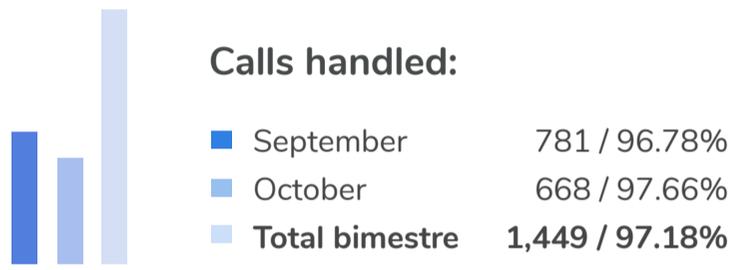
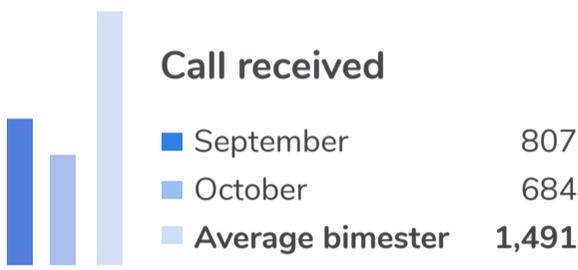


LEVEL OF SERVICE QUALITY

September - October 2022

Telephone helpline



90%

Standar committed according to SLA.

97.18%

Average to Calls handled

Availability of the services



90%

Standar committed according to SLA.

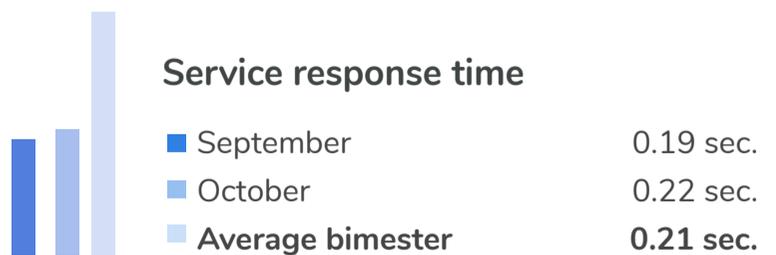
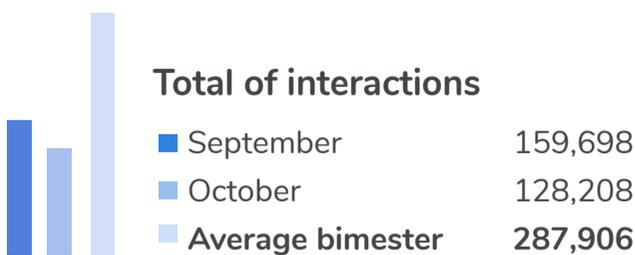
100%

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.

0.21 sec.

Average response time

Agreements Central Bank of Chile

	September	October	Total bimester
Processed files	154	36	190
Average processing time per message	3.55 sec.	1.38 sec.	2.47 sec
Compliance percentage	98.70%	100%	99.35%
Messages with process time greater than 1 min	2	0	2
Compliance compromised: 98% of messages in less than 1 minute.	99.35% service compliance		

Compliance Record of Operations

	September	October	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

	September	October	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

	Week									Average study
	1	2	3	4	5	6	7	8	9	
Global evaluation of DCVe platform	73%	83%	84%	80%	87%	86%	89%	89%	95%	85%
National Custody Global Assessment	85%	88%	89%	88%	94%	87%	94%	92%	96%	90%
Global international custody evaluation	68%	88%	81%	85%	85%	63%	83%	100%	93%	83%
problem rate	31%	25%	21%	17%	10%	11%	13%	16%	10%	17%

Percentage of notes 6 and 7 of the measurement made between August 26 and October 21, 2022 for the new DCVe Platform

	Week									Entire study
	1	2	3	4	5	6	7	8	9	
Number of respondents										
Global evaluation of DCVe platform	160	155	115	106	101	85	82	80	92	976
National Custody Global Assessment	132	129	99	89	85	71	70	72	80	675
Global international custody evaluation	37	25	16	13	13	8	12	9	15	148
problem rate	50	38	24	18	10	9	11	13	9	182