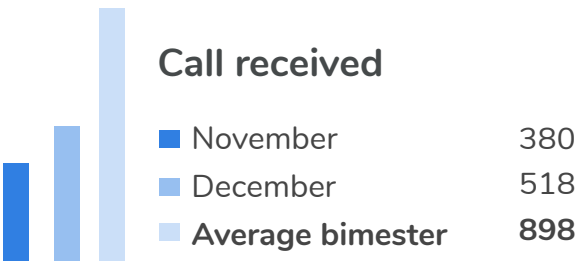


LEVEL OF SERVICE QUALITY

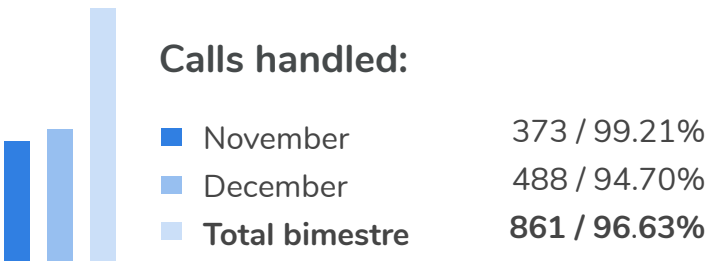
Period November -December 2024

Telephone helpline



90%

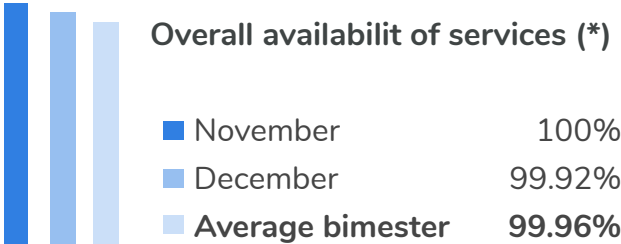
Standar committed according to SLA.



96.63%

Average to Calls handled

Availability of the services



90%

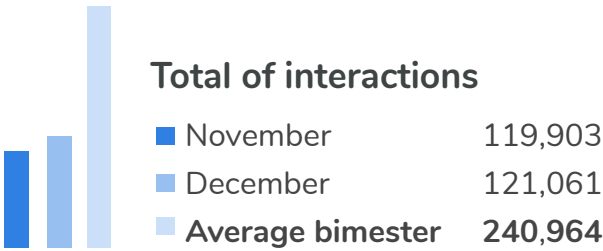
Standar committed according to SLA.

99.96%

Availability of DCV services

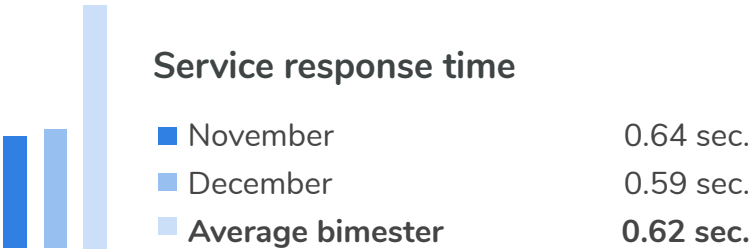
Availability of services: Percentage of time that DCV services have been working or available. The following services are considered in this measurement: DCV Evolution (Nasdaq), DVP and Pact Service

Response time of the services



2 sec.

Standar committed according to SLA.



0.62 sec.

Average response time

Agreements Central Bank of Chile

	November	December	Total bimester
Processed files	928	788	1.716
Average processing time per message	2.52 sec.	2-10 sec.	2.31 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

	November	December	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

	November	December	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	6.2	175
GLOBAL EVALUATION OF OPERATIONS, BALANCES AND TREASURY FUNCTIONALITY	6.5	147
GLOBAL EVALUATION OF FUNCTIONALITY OF CORPORATE EVENTS	6.4	102
GLOBAL EVALUATION OF BOX FUNCTIONALITY AND REPORTS	6.4	138
GLOBAL EVALUATION OF GARMENT SERVICE	6.6	42
GLOBAL FUNCTIONALITY EVALUATION OF USERS AND PARTICIPANTS (ONLY ADM. SECURITY)	6.7	30
GLOBAL EVALUATION INTERNATIONAL CUSTODY SERVICE	6.6	29
GLOBAL EVALUATION OF ATTENTION RECEIVED FROM THE CUSTOMER SERVICE DESK	6.7	25

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.
* Due to a failure in the IPSOS Platform, this result could not be captured for this measurement.