

# Level of services quality DCV

Period May - June 2025



## Telephone helpline

### Call received

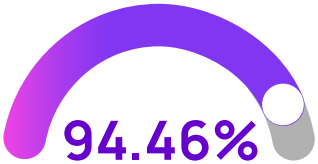
● May	396
● June	416
● Average bimester	812

### Calls handled

● May	379 / 95.71%
● June	388 / 93.27%
● Total bimester	767 / 94.46%



Standar committed according to SLA.



Average to Calls handled

## Availability of the services (\*)

### Overall availabilit of services (\*)

● May	100%
● June	100%
● Average bimester	100%

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



99.97%  
Standar committed according to SLA.



100%  
Availability of DCV services

## Response time of the services

### Total transactions

● May	126,977
● June	125,222
● Average bimester	252,199

### Service response time

● May	0.43 sec.
● June	0.43 sec.
● Average bimester	0.43 sec.



2 seconds

Standar committed according to SLA.



0.43 seconds

Average response time

Agreements Central Bank of Chile

	May	June	Total bimester
Processed files	909	950	1,859
Average processing time per message	2.90 sec.	2.65 sec.	2.78 seg.
Compliance percentage	100%	99.79%	99.90%
Messages with process time greater than 1 min	0	2	2

Compliance compromised: 98% of messages in less than 1 minute.  
**99.90% 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%

Compromised standard: **10 min for each Standar daily registration**

Compliance Settlement 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%

Estándar comprometido: **10 minutos para cada liquidación diaria.**

DCV Quality of Services Survey

	April	Number of respondents
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.**