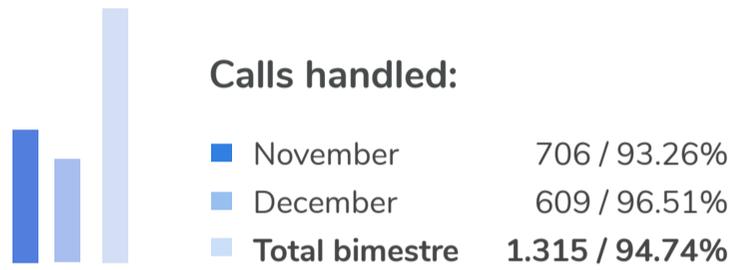
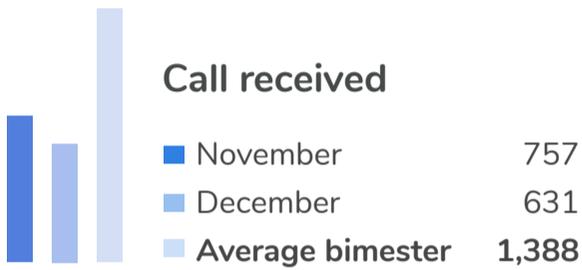


LEVEL OF SERVICE QUALITY

November - December 2022

Telephone helpline



90%

Standar committed according to SLA.

94.74%

Average to Calls handled

Availability of the services



90%

Standar committed according to SLA.

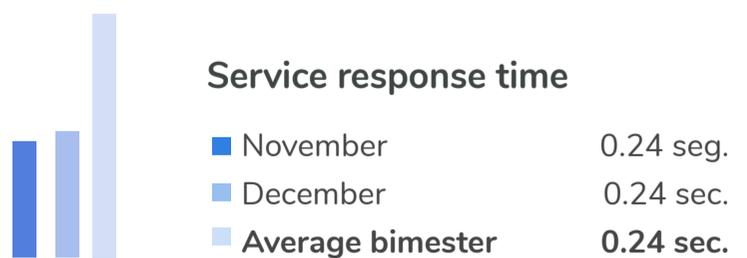
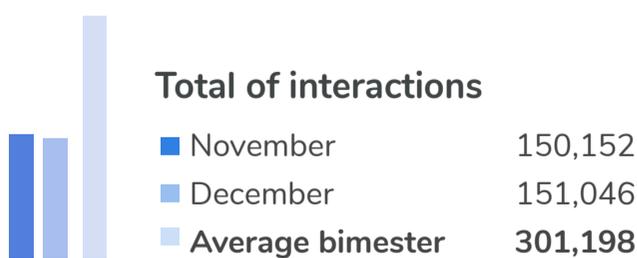
100%

Availability of DCV services

(*) Availability of services: Percentage of time that DCV services have been operating or available.

The services SADE Legado, SADE WEB, DCV Evolution, DVP and PACTOS Service are considered in this measurement.

Response time of the services



2 sec.

Standar committed according to SLA.

0.24 sec.

Average response time

Agreements Central Bank of Chile

	November	December	Total bimester
Processed files	190	150	340
Average processing time per message	1.20sec.	1.35 sec.	1.28 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

	November	December	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

	November	December	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 Evolution Study

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