



Speed and promptness of service

DCV begins a new year with emphasis on service quality

Depósito Central de Valores (DCV) once again began this 2013 with a significant emphasis on the quality of the service it provides to its clients. Various studies are carried out each year to measure the performance of the systems in order to detect and correct on a timely basis any negative incidents that arise, and which deviate from the standards of excellence in the service.

Ensuring the quality of service involves the definition of standards, controls, investment in physical equipment and trained personnel, as well as many other processes that need to work altogether so that the perception of excellence in the provision of the service is complete. Therefore, again this year 2013, the necessary studies in the various areas are being coordinated both for DCV and DCV Registros in order to continue making progress in the mission of delivering quality services to clients.

Being the supplier of infrastructure for the custody, settlement and other complementary services for the local and international securities market, in accordance with the highest standards of security, availability, efficiency and quality.

This is how it is set forth in the Mission, and many are the areas within the company that are committed each day to providing service excellence for clients in order to carry out this effort.

The constant concern for service quality is essential to DCV. Not only is it so defined in the company Mission, but it is also key behavior for the people working in it.

Since 2003, in order to measure the quality of service DCV invests significant resources in studies, which allow it to obtain information from the clients, both those operating directly or as receivers of the services, and those who from their managerial or directive positions in companies make the decisions regarding the usage of the services.

Continuous work with a specialized company

Each year, Adimark, a company with 37 years of experience and specialized in market research and public opinion, works along with Depósito Central de Valores to measure the quality of the services. One of the most valuable studies is the "Users Panel" study performed during 8 months of the year, and which allows the generation periodic and timely information regarding the perception of users regarding the performance of DCV systems according to a group of indicators. This valuable information expedites the work DCV does to correct the negative incidents that arise, and which move it away from the standards of excellence in the service.

Speed and promptness of the services, in addition to being a strategic partner and having outstanding systems support, are the factors that have the most impact on the general opinion of clients about the services provided by DCV.



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The research company selects 150 operators who assess the services during two periods of the year. DCV appreciates the participation of these clients who dedicate time every two weeks and during 4 months in each period to assess the services with questions that allow the measurement of aspects such as: quality of the registration and transaction settlement services, international custody services, forward contracts centralized registration, securities issuance, security and reliability of information, and the customer service provided by the help desk (MAC), among others.

In 2012, the global assessment of the services achieved an average of 76% from qualifications ranging from 6 to 7, equivalent to 6.1, placing DCV once more within the levels of excellence.

For this year, quality studies are already being coordinated for DCV and DCV Registros in order to further ensure that the services comply with the satisfaction conditions defined for the market in every respect.