

Operational Processes		Availability April	Accumulated Availability 2020	SLA's Goal 2020
Operation & Settlement	Fact Reception	100.00% ●	99.88% ●	99.85%
	Net Securities and Cash Settlement			
	Securities and Cash Funding			
	Cash and Securities Withdrawal			
	Securities and Cash Concentration			
	Securities Loan			
	Cash Balance Inquiry			
Risk & Guarantee Management	Guarantees Deposit	100.00% ●	100.00% ●	99.85%
	Guarantees Withdrawal			
	Risks Calculation			
	Operations Novation			
	Agents Suspension			
	Suspension Lift			
	Financial Products Application			
	Conventional Penalties Calculation			
	Guarantees Determination			
	Guarantee Position Inquiry			
	Extraordinary Settlement			
	Conventional Penalties Inquiry			
	Margin Calls Inquiry			
	Account Statement, Historical Guarantee Consultation			