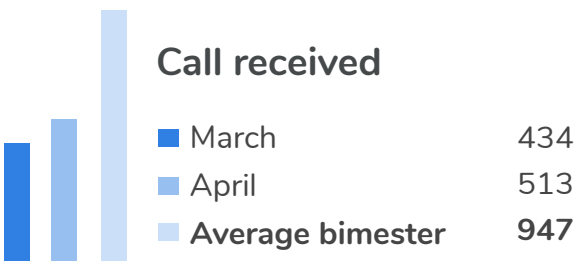


LEVEL OF SERVICE QUALITY

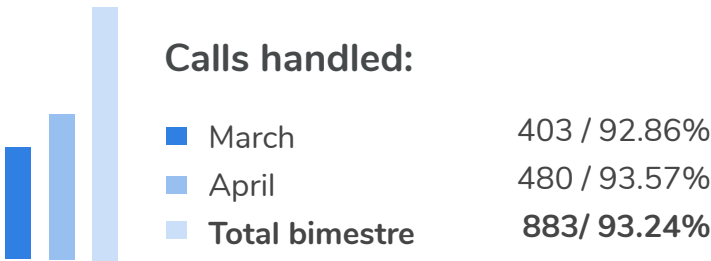
Period March - April 2025

Telephone helpline



90%

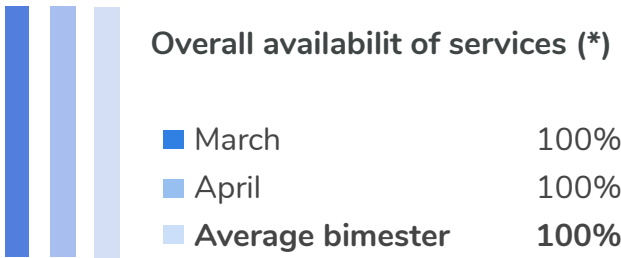
Standar committed according to SLA.



93.24%

Average to Calls handled

Availability of the services



90%

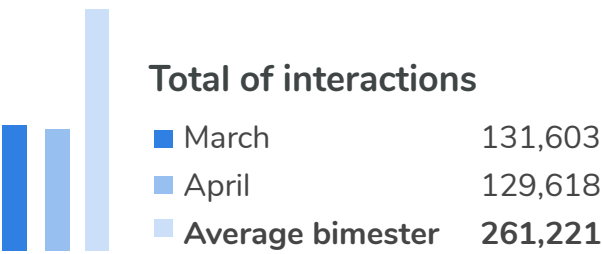
Standar committed according to SLA.

100%

Availability of DCV services

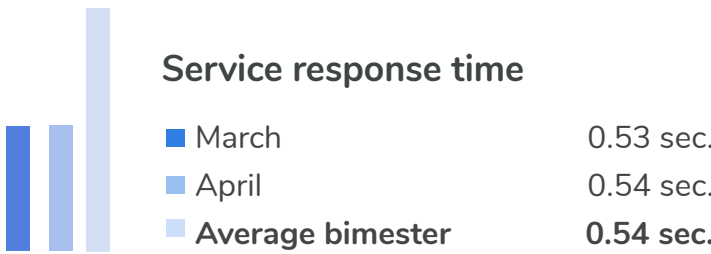
Availability of services: Percentage of time that DCV services have been working or available. The following services are considered in this measurement: DCV Evolution (Nasdaq), DVP and Pact Service

Response time of the services



2 sec.

Standar committed according to SLA.



0.54 sec.

Average response time

Agreements Central Bank of Chile

	March	April	Total bimester
Processed files	962	954	1.916
Average processing time per message	2.40 sec.	2.04 sec.	2.22 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

	March	April	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

	March	April	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

	Nota	Número encuestados
GLOBAL EVALUATION OF DCV SERVICES EVOLUTION	6.6	173
GLOBAL EVALUATION OF INTERNATIONAL CUSTODY SERVICE	6.4	48
GLOBAL EVALUATION FORWARD SERVICE	6.6	41
GLOBAL EVALUATION DIGITAL EQUITY DEPOSITS & WITHDRAWALS SERVICES	6.6	60
GLOBAL EVALUATION OF USERS AND PARTICIPANTS FUNCTIONALITY (ONLY ADM. SECURITY)	6.5	40
GLOBAL EVALUATION ATTENTION RECEIVED FROM THE CUSTOMER SERVICE DESK	6.3	52

Note: The values correspond to the average of the scores from 1 to 7 given by respondents to each attribute. The DCV 2025 Service Quality Study measures service satisfaction and is conducted by IPSOS through a self-administered survey via email. It will be conducted in April, June, August, and October.