

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%**



Standar committed according to SLA.



Average to Calls handled

Availability of the services (*)

Overall availability 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



Standar committed according to SLA.



Availability of DCV services

Response time of the services

Total transactions

- November 129,062
- December 133,155
- **Average bimester** 262,217



2 seconds

Standar committed according to SLA.

Service response time

- November 0.33 sec.
- December 0.38 sec.
- **Average bimester** 0.36 sec.



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 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.
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 simultanious	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 simultanious	100%	100%	100%

Committed standard: 10 minutes for each daily settlement.

DCV Quality of Services Survey

October Number of respondents