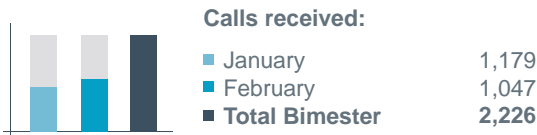


**LEVEL OF SERVICE QUALITY PERIOD**  
PERIOD JANUARY - FEBRUARY 2019



**TELEPHONE HELPLINE SERVICE**

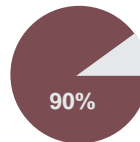
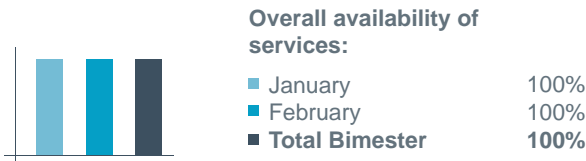


Standard committed according to SLA:  
**90%**

Percentage of calls handled:  
**96.72%**



**AVAILABILITY OF THE SERVICES**



Standard committed according to SLA

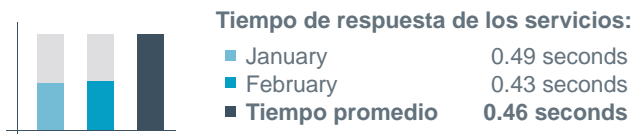
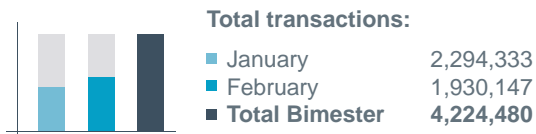


Availability of DCV services

(\*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.



## RESPONSE TIME OF THE SERVICES



Standard committed according to SLA:

**2 seconds**

Average response time:

**0.46 seconds**



## AGREEMENTS CENTRAL BANK OF CHILE

	January	February	Two-month Average
Processed files	904	706	1.610
Average process time per file	0,45 seg.	0,75 seg.	0,60 seg.
Compliance Percentage	100%	100%	100%
Files with processing time over 1 minute	0	0	0

Compliance engaged 98% messages in less than

**1 minute**

Service Compliance

**100%**



## COMPLIANCE WITH REGISTRATION OF OPERATIONS

	January	February	Two-month Average
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%

Standard

**10 minutes**

for each Standard daily registration



## COMPLIANCE WITH SETTLEMENT OF OPERATIONS

	January	February	Two-month Average
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%

Standard  
**10 minutes**  
for each Standard daily registration



### DCV

Av. Apoquindo N° 4001  
piso 12 - Las Condes

### DCV Registros

Huérfanos N° 770  
piso 22 - Stgo. Centro



### N° Depositantes

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### N° Accionistas

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