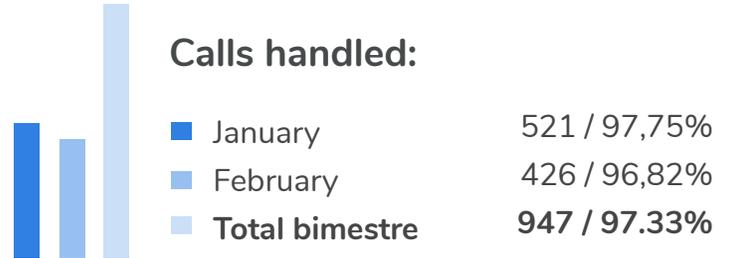
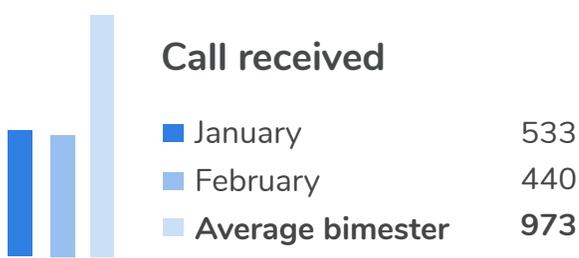


LEVEL OF SERVICE QUALITY

Period January - February 2024

Telephone helpline



90%

Standar committed according to SLA.

97.33%

Average to Calls handled

Availability of the services



90%

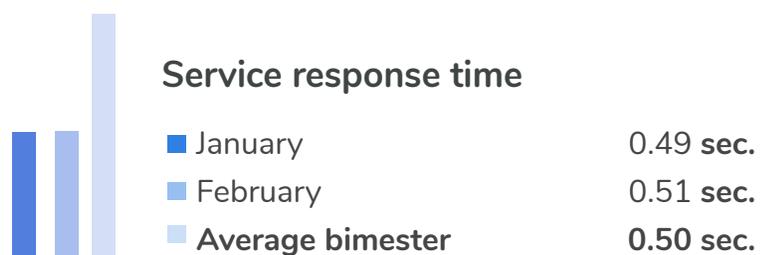
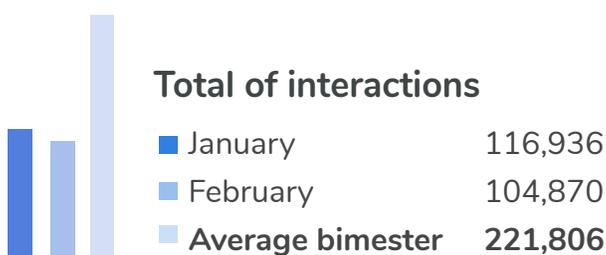
Standar committed according to SLA.

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.

0.50 sec.

Average response time

Agreements Central Bank of Chile

	January	February	Total bimester
Processed files	1,287	1,162	2,449
Average processing time per message	2.45 sec.	2.47 sec.	2.46 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.