

Level of services quality DCV

Period July - August 2025



Telephone helpline

Call received

● July	368
● August	397
● Average bimester	765

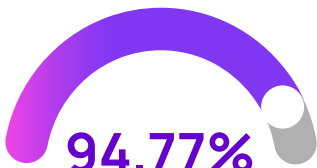
Calls handled

● July	347 / 94.29%
● August	378 / 95.21%
● Total bimester	725 / 94.77%



90%

Standar committed according to SLA.



94.77%

Average to Calls handled

Availability of the services (*)

Overall availabilit of services (*)

● July	100%
● August	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

● July	136,742
● August	130,744
● Average bimester	267,486

Service response time

● July	0.39 sec.
● August	0.31 sec.
● Average bimester	0.35 sec.



2 seconds

Standar committed according to SLA.



0.35 seconds

Average response time

Agreements Central Bank of Chile

	July	August	Total bimester
Processed files	1,109	1,103	2,212
Average processing time per message	2.42 sec.	2.95 sec.	2.69 sec.
Compliance percentage	99.91%	100%	99.96%
Messages with process time greater than 1 min	1	0	1

Compliance compromised: 98% of messages in less than 1 minute.
99.96% 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%

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

Compliance Settlement 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%

Committed standard: **10 minutes for each daily settlement.**