

QUARTER: Q1 2022 DATE: 01.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,070%	0,002%	0,002%
PIS	0,000%	0,000%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	81,000	60,733	214,833
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,665	63,824
GET PAYMENT INFORMATION	45,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	202,868	181,239	99,591
GET CARD INFORMATION	252,628	42,934	46,510
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 02.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,047%	0,002%	0,002%
PIS	0,000%	0,003%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	72,333	68,456	206,922
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,007	68,871
GET PAYMENT INFORMATION	51,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,261	189,933	111,520
GET CARD INFORMATION	281,108	44,096	46,269
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 03.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,083%	0,119%	0,004%
PIS	8,333%	0,005%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	93,600	78,767	223,138
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,981	76,942
GET PAYMENT INFORMATION	51,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	242,149	295,208	116,042
GET CARD INFORMATION	299,977	52,647	55,088
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 04.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,064%	0,013%	0,005%
PIS	2,778%	0,005%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	153,111	77,786	220,889
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,851	70,931
GET PAYMENT INFORMATION	69,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	243,394	239,798	113,414
GET CARD INFORMATION	303,327	50,463	54,051
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 05.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,055%	0,015%	0,005%
PIS	0,000%	0,005%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	80,250	79,589	224,099
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,431	75,742
GET PAYMENT INFORMATION	48,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	241,564	247,062	115,881
GET CARD INFORMATION	311,968	50,679	53,317
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 06.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,062%	0,002%	0,001%
PIS	0,000%	0,011%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	69,800	62,728	201,106
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,319	61,053
GET PAYMENT INFORMATION	45,833	Not applicable	Not applicable
GET ACCOUNT INFORMATION	199,878	206,088	105,278
GET CARD INFORMATION	253,011	42,834	45,792
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 07.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,030%	0,019%	0,005%
PIS	0,000%	0,003%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,000	77,263	225,041
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,703	67,717
GET PAYMENT INFORMATION	46,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	232,945	249,614	114,350
GET CARD INFORMATION	268,891	50,719	52,670
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 08.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,002%	0,002%
PIS	0,000%	0,007%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	73,250	63,609	224,324
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,500	60,471
GET PAYMENT INFORMATION	39,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	203,319	207,420	110,841
GET CARD INFORMATION	270,192	44,515	48,024
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 09.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,002%	0,001%
PIS	0,000%	0,000%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	63,500	66,464	211,254
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,221	71,119
GET PAYMENT INFORMATION	40,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	229,965	202,887	119,307
GET CARD INFORMATION	266,856	43,778	46,799
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 10.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,031%	0,021%	0,004%
PIS	72,727%	0,005%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	149,667	82,078	243,490
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,045	70,867
GET PAYMENT INFORMATION	66,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	244,174	262,969	118,738
GET CARD INFORMATION	289,667	53,030	54,894
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 11.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,992%	99,982%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,008%	0,018%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,107%	0,030%	0,023%
PIS	100,000%	0,005%	0,032%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	82,659	249,609
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,763	75,431
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	246,268	260,582	116,202
GET CARD INFORMATION	272,159	52,542	53,873
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 12.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,102%	0,025%	0,004%
PIS	81,416%	0,005%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	201,500	82,947	245,937
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	101,600	86,538
GET PAYMENT INFORMATION	71,467	Not applicable	Not applicable
GET ACCOUNT INFORMATION	247,436	254,794	114,806
GET CARD INFORMATION	296,810	50,438	53,164
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 13.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,975%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,025%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,098%	0,023%	0,014%
PIS	90,588%	0,005%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	155,000	77,598	241,295
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,489	73,078
GET PAYMENT INFORMATION	71,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	243,680	273,921	117,910
GET CARD INFORMATION	327,827	53,946	56,727
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 14.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,116%	0,025%	0,005%
PIS	86,087%	0,006%	0,061%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	237,000	83,268	244,892
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,201	72,487
GET PAYMENT INFORMATION	78,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,705	272,104	118,352
GET CARD INFORMATION	322,014	51,450	54,924
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 15.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,122%	0,004%	0,001%
PIS	97,087%	0,007%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	74,000	64,226	227,163
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,206	61,685
GET PAYMENT INFORMATION	39,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	207,045	219,613	111,948
GET CARD INFORMATION	263,856	46,372	49,597
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 16.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,004%	0,002%
PIS	100,000%	0,000%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	76,480	216,614
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,510	111,823
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	247,321	219,715	119,143
GET CARD INFORMATION	283,800	44,103	47,773
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 17.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,015%	0,005%
PIS	0,000%	0,003%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	464,000	88,142	246,823
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	107,951	76,321
GET PAYMENT INFORMATION	175,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	265,311	266,951	118,555
GET CARD INFORMATION	320,256	52,614	54,385
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 18.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,014%	0,006%
PIS	No traffic	0,003%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	81,018	241,123
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,377	69,227
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	247,964	258,713	111,866
GET CARD INFORMATION	299,218	49,718	52,173
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 19.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,030%	0,016%
PIS	No traffic	0,003%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	80,652	240,748
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,506	69,753
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	243,343	256,059	111,961
GET CARD INFORMATION	293,941	49,422	50,743
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 20.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,012%	0,004%
PIS	No traffic	0,001%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	80,304	246,219
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,921	71,434
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	247,061	251,863	110,829
GET CARD INFORMATION	295,227	48,543	51,181
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 21.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,016%	0,005%
PIS	7,692%	0,007%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	261,455	81,591	249,178
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,189	84,897
GET PAYMENT INFORMATION	81,240	Not applicable	Not applicable
GET ACCOUNT INFORMATION	248,786	254,418	110,603
GET CARD INFORMATION	309,546	48,393	50,484
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 22.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,002%	0,001%
PIS	No traffic	0,000%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,790	232,570
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,220	60,783
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	214,865	213,844	108,457
GET CARD INFORMATION	270,752	46,382	48,656
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 23.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,001%
PIS	No traffic	0,008%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,375	220,546
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,871	64,012
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	225,421	210,991	117,692
GET CARD INFORMATION	278,835	44,163	47,214
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 24.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,038%	0,023%	0,004%
PIS	No traffic	0,001%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	78,277	228,328
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,646	70,947
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	475,562	254,830	113,163
GET CARD INFORMATION	321,620	49,379	51,852
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 25.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,010%	0,005%
PIS	No traffic	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,544	234,930
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,432	64,586
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	246,714	237,203	108,926
GET CARD INFORMATION	298,870	48,365	51,504
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 26.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,014%	0,005%
PIS	No traffic	0,004%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,965	246,284
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,240	66,277
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	255,564	234,329	113,547
GET CARD INFORMATION	304,447	49,365	52,011
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 27.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,019%	0,004%
PIS	No traffic	0,001%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	80,457	248,833
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,094	69,994
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	261,691	255,240	115,777
GET CARD INFORMATION	328,397	51,345	53,071
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 28.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,989%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,011%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,063%	0,026%	0,015%
PIS	100,000%	0,001%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	90,924	257,017
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	108,952	78,307
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	222,081	266,485	117,937
GET CARD INFORMATION	299,029	51,730	54,445
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 29.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,023%	0,004%	0,002%
PIS	100,000%	0,002%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,547	232,965
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,938	66,077
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,997	219,337	109,692
GET CARD INFORMATION	272,353	44,622	47,868
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 30.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,002%	0,002%
PIS	100,000%	0,001%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,905	220,053
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,694	64,974
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	254,241	198,389	118,331
GET CARD INFORMATION	300,707	42,851	45,636
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 31.01.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,040%	0,017%
PIS	92,857%	0,006%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	124,000	115,082	360,975
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	128,798	89,665
GET PAYMENT INFORMATION	61,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,863	278,181	129,554
GET CARD INFORMATION	407,075	58,441	60,554
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 01.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,994%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,006%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,045%	0,135%	0,095%
PIS	No traffic	0,008%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	87,967	243,840
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,843	72,941
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	265,847	264,757	125,372
GET CARD INFORMATION	313,463	58,131	62,476
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 02.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,016%	0,007%
PIS	No traffic	0,001%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	83,871	243,054
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,699	69,000
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	252,438	258,089	116,215
GET CARD INFORMATION	295,509	51,886	54,378
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 03.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,014%	0,005%
PIS	No traffic	0,002%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	83,433	270,340
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,835	71,650
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	255,363	254,678	115,066
GET CARD INFORMATION	295,471	49,403	51,015
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 04.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,018%	0,006%
PIS	No traffic	0,003%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	86,428	264,808
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,656	77,168
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	263,584	262,867	116,980
GET CARD INFORMATION	307,851	50,033	53,097
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 05.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,002%	0,003%
PIS	No traffic	0,004%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,719	226,720
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,304	60,803
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	216,545	217,393	117,678
GET CARD INFORMATION	269,087	48,281	50,656
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 06.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,001%	0,001%
PIS	No traffic	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	68,444	209,438
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,750	61,659
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	239,441	220,003	125,544
GET CARD INFORMATION	296,641	46,783	48,847
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 07.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,066%	0,019%	0,009%
PIS	No traffic	0,004%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	82,668	325,764
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	105,549	74,612
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	258,592	273,697	125,035
GET CARD INFORMATION	306,068	55,121	57,133
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 08.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,110%	0,017%	0,005%
PIS	3,704%	0,002%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	107,923	78,742	262,976
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,384	71,570
GET PAYMENT INFORMATION	64,154	Not applicable	Not applicable
GET ACCOUNT INFORMATION	251,350	270,915	117,622
GET CARD INFORMATION	290,127	52,164	53,672
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 09.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,028%	0,006%
PIS	0,000%	0,009%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	136,417	78,466	235,197
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,323	74,617
GET PAYMENT INFORMATION	107,211	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,832	259,572	111,966
GET CARD INFORMATION	303,262	52,227	52,638
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 10.02.2022

		UPTIME		
REPORTING METRIC	APIs	e-Banking	Mobile	
All APIs	100,000%	100,000%	100,000%	

		DOWNTIME		
REPORTING METRIC	APIs	e-Banking	Mobile	
All APIs	0,000%	0,000%	0,000%	

		ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile	
AIS	0,004%	0,018%	0,004%	
PIS	0,000%	0,001%	0,006%	
PIIS	No traffic	Not applicable	Not applicable	

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile	
INITIATE SEPA CREDIT TRANSFER	118,600	79,858	245,023	
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,310	71,725	
GET PAYMENT INFORMATION	56,500	Not applicable	Not applicable	
GET ACCOUNT INFORMATION	257,137	257,330	114,126	
GET CARD INFORMATION	379,255	49,548	51,755	
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable	

Comments:

QUARTER: Q1 2022

DATE: 11.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,019%	0,004%
PIS	0,000%	0,002%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	94,667	81,185	244,219
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,950	93,328
GET PAYMENT INFORMATION	57,800	Not applicable	Not applicable
GET ACCOUNT INFORMATION	257,521	260,734	114,533
GET CARD INFORMATION	307,342	49,398	52,687
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 12.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,000%	0,002%
PIS	No traffic	0,004%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	65,208	225,867
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,853	65,398
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	227,593	226,625	118,940
GET CARD INFORMATION	267,894	49,684	52,326
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 13.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,002%	0,001%
PIS	No traffic	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	70,338	217,960
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,581	65,506
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	250,997	234,282	128,374
GET CARD INFORMATION	293,651	48,577	51,700
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 14.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,019%	0,005%
PIS	0,000%	0,000%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	289,500	84,294	241,049
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,754	84,756
GET PAYMENT INFORMATION	173,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	269,746	282,186	124,093
GET CARD INFORMATION	327,591	53,754	56,803
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 15.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,017%	0,004%
PIS	No traffic	0,002%	0,068%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	85,899	243,090
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,539	77,189
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	270,001	273,985	119,786
GET CARD INFORMATION	303,348	53,630	56,439
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 16.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,026%	0,013%
PIS	0,000%	0,000%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	291,250	83,659	237,744
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,686	80,022
GET PAYMENT INFORMATION	70,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	271,858	266,377	117,939
GET CARD INFORMATION	333,620	51,351	53,690
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 17.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,020%	0,004%
PIS	No traffic	0,004%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	84,146	253,305
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	108,485	86,308
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	314,424	268,397	118,676
GET CARD INFORMATION	346,826	51,907	53,958
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 18.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,034%	0,007%
PIS	0,000%	0,007%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	151,000	88,697	264,555
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	115,314	88,045
GET PAYMENT INFORMATION	98,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	299,895	282,050	117,819
GET CARD INFORMATION	363,737	53,262	54,625
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 19.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,002%	0,002%
PIS	No traffic	0,000%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	69,551	237,906
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,742	67,204
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,957	213,367	113,176
GET CARD INFORMATION	248,035	45,694	48,294
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 20.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,002%	0,002%
PIS	No traffic	0,000%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	69,623	207,750
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,000	65,902
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	241,899	199,061	108,319
GET CARD INFORMATION	267,511	38,663	41,426
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 21.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,017%	0,007%
PIS	0,000%	0,003%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	116,571	86,656	249,904
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,670	74,115
GET PAYMENT INFORMATION	66,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	316,072	258,345	105,331
GET CARD INFORMATION	360,162	45,386	47,116
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 22.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,024%	0,005%
PIS	0,000%	0,003%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	97,000	76,982	241,401
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,276	68,431
GET PAYMENT INFORMATION	55,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	283,615	235,910	101,445
GET CARD INFORMATION	327,283	43,180	46,677
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 23.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,019%	0,004%
PIS	0,000%	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,833	78,599	246,645
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,056	70,918
GET PAYMENT INFORMATION	42,083	Not applicable	Not applicable
GET ACCOUNT INFORMATION	292,381	242,949	101,271
GET CARD INFORMATION	303,685	42,832	45,175
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 24.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,019%	0,005%
PIS	0,000%	0,003%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	94,062	82,588	266,728
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,299	71,814
GET PAYMENT INFORMATION	43,812	Not applicable	Not applicable
GET ACCOUNT INFORMATION	297,553	246,526	101,430
GET CARD INFORMATION	325,669	44,412	46,259
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 25.02.2022

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		100,000%	99,988%	99,990%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,000%	0,012%	0,010%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,020%	0,019%	0,009%
PIS		0,000%	0,002%	0,020%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		78,857	84,666	280,613
INITIATE CROSS BORDER CREDIT TRANSFER		No traffic	97,197	73,106
GET PAYMENT INFORMATION		43,286	Not applicable	Not applicable
GET ACCOUNT INFORMATION		317,062	245,025	104,626
GET CARD INFORMATION		364,421	46,609	49,401
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 26.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,928%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,072%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,002%	0,003%
PIS	No traffic	0,000%	0,043%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	65,281	233,669
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,729	62,435
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	216,194	177,817	97,856
GET CARD INFORMATION	253,349	40,285	43,396
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 27.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	No traffic	0,001%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,464	222,489
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,253	70,658
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	264,780	179,681	108,469
GET CARD INFORMATION	301,413	38,576	41,427
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 28.02.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,068%	0,016%
PIS	0,000%	0,006%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	81,357	116,351	1.062,605
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	125,042	87,435
GET PAYMENT INFORMATION	45,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	386,217	277,880	128,380
GET CARD INFORMATION	489,318	63,474	62,341
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 01.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,981%	99,999%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,019%	0,001%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,027%	0,091%	0,061%
PIS	0,000%	0,005%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	76,129	68,811	221,488
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,975	62,367
GET PAYMENT INFORMATION	43,792	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,142	252,124	116,162
GET CARD INFORMATION	254,466	50,438	54,540
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 02.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,021%	0,004%
PIS	0,000%	0,001%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	77,000	65,739	203,222
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,851	60,571
GET PAYMENT INFORMATION	45,471	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,958	239,427	105,383
GET CARD INFORMATION	255,524	45,114	47,048
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 03.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,021%	0,004%
PIS	0,000%	0,002%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	81,111	65,413	204,557
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,110	59,588
GET PAYMENT INFORMATION	44,143	Not applicable	Not applicable
GET ACCOUNT INFORMATION	211,353	236,428	104,673
GET CARD INFORMATION	255,628	43,232	45,641
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 04.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,051%	0,003%
PIS	0,000%	0,002%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	77,733	68,128	208,159
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,899	78,987
GET PAYMENT INFORMATION	50,214	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,192	241,777	103,062
GET CARD INFORMATION	259,285	43,715	45,868
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 05.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,004%	0,001%
PIS	No traffic	0,000%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	56,421	209,458
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	63,512	53,867
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	176,886	205,321	105,202
GET CARD INFORMATION	213,981	42,430	45,067
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 06.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,001%	0,000%
PIS	0,000%	0,000%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	80,500	66,464	200,833
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	61,901	63,988
GET PAYMENT INFORMATION	47,875	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,204	207,043	115,831
GET CARD INFORMATION	260,944	37,907	40,961
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 07.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,004%	0,000%
PIS	0,000%	0,000%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	71,250	53,867	182,062
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	56,967	52,970
GET PAYMENT INFORMATION	43,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	167,494	210,691	98,742
GET CARD INFORMATION	194,291	37,488	40,109
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 08.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,025%	0,005%
PIS	0,000%	0,002%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	95,000	67,619	211,814
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,962	62,233
GET PAYMENT INFORMATION	71,357	Not applicable	Not applicable
GET ACCOUNT INFORMATION	224,255	250,649	105,320
GET CARD INFORMATION	254,356	45,805	47,854
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 09.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,063%	0,014%
PIS	0,000%	0,019%	0,068%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	86,333	66,298	212,602
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,480	62,813
GET PAYMENT INFORMATION	46,405	Not applicable	Not applicable
GET ACCOUNT INFORMATION	218,897	234,954	100,560
GET CARD INFORMATION	257,342	49,948	48,892
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 10.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,025%	0,002%
PIS	0,000%	0,001%	0,067%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	123,941	66,373	216,091
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,736	64,652
GET PAYMENT INFORMATION	44,818	Not applicable	Not applicable
GET ACCOUNT INFORMATION	224,600	239,977	101,832
GET CARD INFORMATION	271,365	42,571	45,216
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 11.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,016%	0,002%
PIS	0,000%	0,005%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	85,462	67,221	213,275
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,731	62,173
GET PAYMENT INFORMATION	48,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	231,423	243,458	100,588
GET CARD INFORMATION	267,677	42,414	45,036
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 12.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,003%	0,002%
PIS	0,000%	0,000%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	69,250	55,135	203,216
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	61,353	54,828
GET PAYMENT INFORMATION	36,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,426	187,452	97,338
GET CARD INFORMATION	206,969	37,894	40,562
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 13.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,002%	0,001%
PIS	0,000%	0,004%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	66,000	67,739	200,374
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,388	66,156
GET PAYMENT INFORMATION	38,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	229,858	199,734	107,579
GET CARD INFORMATION	250,694	36,827	39,531
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 14.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,015%	0,001%
PIS	0,000%	0,002%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	78,875	65,951	205,854
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,021	60,754
GET PAYMENT INFORMATION	44,417	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,174	250,101	102,129
GET CARD INFORMATION	239,494	42,222	44,566
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 15.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,013%	0,002%
PIS	0,000%	0,001%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	75,250	67,241	208,444
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,164	61,805
GET PAYMENT INFORMATION	41,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	230,516	254,229	102,299
GET CARD INFORMATION	265,154	41,716	44,352
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 16.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,022%	0,009%
PIS	0,000%	0,001%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	83,571	65,409	204,297
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,109	60,141
GET PAYMENT INFORMATION	44,100	Not applicable	Not applicable
GET ACCOUNT INFORMATION	218,270	238,143	100,602
GET CARD INFORMATION	234,658	42,156	43,705
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 17.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,019%	0,002%
PIS	0,000%	0,006%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	80,357	64,151	203,020
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,106	61,103
GET PAYMENT INFORMATION	41,458	Not applicable	Not applicable
GET ACCOUNT INFORMATION	215,201	240,930	99,773
GET CARD INFORMATION	243,164	40,046	42,866
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 18.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,042%	0,002%
PIS	0,000%	0,003%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	90,857	67,558	211,699
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,832	73,988
GET PAYMENT INFORMATION	41,300	Not applicable	Not applicable
GET ACCOUNT INFORMATION	220,889	254,815	99,156
GET CARD INFORMATION	248,154	42,726	44,512
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 19.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,021%	0,002%	0,002%
PIS	0,000%	0,000%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	146,750	59,599	208,127
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,418	61,479
GET PAYMENT INFORMATION	82,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,647	193,505	97,490
GET CARD INFORMATION	218,537	37,609	40,423
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 20.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,003%	0,000%
PIS	0,000%	0,000%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	104,250	67,408	206,529
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,414	57,880
GET PAYMENT INFORMATION	45,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,718	199,271	108,326
GET CARD INFORMATION	269,038	37,441	40,078
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 21.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,031%	0,002%
PIS	0,000%	0,002%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	69,923	69,160	211,364
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,033	63,062
GET PAYMENT INFORMATION	41,769	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,685	249,286	101,439
GET CARD INFORMATION	272,152	41,318	43,410
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 22.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,041%	0,003%
PIS	0,000%	0,005%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	91,625	67,092	210,277
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,968	63,023
GET PAYMENT INFORMATION	47,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	224,230	255,871	97,978
GET CARD INFORMATION	262,051	42,061	44,593
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 23.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,024%	0,027%	0,002%
PIS	0,000%	0,000%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	107,111	69,005	226,144
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,715	60,618
GET PAYMENT INFORMATION	48,571	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,265	247,844	98,987
GET CARD INFORMATION	269,257	41,091	43,762
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 24.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,033%	0,024%	0,006%
PIS	0,000%	0,000%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	96,333	69,979	233,311
INITIATE CROSS BORDER CREDIT TRANSFER	89,000	79,893	64,630
GET PAYMENT INFORMATION	45,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	243,271	255,048	100,911
GET CARD INFORMATION	276,064	42,202	44,165
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 25.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,002%	0,001%
PIS	0,000%	0,000%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,500	55,045	203,712
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,501	52,377
GET PAYMENT INFORMATION	37,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	172,728	191,812	93,785
GET CARD INFORMATION	205,148	37,156	39,257
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 26.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,001%	0,001%
PIS	No traffic	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	55,915	209,217
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,727	52,784
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,260	213,765	97,191
GET CARD INFORMATION	214,499	37,376	39,376
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 27.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,001%	0,001%
PIS	No traffic	0,004%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,031	211,924
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	60,764	56,267
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	242,223	206,122	107,830
GET CARD INFORMATION	266,201	37,340	39,791
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 28.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,988%	99,979%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,012%	0,021%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,025%	0,036%	0,026%
PIS	0,000%	0,002%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	82,077	68,341	227,978
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,412	64,146
GET PAYMENT INFORMATION	44,213	Not applicable	Not applicable
GET ACCOUNT INFORMATION	245,357	241,876	104,458
GET CARD INFORMATION	274,620	45,837	47,345
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 29.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,025%	0,011%
PIS	0,000%	0,005%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	88,800	66,847	241,168
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,099	63,572
GET PAYMENT INFORMATION	42,615	Not applicable	Not applicable
GET ACCOUNT INFORMATION	227,386	243,062	104,748
GET CARD INFORMATION	263,909	46,480	48,640
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022 DATE: 30.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,995%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,005%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,022%	0,006%
PIS	0,000%	0,003%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	93,909	70,212	238,108
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,836	64,711
GET PAYMENT INFORMATION	45,524	Not applicable	Not applicable
GET ACCOUNT INFORMATION	247,951	242,934	100,490
GET CARD INFORMATION	280,645	45,911	48,314
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2022

DATE: 31.03.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,013%	0,002%
PIS	0,000%	0,001%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	87,381	81,534	257,372
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,880	68,302
GET PAYMENT INFORMATION	42,625	Not applicable	Not applicable
GET ACCOUNT INFORMATION	339,252	263,929	111,588
GET CARD INFORMATION	584,271	49,336	50,018
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: