

# Level of services quality

## DCV

Period March - April 2026



### Telephone helpline

#### Call received

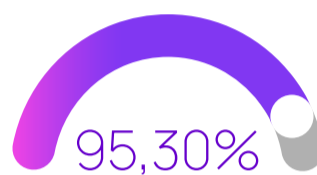
● March	387
● April	315
● <b>Average bimester</b>	<b>702</b>

#### Calls handled

● March	369 / 95.35%
● April	300 / 95.24%
● <b>Total bimester</b>	<b>669 / 95.30%</b>



Standar committed according to SLA.



Average to Calls handled

### Availability of the services (\*)

#### Overall availabilit of services (\*)

● March	100%
● April	100%
● <b>Average bimester</b>	<b>100%</b>

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

● March	143,076
● April	134,002
● <b>Average bimester</b>	<b>277,078</b>

#### Service response time

● March	0.36 sec.
● April	0.35 sec.
● <b>Average bimester</b>	<b>0.36 sec.</b>



2 seconds

Standar committed according to SLA.



0.36 seconds

Average response time

## Agreements Central Bank of Chile

	March	April	Total bimester
Processed files	1,212	1,074	2,286
Average processing time per message	4.45 sec.	2.28 sec.	3.37 seg.
Compliance percentage	97.94%	99.91%	98.93%
Messages with process time greater than 1 min	25	1	26

Compliance compromised: 98% of messages in less than 1 minute.  
98.93% service compliance

## Compliance Record of Operations

	March	April	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

	March	April	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

	April	Number of respondents
GLOBAL EVALUATION OF DCV SERVICES EVOLUTION	6.5	131
GLOBAL EVALUATION ATTENTION RECEIVED FROM THE CUSTOMER SERVICE DESK	6.2	45

Note: The values correspond to the average of the scores from 1 to 7 given by respondents to each attribute.  
The DCV 2025 Service Quality Study measures service satisfaction and is conducted by IPSOS through a self-administered survey via email.  
It will be conducted in April, June, August, and October.