Level of services quality DCV

Period September - October 2026



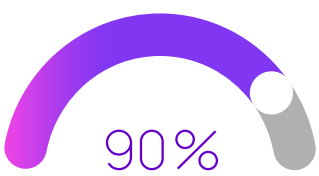
Telephone helpline

Call received

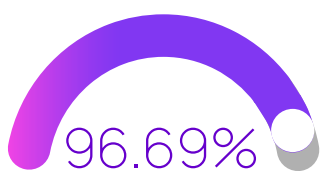
September	384
October	342
Average bimester	**726**

Calls handled

September	367 / 95.57%
October	335 / 97.95%
Total bimester	**702 / 96.69%**



Standar committed according to SLA.



Average to Calls handled

Availability of the services (*)

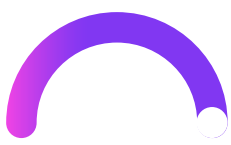
Overall availabilit of services (*)

September	100%
October	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

September	124,500
October	127,137
Average bimester	**251,637**

Service response time

September	0,40 sec.
October	0,41 sec.
Average bimester	**0,41 sec.**



2 seconds

Standar committed according to SLA.



0.41 seconds

Average response time

Agreements Central Bank of Chile

	September	October	Total bimester
Processed files	1,027	1,111	**2,138**
Average processing time per message	3.10 sec.	14.04 sec.	**8.57 sec.**
Compliance percentage	99.81%	99.46%	**99.64%**
Messages with process time greater than 1 min	2	6	**8**

Compliance compromised: 98% of messages in less than 1 minute.
98.64% service compliance

Compliance Record of Operations

	September	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

	September	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
OVERALL EVALUATION OF DCV EVOLUCIÓN SERVICES	6.8	154
OVERALL EVALUATION OF THE FORWARD SERVICE	6.6	55
OVERALL EVALUATION OF THE DIGITAL RV DEPOSIT AND WITHDRAWAL SERVICE	6.8	53
OVERALL EVALUATION OF THE BRAA WEB SERVICE	N/A	0
OVERALL EVALUATION OF CUSTOMER SERVICE RECEIVED FROM THE CUSTOMER SERVICE DESK	6.6	46

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.