

Level of services quality

DCV

Period January - February 2026



Telephone helpline

Call received

- January 369
- February 285
- **Average bimester 654**

Calls handled

- January 355 / 96.20%
- February 274 / 96.14%
- **Total bimester 629 / 96.18%**



Standar committed according to SLA.



Average to Calls handled

Availability of the services (*)

Overall availabilit of services (*)

- January 100%
- February 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

- January 133,427
- February 122,800
- **Average bimester 256,227**

Service response time

- January 0.41 sec.
- February 0.35 sec.
- **Average bimester 0.38 sec.**



2 seconds

Standar committed according to SLA.



0.38 seconds

Average response time

Agreements Central Bank of Chile

	January	February	Total bimester
Processed files	1,058	972	2,030
Average processing time per message	1.90 sec.	2.55 sec.	2.23 seg.
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

	January	February	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

	January	February	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.