

Level of services quality DCV

Period November - December 2025



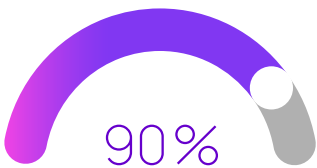
Telephone helpline

Call received

● November	325
● December	371
● Average bimester	696

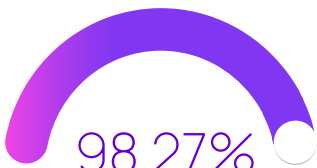
Calls handled

● November	323 / 99.38%
● December	361 / 97.30%
● Total bimester	684 / 98.27%



90%

Standar committed according to SLA.



98.27%

Average to Calls handled

Availability of the services (*)

Overall availabilit of services (*)

● November	100%
● December	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

● November	129,062
● December	133,155
● Average bimester	262,217

Service response time

● November	0.33 sec.
● December	0.38 sec.
● Average bimester	0.36 sec.



2 seconds

Standar committed according to SLA.



0.36 seconds

Average response time

Agreements Central Bank of Chile

	November	December	Total bimester
Processed files	1,093	993	2,086
Average processing time per message	2.80 sec.	3.45 sec.	3.3 seg.
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.
99.96% service compliance

Compliance Record of Operations

	November	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%

Compromised standard: 10 min for each Standar daily registration

Compliance Settlement of Operations

	November	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%

Committed standard: 10 minutes for each daily settlement.

DCV Quality of Services Survey

October	Number of respondents
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