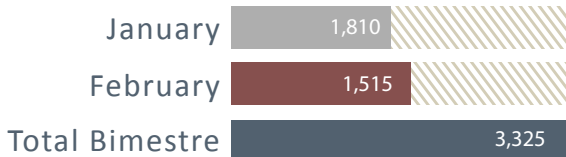


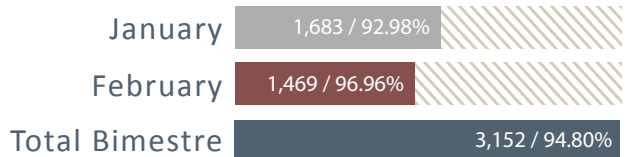
PERIOD JANUARY - FEBRUARY

MAC, TELEPHONE INFORMATION SERVICE

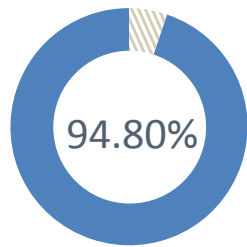
Calls received



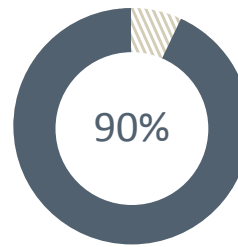
Calls answered



Percentage of calls answered



Standard engaged as per NCS

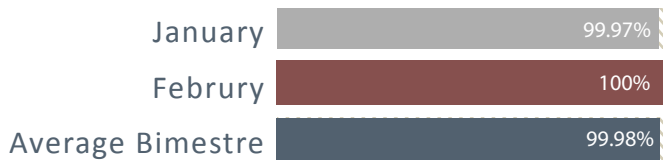


USER SATISFACTION SURVEY

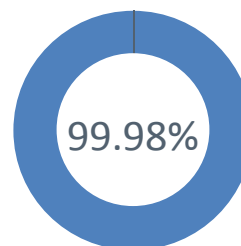
During the months of January and February are not satisfaction survey carried out with the service.

AVAILABILITY OF SERVICES

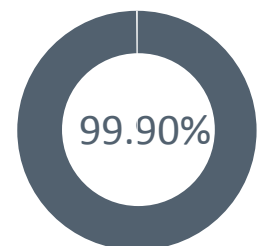
Global availability of services



DCV services availability



Standard engaged as per NCS

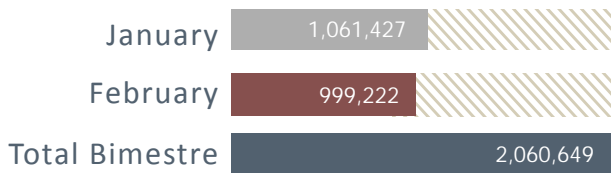


(•) Availability of services: Percentage of time that DCV services have been operating or available. The larger the availability percentage, the shorter the interruption time and vice versa. The SADE (Depositors Administrators System), SADE WEB, DVP (Delivery Versus Payment) and FLI (Intraday Settlement Facility) services are included in this survey.

PERIOD JANUARY - FEBRUARY

SERVICE RESPONSE TIME

Total transactions



Average total response time



Standard engaged as per NCS
2 seconds.

Average time complete responsee
0.44 seconds.

FLI FILES

Response time services			
	January	February	Total bimestre
Processed file	1,214	1,179	2,393
Average process time per file	1 min. 19 sec.	1 min. 20 sec.	1 min. 19 sec.
Files with process time over 4.5 min.	8	3	11

FLI: Intraday Liquidity Facility (ILF)

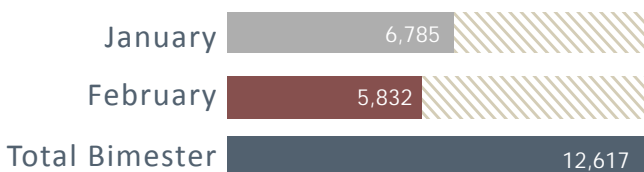


Standard engaged as per NCS
4 minutes 30 seconds.

Average response time per file
1 minutes 19 seconds

CLEARING HOUSE PAYABLE TODAY (P.H.)

Processed records



Average time per record



NOTE: Average time per record = 1 divided into records per second (the data of PH in uptime)



Standard engaged as per NCS
2 seconds.

Average time log response
0.48 seconds.