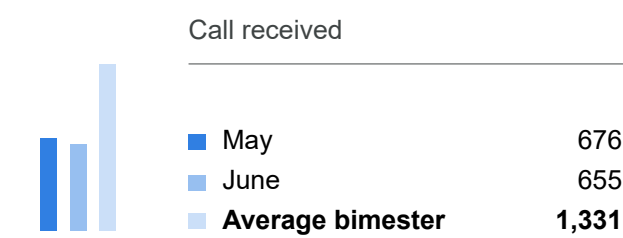


# Level of Service Quality

May-June 2021

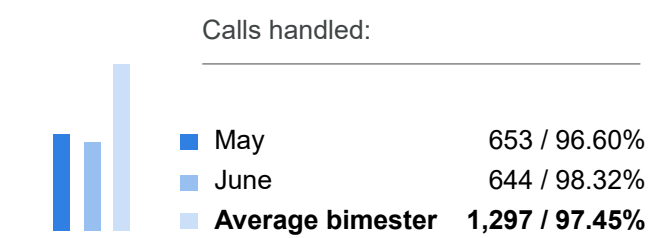


## Telephone helpline



90%

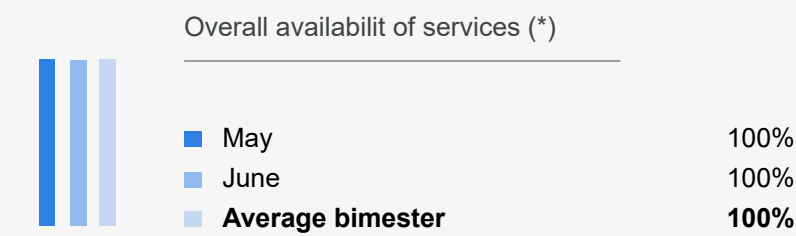
Standar committed according to SLA.



97.45%

Average to Calls handled

## Availability of the services



90%

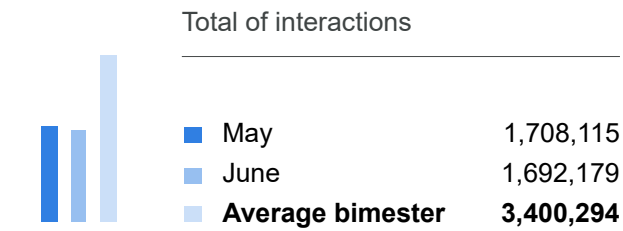
Standar committed according to SLA.

100%

Availability of DCV services

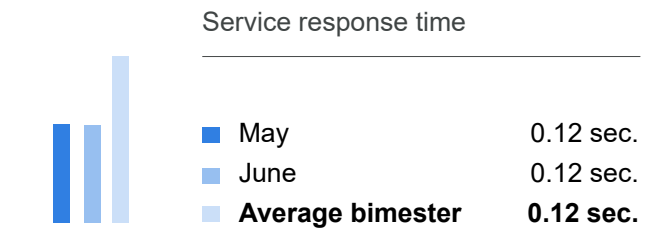
(\*) Availability of services: percentage of time that DCV services have been functioning or available. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

## Response time of the services



2 sec

Standar committed according to SLA.



0.12 sec.

Average response time

## Agreements Central Bank of Chile

|   | May                     | June      | Total bimester |
|---|-------------------------|-----------|----------------|
| Processed files   | 48                      | 26        | 74             |
| Average processing time per message                           | 0.00 sec.               | 0.05 sec. | 0.03 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

|  | May  | June | 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 Registratio of Operations

|                                       | May  | June | 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   | 6.5  | 114                |
| GLOBAL ASSESSMENT OF DCV'S ABILITY TO RESPOND TO ITS USERS IN THE EVENT OF COVID-19 CONTINGENCY   | 6.5  | 114                |
| GLOBAL EVALUATION OF OPERATIONAL CONTINUITY IN THE FACE OF COVID 19 CONTINGENCY   | 6.6  | 114                |
| GLOBAL ASSESSMENT OF THE TELEPHONE SERVICE CHANNEL IN THE FACE OF COVID 19 CONTINGENCY  | 6.3  | 63                 |
| GLOBAL EVALUATION OF THE EMAIL SERVICE CHANNEL IN THE FACE OF COVID 19 CONTINGENCY  | 6.4  | 75                 |
| GLOBAL EVALUATION OF THE INFORMATION CHANNEL WEBSITE IN THE FACE OF COVID 19 CONTINGENCY  | 6.6  | 52                 |
| GENERAL EVALUATION ATTENTION RECEIVED FROM THE TABLE ATTENTION FROM CUSTOMERS   | 6.4  | 57                 |
| <b>Note: The values correspond to note 1 to 7 with respondents evaluated each service.</b><br>The DCV service quality study for the year 2021 is carried out by IPSOS through a self-administered study via email. It will be held in the months of March, May, July, September and November. |      |                    |