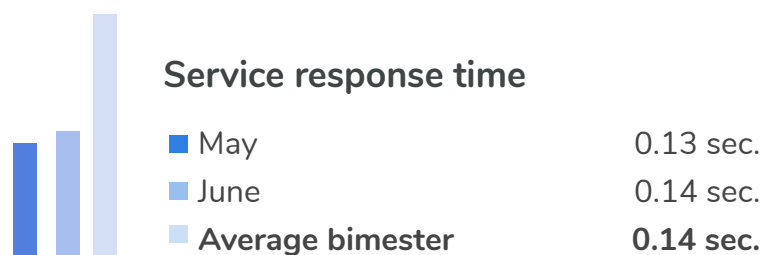
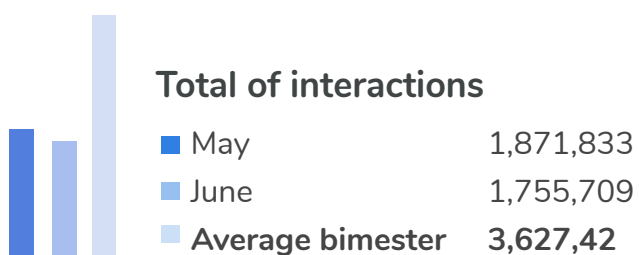
Standar committed according to SLA.

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.

0.13 sec.

Average response time

## Agreements Central Bank of Chile

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	April	June	Total bimester
Processed files	288	188	476
Average processing time per message	1.95 sec.	6.65 sec.	4.30 sec.
Compliance percentage	100%	97.87%	98.94%
Messages with process time greater than 1 min	0	4	4
Compliance compromised: 98% of messages in less than 1 minute.	98.94% service compliance		

## Compliance Record of Operations

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	April	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

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	April	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

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Note: During the months of May and June no service quality study is carried out.