

Level of services quality

DCV

Period May - June 2026



Telephone helpline

Call received

● May	299
● June	255
● Average bimester	554

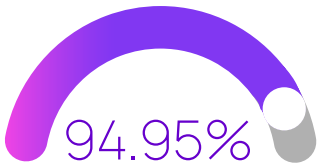
Calls handled

● May	288 / 96.32%
● June	238 / 93.33%
● Total bimester	526 / 94.95%



90%

Standar committed according to SLA.



94.95%

Average to Calls handled

Availability of the services (*)

Overall availabilit of services (*)

● May	100%
● June	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

● May	116,061
● June	134,044
● Average bimester	250,105

Service response time

● May	0.35 sec.
● June	0.36 sec.
● Average bimester	0.36 sec.



2 seconds

Standar committed according to SLA.



0.36 seconds

Average response time

Agreements Central Bank of Chile

	May	June	Total bimester
Processed files	1,094	1,146	2,240
Average processing time per message	2.84 sec.	2.28 sec.	2.56 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.
98.93% service compliance

Compliance Record of Operations

	May	June	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

	May	June	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.