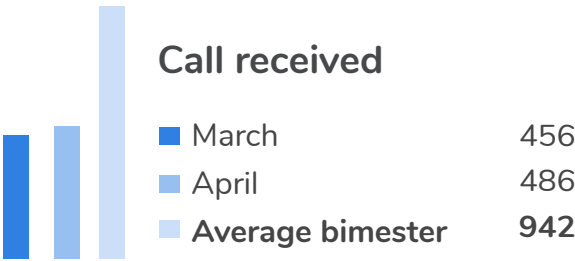


# LEVEL OF SERVICE QUALITY

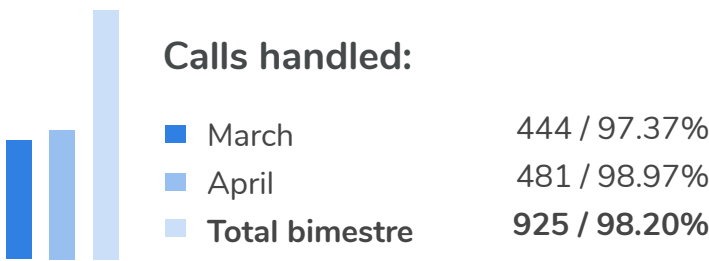
Period March - April 2024

## Telephone helpline



90%

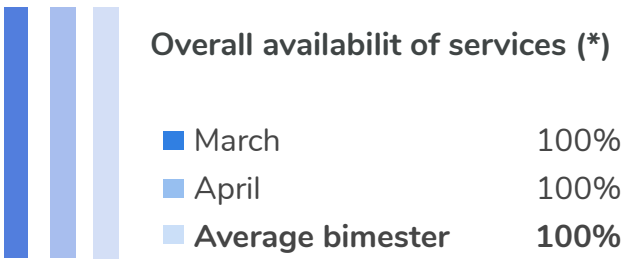
Standar committed according to SLA.



98.20%

Average to Calls handled

## Availability of the services



90%

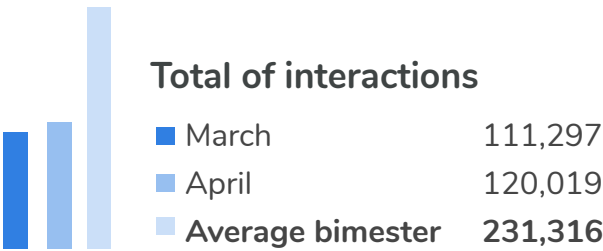
Standar committed according to SLA.

100%

Availability of DCV services

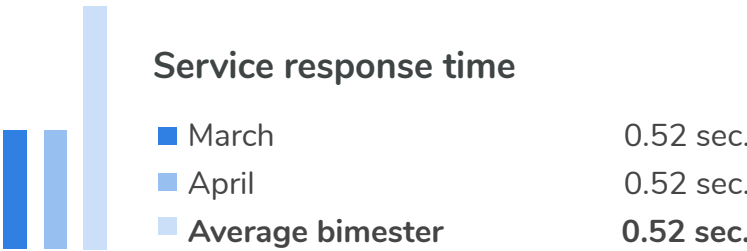
Availability of services: Percentage of time that DCV services have been working or available. The following services are considered in this measurement: DCV Evolution (Nasdaq), DVP and Pact Service

## Response time of the services



2 sec.

Standar committed according to SLA.



0.52 sec.

Average response time

## Agreements Central Bank of Chile

	March	April	Total bimester
Processed files	894	1,040	1,934
Average processing time per message	14.95 sec.	3.61 sec.	9.28 sec.
Compliance percentage	98.88%	100%	99.44%
Messages with process time greater than 1 min	10	0	10
Compliance compromised: 98% of messages in less than 1 minute.	99.44% service compliance		

## Compliance Record of Operations

	March	April	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 Registration of Operations

	March	April	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 EVOLUTION	6.6	149
GLOBAL EVALUATION OF OPERATIONS, BALANCES AND TREASURY FUNCTIONALITY	6.6	134
GLOBAL EVALUATION OF FUNCTIONALITY OF CORPORATE EVENTS	6.4	94
GLOBAL EVALUATION OF BOX FUNCTIONALITY AND REPORTS	6.5	114
GLOBAL EVALUATION OF GARMENT SERVICE	6.7	32
GLOBAL FUNCTIONALITY EVALUATION OF USERS AND PARTICIPANTS (ONLY ADM. SECURITY)	6.6	23
GLOBAL EVALUATION INTERNATIONAL CUSTODY SERVICE	6.5	18
GLOBAL EVALUATION OF ATTENTION RECEIVED FROM THE CUSTOMER SERVICE DESK	6.2	49

Note: the values correspond to the average of scores from 1 to 7 with which the respondents evaluate each attribute.  
The DCV Evolution 2024 service quality study measures satisfaction with the services on the DCVe platform and is carried out by IPSOS through a self-administered study via email.  
It will take place in the months of March, May, July, September and November