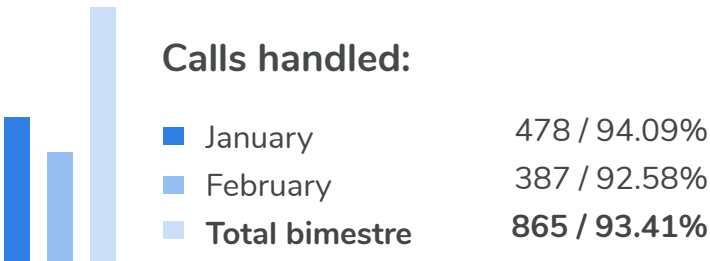
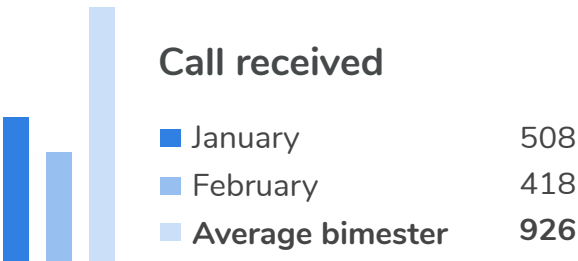


LEVEL OF SERVICE QUALITY

Period January - February 2024

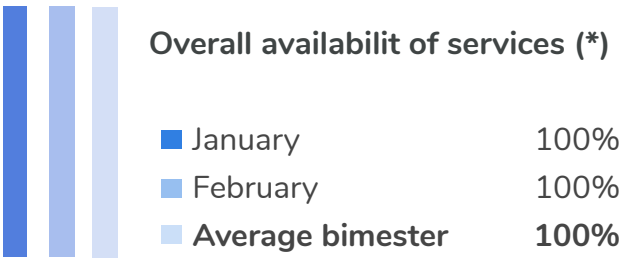
Telephone helpline



▼
90%
Standar committed according to SLA.

▼
93.41%
Average to Calls handled

Availability of the services

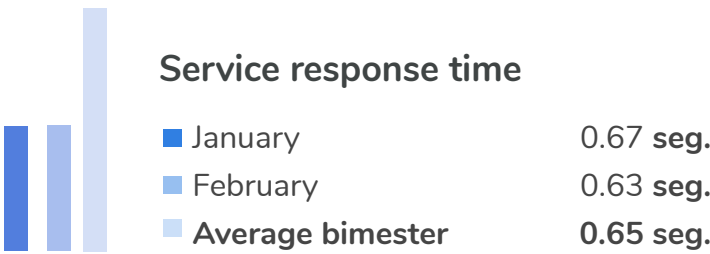
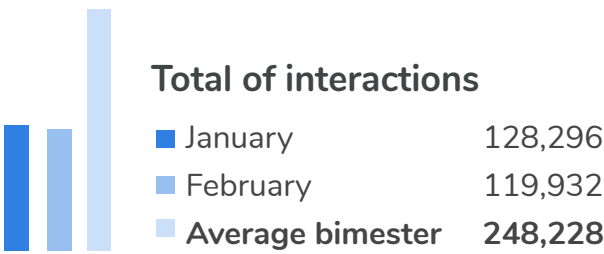


▼
90%
Standar committed according to SLA.

▼
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.

▼
0.65 sec.
Average response time

Agreements Central Bank of Chile

| | January | February | Total bimester |
|--|-------------------------|-----------|----------------|
| Processed files | 870 | 888 | 1.758 |
| Average processing time per message | 2.30 sec. | 3.36 sec. | 2.83 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 Registration 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 this period, no DCV service quality study was carried out.