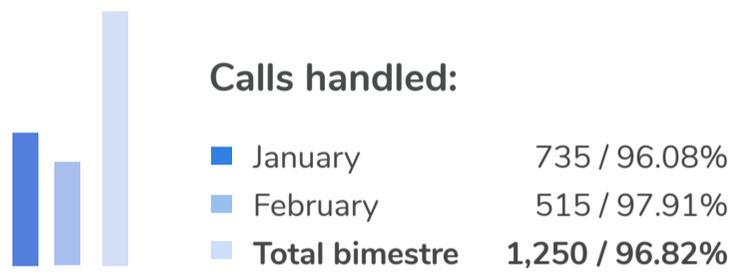
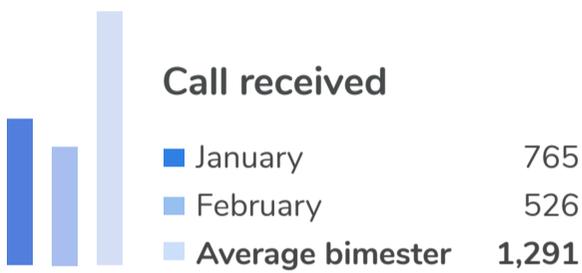


# LEVEL OF SERVICE QUALITY

January - February 2022

## Telephone helpline



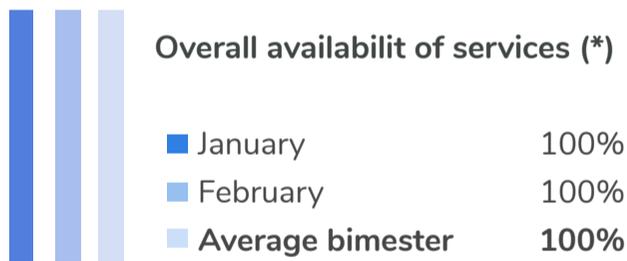
90%

Standar committed according to SLA.

96.82%

Average to Calls handled

## Availability of the services



90%

Standar committed according to SLA.

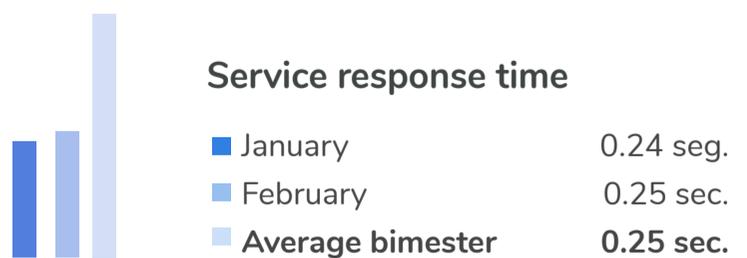
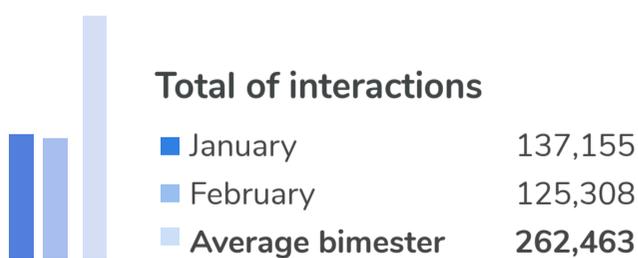
100%

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.

0.24 sec.

Average response time

## Agreements Central Bank of Chile

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	January	February	Total bimester
Processed files	96	96	192
Average processing time per message	1.10 sec.	0.68 sec.	0,89 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

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	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 Registratio of Operations

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	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 service quality study

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Note: During this period, no DCV service quality study was carried out.