

# LEVEL OF SERVICE QUALITY

Period July - August 2023

## Telephone helpline



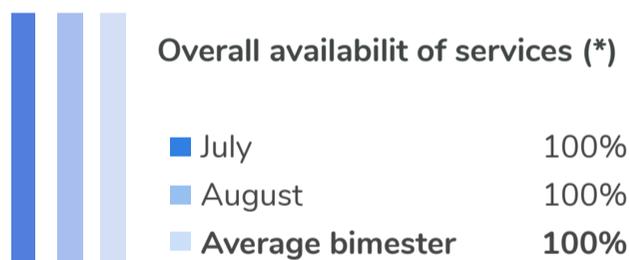
90%

Standar committed according to SLA.

94.75%

Average to Calls handled

## Availability of the services



90%

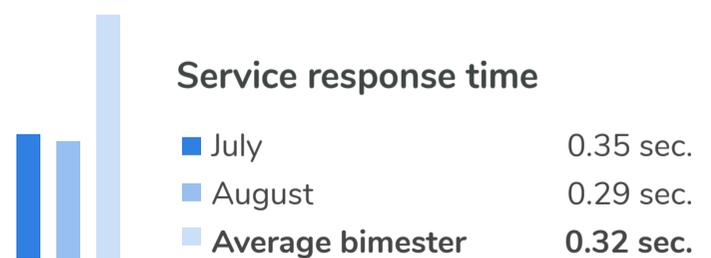
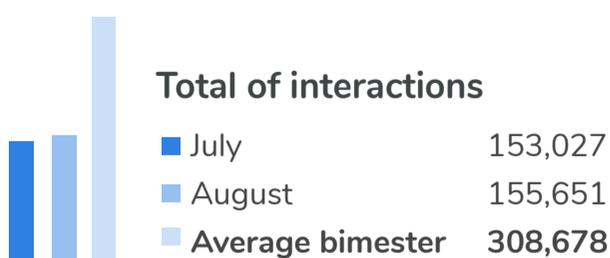
Standar committed according to SLA.

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.

0.32 sec.

Average response time

## Agreements Central Bank of Chile

	July	August	Total bimester
Processed files	154	200	354
Average processing time per message	1.25 sec.	1.15 sec.	1.20 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

	July	August	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

	July	August	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 surveyed
GLOBAL EVALUATION OF DCV SERVICES EVOLUTION	6.4	158
GLOBAL EVALUATION SERVICE RECEIVED FROM THE DESK CUSTOMER SERVICE	6.5	68
GLOBAL EVALUATION OF OPERATIONS, BALANCES AND TREASURY FUNCTIONALITY	6.5	136
GLOBAL EVALUATION FUNCTIONALITY CORPORATE EVENTS	6.4	93
GLOBAL EVALUATION OF GARMENTS FUNCTIONALITY	6.4	37
GLOBAL EVALUATION FUNCTIONALITY BOXES AND REPORTS	6.5	118
GLOBAL EVALUATION OF USERS AND PARTICIPANTS FUNCTIONALITY (ONLY ADM. SECURITY)	6.5	22

Note: the values correspond to the average of scores from 1 to 7 with which the respondents evaluate each attribute. The DCV Evolution 2023 service quality study measures satisfaction with the services on the DCVe platform and is carried out by IPSOS through a self-administered study via email. It will take place in the months of March, May, July, September and November