

Level of services quality

DCV

Period July - August 2026



Telephone helpline

Call received

● July	385
● August	322
● Average bimester	707

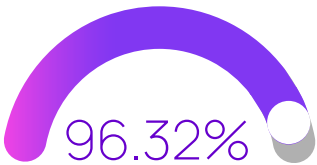
Calls handled

● July	368 / 95.58%
● August	313 / 97.20%
● Total bimester	681 / 96.32%



90%

Standar committed according to SLA.



96.32%

Average to Calls handled

Availability of the services (*)

Overall availabilit of services (*)

● July	100%
● August	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

● July	132,239
● August	129,788
● Average bimester	262,027

Service response time

● July	0.37 sec.
● August	0.40 sec.
● Average bimester	0.39 sec.



2 seconds

Standar committed according to SLA.



0.39 seconds

Average response time

Agreements Central Bank of Chile

	July	August	Total bimester
Processed files	1,042	1,084	2,126
Average processing time per message	14.59 sec.	2.59 sec.	17.18 seg.
Compliance percentage	97.22%	99.82%	98.52%
Messages with process time greater than 1 min	29	2	31

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

Compliance Record of Operations

	July	August	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

	July	August	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.