

QUARTER: Q1 2025

DATE: 01.01.2025

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%	0,000%
PIS	0,000%	0,018%	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	80,418	76,233
INITIATE CROSS BORDER CREDIT TRANSFER	585,487	73,143	67,188
GET PAYMENT INFORMATION	95,385	Not applicable	Not applicable
GET ACCOUNT INFORMATION	265,482	448,943	388,832
GET CARD INFORMATION	360,149	153,384	154,345
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 02.01.2025

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%	0,000%
PIS	0,000%	0,005%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	361,100	99,262	88,971
INITIATE CROSS BORDER CREDIT TRANSFER	581,000	116,641	77,159
GET PAYMENT INFORMATION	75,419	Not applicable	Not applicable
GET ACCOUNT INFORMATION	275,330	457,143	406,964
GET CARD INFORMATION	357,267	167,174	167,797
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 03.01.2025

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%	0,000%	0,000%
PIS	0,000%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	377,600	106,852	93,721
INITIATE CROSS BORDER CREDIT TRANSFER	578,136	132,988	85,169
GET PAYMENT INFORMATION	76,935	Not applicable	Not applicable
GET ACCOUNT INFORMATION	284,626	462,696	401,544
GET CARD INFORMATION	367,528	172,660	173,141
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 04.01.2025

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	0,000%	0,016%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	351,625	88,606	79,225
INITIATE CROSS BORDER CREDIT TRANSFER	586,558	105,216	71,507
GET PAYMENT INFORMATION	72,217	Not applicable	Not applicable
GET ACCOUNT INFORMATION	277,238	452,073	405,593
GET CARD INFORMATION	350,117	157,378	158,905
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 05.01.2025

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%	0,008%	0,000%
PIS	0,000%	0,011%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	541,000	82,989	76,097
INITIATE CROSS BORDER CREDIT TRANSFER	570,172	82,920	69,533
GET PAYMENT INFORMATION	111,231	Not applicable	Not applicable
GET ACCOUNT INFORMATION	264,812	449,230	427,296
GET CARD INFORMATION	296,765	154,761	155,284
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 06.01.2025

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%	0,000%
PIS	0,000%	0,005%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	305,000	84,424	77,463
INITIATE CROSS BORDER CREDIT TRANSFER	589,689	89,626	66,968
GET PAYMENT INFORMATION	83,690	Not applicable	Not applicable
GET ACCOUNT INFORMATION	274,243	446,041	443,453
GET CARD INFORMATION	356,255	153,692	155,334
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 07.01.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,059%	0,001%	0,000%
PIS	0,000%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	363,030	110,984	95,567
INITIATE CROSS BORDER CREDIT TRANSFER	556,838	136,091	86,221
GET PAYMENT INFORMATION	75,205	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,437	469,709	429,718
GET CARD INFORMATION	462,654	176,298	175,647
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 08.01.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,985%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,015%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,244%	0,001%	0,000%
PIS	0,000%	0,009%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	351,725	106,960	92,612
INITIATE CROSS BORDER CREDIT TRANSFER	583,498	134,799	80,603
GET PAYMENT INFORMATION	77,370	Not applicable	Not applicable
GET ACCOUNT INFORMATION	290,391	469,165	420,123
GET CARD INFORMATION	355,326	172,893	172,971
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 09.01.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,004%
PIS	0,000%	0,011%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	348,941	107,385	91,361
INITIATE CROSS BORDER CREDIT TRANSFER	577,926	134,868	83,418
GET PAYMENT INFORMATION	101,248	Not applicable	Not applicable
GET ACCOUNT INFORMATION	287,944	471,796	423,106
GET CARD INFORMATION	364,745	172,157	172,614
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 10.01.2025

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	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	381,750	110,857	94,559
INITIATE CROSS BORDER CREDIT TRANSFER	619,455	144,919	84,367
GET PAYMENT INFORMATION	115,867	Not applicable	Not applicable
GET ACCOUNT INFORMATION	312,108	516,436	456,646
GET CARD INFORMATION	408,260	190,251	191,177
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 11.01.2025

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%	0,003%	0,001%
PIS	0,000%	0,016%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	372,778	87,891	77,693
INITIATE CROSS BORDER CREDIT TRANSFER	631,404	115,286	74,226
GET PAYMENT INFORMATION	144,064	Not applicable	Not applicable
GET ACCOUNT INFORMATION	301,894	501,515	473,698
GET CARD INFORMATION	392,769	174,056	176,033
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 12.01.2025

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%	0,000%
PIS	0,000%	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	518,500	83,825	76,659
INITIATE CROSS BORDER CREDIT TRANSFER	621,925	94,827	69,656
GET PAYMENT INFORMATION	172,214	Not applicable	Not applicable
GET ACCOUNT INFORMATION	298,323	521,065	483,920
GET CARD INFORMATION	329,099	172,464	174,298
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 13.01.2025

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	0,000%	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	362,488	108,591	94,428
INITIATE CROSS BORDER CREDIT TRANSFER	594,403	138,748	83,709
GET PAYMENT INFORMATION	148,860	Not applicable	Not applicable
GET ACCOUNT INFORMATION	310,116	508,381	474,588
GET CARD INFORMATION	401,809	189,748	189,566
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 14.01.2025

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	0,000%	0,017%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	350,680	122,412	95,681
INITIATE CROSS BORDER CREDIT TRANSFER	602,422	143,725	88,328
GET PAYMENT INFORMATION	133,267	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,010	517,008	467,693
GET CARD INFORMATION	415,848	194,152	190,483
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 15.01.2025

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%	0,000%
PIS	0,000%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	354,623	109,697	93,458
INITIATE CROSS BORDER CREDIT TRANSFER	566,537	142,969	89,854
GET PAYMENT INFORMATION	139,949	Not applicable	Not applicable
GET ACCOUNT INFORMATION	310,054	520,256	464,491
GET CARD INFORMATION	412,393	190,327	191,248
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 16.01.2025

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%	0,000%	0,000%
PIS	0,000%	0,011%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	368,000	105,217	91,333
INITIATE CROSS BORDER CREDIT TRANSFER	573,760	136,714	87,971
GET PAYMENT INFORMATION	139,119	Not applicable	Not applicable
GET ACCOUNT INFORMATION	314,754	504,740	464,557
GET CARD INFORMATION	412,997	184,358	185,752
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 17.01.2025

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%	0,000%	0,000%
PIS	0,000%	0,010%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	381,852	106,430	89,933
INITIATE CROSS BORDER CREDIT TRANSFER	591,754	140,746	79,559
GET PAYMENT INFORMATION	143,752	Not applicable	Not applicable
GET ACCOUNT INFORMATION	317,670	517,642	476,029
GET CARD INFORMATION	413,817	184,657	185,829
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 18.01.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,060%	0,000%	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	389,333	87,988	78,449
INITIATE CROSS BORDER CREDIT TRANSFER	607,506	97,721	72,186
GET PAYMENT INFORMATION	166,914	Not applicable	Not applicable
GET ACCOUNT INFORMATION	317,229	531,098	485,589
GET CARD INFORMATION	399,421	174,993	176,682
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 19.01.2025

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

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

		ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile	
AIS	0,000%	0,001%	0,000%	
PIS	0,055%	0,000%	0,002%	
PIIS	No traffic	Not applicable	Not applicable	

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile	
INITIATE SEPA CREDIT TRANSFER	360,853	84,996	76,417	
INITIATE CROSS BORDER CREDIT TRANSFER	607,925	93,755	68,998	
GET PAYMENT INFORMATION	188,108	Not applicable	Not applicable	
GET ACCOUNT INFORMATION	311,286	551,448	497,548	
GET CARD INFORMATION	349,698	172,147	173,661	
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable	

Comments:

QUARTER: Q1 2025 DATE: 20.01.2025

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%	0,000%
PIS	0,000%	0,014%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	356,353	104,847	92,405
INITIATE CROSS BORDER CREDIT TRANSFER	580,031	133,509	82,541
GET PAYMENT INFORMATION	169,475	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,164	509,803	472,748
GET CARD INFORMATION	434,017	186,250	186,577
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 21.01.2025

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%	0,002%	0,001%
PIS	0,000%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	355,094	101,510	90,110
INITIATE CROSS BORDER CREDIT TRANSFER	538,079	128,310	80,332
GET PAYMENT INFORMATION	136,557	Not applicable	Not applicable
GET ACCOUNT INFORMATION	305,641	486,844	428,897
GET CARD INFORMATION	397,856	173,561	172,987
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 22.01.2025

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%	0,000%
PIS	0,000%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	346,182	98,731	87,446
INITIATE CROSS BORDER CREDIT TRANSFER	541,014	126,397	81,570
GET PAYMENT INFORMATION	129,776	Not applicable	Not applicable
GET ACCOUNT INFORMATION	298,645	465,891	422,531
GET CARD INFORMATION	378,437	167,118	167,302
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 23.01.2025

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	0,000%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	329,550	98,549	88,425
INITIATE CROSS BORDER CREDIT TRANSFER	546,817	127,106	84,301
GET PAYMENT INFORMATION	124,263	Not applicable	Not applicable
GET ACCOUNT INFORMATION	295,020	472,157	434,195
GET CARD INFORMATION	381,752	168,082	168,758
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 24.01.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,041%	0,000%	0,000%
PIS	0,004%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	329,370	102,587	91,149
INITIATE CROSS BORDER CREDIT TRANSFER	534,076	131,539	90,581
GET PAYMENT INFORMATION	130,910	Not applicable	Not applicable
GET ACCOUNT INFORMATION	293,912	468,024	426,947
GET CARD INFORMATION	410,135	172,643	174,462
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 25.01.2025

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%	0,000%	0,001%
PIS	0,000%	0,003%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	343,433	89,079	77,435
INITIATE CROSS BORDER CREDIT TRANSFER	551,165	94,040	77,157
GET PAYMENT INFORMATION	157,319	Not applicable	Not applicable
GET ACCOUNT INFORMATION	295,413	459,383	429,453
GET CARD INFORMATION	408,139	158,217	159,671
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 26.01.2025

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%	0,001%	0,001%
PIS	0,030%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	439,000	89,012	78,342
INITIATE CROSS BORDER CREDIT TRANSFER	556,980	88,973	70,482
GET PAYMENT INFORMATION	179,688	Not applicable	Not applicable
GET ACCOUNT INFORMATION	282,704	455,068	436,734
GET CARD INFORMATION	327,168	156,334	157,981
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 27.01.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,048%	0,000%	0,001%
PIS	0,000%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	381,889	112,513	99,796
INITIATE CROSS BORDER CREDIT TRANSFER	543,464	137,847	91,052
GET PAYMENT INFORMATION	150,227	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,300	451,366	425,932
GET CARD INFORMATION	551,843	175,843	177,061
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 28.01.2025

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	0,022%	0,003%	0,001%
PIS	0,003%	0,005%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	393,978	111,091	95,896
INITIATE CROSS BORDER CREDIT TRANSFER	544,407	139,942	90,380
GET PAYMENT INFORMATION	117,311	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,714	454,808	419,868
GET CARD INFORMATION	635,687	173,380	174,422
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 29.01.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,055%	0,000%	0,000%
PIS	0,000%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	382,941	113,447	100,868
INITIATE CROSS BORDER CREDIT TRANSFER	547,779	134,652	95,631
GET PAYMENT INFORMATION	122,662	Not applicable	Not applicable
GET ACCOUNT INFORMATION	301,920	456,951	418,647
GET CARD INFORMATION	390,713	176,269	176,663
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 30.01.2025

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	0,017%	0,001%	0,001%
PIS	0,039%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	381,868	126,561	111,219
INITIATE CROSS BORDER CREDIT TRANSFER	539,117	144,680	93,654
GET PAYMENT INFORMATION	135,421	Not applicable	Not applicable
GET ACCOUNT INFORMATION	306,225	483,006	442,958
GET CARD INFORMATION	403,032	187,123	188,359
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 31.01.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,088%	0,000%	0,000%
PIS	0,008%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	375,681	142,612	120,198
INITIATE CROSS BORDER CREDIT TRANSFER	536,592	168,131	114,929
GET PAYMENT INFORMATION	129,581	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,526	490,439	450,014
GET CARD INFORMATION	556,825	198,776	197,066
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 01.02.2025

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%	0,000%	0,000%
PIS	0,000%	0,019%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	367,818	93,982	86,600
INITIATE CROSS BORDER CREDIT TRANSFER	536,052	101,363	79,010
GET PAYMENT INFORMATION	151,450	Not applicable	Not applicable
GET ACCOUNT INFORMATION	296,747	441,014	452,467
GET CARD INFORMATION	395,150	162,360	164,344
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 02.02.2025

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%	0,000%	0,000%
PIS	0,002%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	440,667	88,062	83,405
INITIATE CROSS BORDER CREDIT TRANSFER	580,436	87,987	74,579
GET PAYMENT INFORMATION	179,940	Not applicable	Not applicable
GET ACCOUNT INFORMATION	281,877	455,095	458,507
GET CARD INFORMATION	315,816	160,396	161,051
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 03.02.2025

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%	0,001%	0,001%
PIS	0,003%	0,009%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	412,250	118,753	106,814
INITIATE CROSS BORDER CREDIT TRANSFER	583,079	148,182	94,372
GET PAYMENT INFORMATION	167,334	Not applicable	Not applicable
GET ACCOUNT INFORMATION	306,792	479,149	465,847
GET CARD INFORMATION	416,570	186,968	188,345
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025

DATE: 04.02.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,973%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,027%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,039%	0,001%	0,001%
PIS	0,003%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	415,562	114,980	101,517
INITIATE CROSS BORDER CREDIT TRANSFER	604,333	144,712	87,679
GET PAYMENT INFORMATION	136,838	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,191	507,274	462,878
GET CARD INFORMATION	427,751	194,527	193,528
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 05.02.2025

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%	0,001%	0,002%
PIS	0,000%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	485,636	112,740	97,921
INITIATE CROSS BORDER CREDIT TRANSFER	589,158	140,638	87,894
GET PAYMENT INFORMATION	140,643	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,570	504,214	449,963
GET CARD INFORMATION	418,168	183,798	182,566
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025

DATE: 06.02.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,040%	0,001%	0,001%
PIS	0,071%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	425,909	111,637	95,892
INITIATE CROSS BORDER CREDIT TRANSFER	585,713	141,056	88,414
GET PAYMENT INFORMATION	130,436	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,592	485,732	442,199
GET CARD INFORMATION	406,852	183,189	181,704
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 07.02.2025

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%	0,000%
PIS	0,000%	0,002%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	402,696	113,020	95,910
INITIATE CROSS BORDER CREDIT TRANSFER	564,238	145,215	91,636
GET PAYMENT INFORMATION	115,491	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,539	486,462	443,562
GET CARD INFORMATION	403,858	178,676	180,027
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 08.02.2025

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%	0,000%
PIS	0,002%	0,012%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	424,300	91,729	80,654
INITIATE CROSS BORDER CREDIT TRANSFER	612,444	105,651	73,124
GET PAYMENT INFORMATION	161,509	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,619	502,784	461,640
GET CARD INFORMATION	434,265	163,957	166,129
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 09.02.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	0,024%	0,018%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	516,000	86,529	80,445
INITIATE CROSS BORDER CREDIT TRANSFER	613,136	90,258	72,471
GET PAYMENT INFORMATION	190,388	Not applicable	Not applicable
GET ACCOUNT INFORMATION	362,626	506,812	467,569
GET CARD INFORMATION	353,190	164,518	165,609
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 10.02.2025

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%	0,000%
PIS	0,000%	0,003%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	341,882	102,015	92,056
INITIATE CROSS BORDER CREDIT TRANSFER	556,173	129,974	82,261
GET PAYMENT INFORMATION	171,635	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,258	476,670	445,902
GET CARD INFORMATION	412,438	175,039	174,667
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 11.02.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,986%	99,951%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,014%	0,049%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,004%	0,006%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	354,121	98,377	88,442
INITIATE CROSS BORDER CREDIT TRANSFER	554,712	125,653	78,399
GET PAYMENT INFORMATION	129,817	Not applicable	Not applicable
GET ACCOUNT INFORMATION	314,771	457,100	421,412
GET CARD INFORMATION	409,327	169,153	169,843
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 12.02.2025

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	0,005%	0,009%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	359,389	97,063	87,543
INITIATE CROSS BORDER CREDIT TRANSFER	547,385	124,118	82,083
GET PAYMENT INFORMATION	139,674	Not applicable	Not applicable
GET ACCOUNT INFORMATION	312,287	470,015	423,711
GET CARD INFORMATION	409,035	168,524	169,948
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 13.02.2025

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%	0,001%	0,000%
PIS	0,003%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	357,795	96,510	87,196
INITIATE CROSS BORDER CREDIT TRANSFER	550,241	126,488	87,053
GET PAYMENT INFORMATION	141,378	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,715	459,070	425,006
GET CARD INFORMATION	408,249	168,378	168,226
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 14.02.2025

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	0,000%	0,002%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	333,067	102,702	91,844
INITIATE CROSS BORDER CREDIT TRANSFER	560,037	128,586	85,633
GET PAYMENT INFORMATION	139,851	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,350	468,187	430,858
GET CARD INFORMATION	396,885	172,274	172,088
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 15.02.2025

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%	0,000%
PIS	0,000%	0,016%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	366,000	85,103	78,495
INITIATE CROSS BORDER CREDIT TRANSFER	544,907	102,060	69,868
GET PAYMENT INFORMATION	166,091	Not applicable	Not applicable
GET ACCOUNT INFORMATION	308,273	459,432	442,163
GET CARD INFORMATION	404,268	157,594	159,595
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 16.02.2025

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%	0,000%
PIS	0,000%	0,009%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	488,333	80,902	75,174
INITIATE CROSS BORDER CREDIT TRANSFER	586,341	86,515	70,599
GET PAYMENT INFORMATION	198,646	Not applicable	Not applicable
GET ACCOUNT INFORMATION	302,557	464,668	450,740
GET CARD INFORMATION	311,437	155,022	156,679
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 17.02.2025

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%	0,002%	0,002%
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	377,031	100,262	91,228
INITIATE CROSS BORDER CREDIT TRANSFER	547,368	131,272	88,398
GET PAYMENT INFORMATION	177,962	Not applicable	Not applicable
GET ACCOUNT INFORMATION	315,045	463,564	441,997
GET CARD INFORMATION	398,975	171,230	171,498
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 18.02.2025

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	0,002%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	342,261	97,041	87,677
INITIATE CROSS BORDER CREDIT TRANSFER	552,033	123,965	78,137
GET PAYMENT INFORMATION	132,197	Not applicable	Not applicable
GET ACCOUNT INFORMATION	317,446	460,719	433,026
GET CARD INFORMATION	410,597	167,575	168,225
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 19.02.2025

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	0,023%	0,007%	0,003%
PIS	0,000%	0,001%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	340,154	96,725	88,253
INITIATE CROSS BORDER CREDIT TRANSFER	552,733	124,727	81,259
GET PAYMENT INFORMATION	131,167	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,370	465,157	436,711
GET CARD INFORMATION	446,383	167,844	169,536
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 20.02.2025

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	0,037%	0,008%	0,002%
PIS	0,002%	0,013%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	374,960	97,747	87,907
INITIATE CROSS BORDER CREDIT TRANSFER	542,357	127,721	79,608
GET PAYMENT INFORMATION	127,640	Not applicable	Not applicable
GET ACCOUNT INFORMATION	324,678	472,009	437,934
GET CARD INFORMATION	409,890	169,148	168,101
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 21.02.2025

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	0,028%	0,001%	0,001%
PIS	0,000%	0,009%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	332,600	98,898	88,379
INITIATE CROSS BORDER CREDIT TRANSFER	560,867	130,096	81,550
GET PAYMENT INFORMATION	127,710	Not applicable	Not applicable
GET ACCOUNT INFORMATION	317,376	474,322	437,949
GET CARD INFORMATION	428,686	167,456	167,830
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 22.02.2025

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	1,105%	0,000%	0,000%
PIS	0,000%	0,020%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	403,200	91,716	78,023
INITIATE CROSS BORDER CREDIT TRANSFER	552,053	96,872	72,618
GET PAYMENT INFORMATION	153,069	Not applicable	Not applicable
GET ACCOUNT INFORMATION	315,164	477,044	450,964
GET CARD INFORMATION	417,700	159,093	160,017
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 23.02.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	1,036%	0,002%	0,002%
PIS	0,040%	0,013%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	458,500	85,989	77,080
INITIATE CROSS BORDER CREDIT TRANSFER	568,663	90,100	74,370
GET PAYMENT INFORMATION	183,122	Not applicable	Not applicable
GET ACCOUNT INFORMATION	313,294	485,272	446,556
GET CARD INFORMATION	332,560	155,819	157,432
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 24.02.2025

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	0,833%	0,000%	0,001%
PIS	0,007%	0,005%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	380,684	108,764	94,376
INITIATE CROSS BORDER CREDIT TRANSFER	564,982	137,415	91,216
GET PAYMENT INFORMATION	165,424	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,795	464,172	432,639
GET CARD INFORMATION	435,832	176,578	176,338
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 25.02.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,699%	0,001%	0,001%
PIS	0,018%	0,003%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	382,705	109,851	94,293
INITIATE CROSS BORDER CREDIT TRANSFER	540,930	140,109	86,898
GET PAYMENT INFORMATION	139,794	Not applicable	Not applicable
GET ACCOUNT INFORMATION	350,755	473,904	430,941
GET CARD INFORMATION	516,674	174,459	175,401
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025

DATE: 26.02.2025

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	0,786%	0,001%	0,001%
PIS	0,000%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	361,219	117,043	106,065
INITIATE CROSS BORDER CREDIT TRANSFER	558,523	140,897	95,443
GET PAYMENT INFORMATION	152,494	Not applicable	Not applicable
GET ACCOUNT INFORMATION	334,117	479,099	442,548
GET CARD INFORMATION	439,402	189,294	189,532
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 27.02.2025

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	0,582%	0,003%	0,003%
PIS	0,002%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	394,878	136,045	116,827
INITIATE CROSS BORDER CREDIT TRANSFER	566,456	161,330	102,641
GET PAYMENT INFORMATION	157,016	Not applicable	Not applicable
GET ACCOUNT INFORMATION	347,581	493,830	452,844
GET CARD INFORMATION	480,303	198,479	199,498
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 28.02.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,957%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,043%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	1,525%	0,001%	0,002%
PIS	0,036%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	368,375	121,490	105,105
INITIATE CROSS BORDER CREDIT TRANSFER	545,003	146,765	91,931
GET PAYMENT INFORMATION	151,365	Not applicable	Not applicable
GET ACCOUNT INFORMATION	325,330	464,730	430,171
GET CARD INFORMATION	445,549	187,138	185,568
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 01.03.2025

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	0,943%	0,002%	0,003%
PIS	0,000%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	358,308	91,772	84,266
INITIATE CROSS BORDER CREDIT TRANSFER	555,820	95,043	74,636
GET PAYMENT INFORMATION	172,980	Not applicable	Not applicable
GET ACCOUNT INFORMATION	319,035	441,542	439,673
GET CARD INFORMATION	430,272	165,370	165,608
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 02.03.2025

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	0,848%	0,002%	0,001%
PIS	0,001%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	358,444	83,878	78,767
INITIATE CROSS BORDER CREDIT TRANSFER	566,382	80,929	68,859
GET PAYMENT INFORMATION	199,090	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,135	444,917	458,172
GET CARD INFORMATION	349,893	157,577	158,325
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 03.03.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,983%	99,978%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,017%	0,022%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	1,009%	0,064%	0,023%
PIS	0,005%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	475,000	87,334	82,183
INITIATE CROSS BORDER CREDIT TRANSFER	583,005	91,203	71,299
GET PAYMENT INFORMATION	219,879	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,354	465,861	481,028
GET CARD INFORMATION	447,200	166,551	164,279
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 04.03.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,923%	99,970%	99,942%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,077%	0,030%	0,058%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,648%	0,012%	0,022%
PIS	0,001%	0,010%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	393,788	122,729	108,877
INITIATE CROSS BORDER CREDIT TRANSFER	595,543	148,300	97,416
GET PAYMENT INFORMATION	199,106	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,585	489,143	470,173
GET CARD INFORMATION	446,091	193,154	190,154
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 05.03.2025

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	0,500%	0,002%	0,002%
PIS	0,004%	0,009%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	404,676	117,265	101,876
INITIATE CROSS BORDER CREDIT TRANSFER	573,484	146,019	93,942
GET PAYMENT INFORMATION	139,243	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,454	469,440	422,884
GET CARD INFORMATION	442,918	183,683	181,893
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 06.03.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,810%	99,890%	99,889%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,190%	0,110%	0,111%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,678%	0,015%	0,006%
PIS	0,006%	0,021%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	379,973	136,126	120,569
INITIATE CROSS BORDER CREDIT TRANSFER	573,637	143,594	94,361
GET PAYMENT INFORMATION	143,706	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,052	475,570	444,609
GET CARD INFORMATION	789,360	181,885	183,847
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 07.03.2025

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	0,525%	0,001%	0,001%
PIS	0,000%	0,003%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	379,125	117,489	98,375
INITIATE CROSS BORDER CREDIT TRANSFER	614,088	150,535	91,014
GET PAYMENT INFORMATION	149,024	Not applicable	Not applicable
GET ACCOUNT INFORMATION	352,324	514,076	475,288
GET CARD INFORMATION	479,129	196,256	197,272
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 08.03.2025

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	0,967%	0,001%	0,002%
PIS	0,000%	0,008%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	409,267	93,726	82,641
INITIATE CROSS BORDER CREDIT TRANSFER	598,051	110,205	106,329
GET PAYMENT INFORMATION	183,278	Not applicable	Not applicable
GET ACCOUNT INFORMATION	344,276	519,445	480,026
GET CARD INFORMATION	466,150	179,747	180,494
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 09.03.2025

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	1,019%	0,001%	0,000%
PIS	0,003%	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	447,000	87,897	80,931
INITIATE CROSS BORDER CREDIT TRANSFER	562,884	95,424	75,599
GET PAYMENT INFORMATION	212,985	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,245	526,917	490,760
GET CARD INFORMATION	363,101	175,057	177,491
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 10.03.2025

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	0,660%	0,001%	0,002%
PIS	0,000%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	406,435	116,120	103,833
INITIATE CROSS BORDER CREDIT TRANSFER	581,009	144,922	97,252
GET PAYMENT INFORMATION	194,057	Not applicable	Not applicable
GET ACCOUNT INFORMATION	352,709	522,043	492,728
GET CARD INFORMATION	486,895	202,104	201,673
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 11.03.2025

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	0,463%	0,001%	0,001%
PIS	0,002%	0,018%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	389,583	106,656	95,817
INITIATE CROSS BORDER CREDIT TRANSFER	561,633	135,445	84,250
GET PAYMENT INFORMATION	153,899	Not applicable	Not applicable
GET ACCOUNT INFORMATION	342,723	490,023	440,161
GET CARD INFORMATION	472,500	182,877	182,018
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 12.03.2025

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	0,646%	0,000%	0,000%
PIS	0,002%	0,011%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	358,463	105,106	94,840
INITIATE CROSS BORDER CREDIT TRANSFER	564,452	134,721	94,780
GET PAYMENT INFORMATION	136,567	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,876	467,776	434,277
GET CARD INFORMATION	437,942	175,863	176,929
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 13.03.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,545%	0,002%	0,002%
PIS	0,011%	0,014%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	368,688	105,211	93,838
INITIATE CROSS BORDER CREDIT TRANSFER	569,970	133,997	87,843
GET PAYMENT INFORMATION	140,109	Not applicable	Not applicable
GET ACCOUNT INFORMATION	348,970	503,279	465,126
GET CARD INFORMATION	460,684	185,054	187,303
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 14.03.2025

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	0,428%	0,001%	0,001%
PIS	0,000%	0,007%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	377,576	109,766	96,773
INITIATE CROSS BORDER CREDIT TRANSFER	567,846	139,826	92,700
GET PAYMENT INFORMATION	140,511	Not applicable	Not applicable
GET ACCOUNT INFORMATION	348,170	485,668	446,565
GET CARD INFORMATION	476,997	181,248	181,208
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 15.03.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,989%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,011%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,818%	0,017%	0,011%
PIS	0,007%	0,003%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	346,882	89,143	81,591
INITIATE CROSS BORDER CREDIT TRANSFER	534,206	100,919	75,130
GET PAYMENT INFORMATION	163,448	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,670	475,485	446,761
GET CARD INFORMATION	435,106	161,728	162,479
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 16.03.2025

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	0,734%	0,001%	0,000%
PIS	0,002%	0,019%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	350,500	91,445	79,878
INITIATE CROSS BORDER CREDIT TRANSFER	549,691	91,026	81,186
GET PAYMENT INFORMATION	199,251	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,114	462,096	450,961
GET CARD INFORMATION	339,881	157,947	159,381
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 17.03.2025

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	0,630%	0,001%	0,001%
PIS	0,012%	0,011%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	373,605	109,542	99,453
INITIATE CROSS BORDER CREDIT TRANSFER	560,609	134,972	91,868
GET PAYMENT INFORMATION	172,628	Not applicable	Not applicable
GET ACCOUNT INFORMATION	324,456	466,008	443,812
GET CARD INFORMATION	427,630	177,429	177,592
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 18.03.2025

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	0,601%	0,002%	0,002%
PIS	0,018%	0,013%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	357,500	105,761	95,224
INITIATE CROSS BORDER CREDIT TRANSFER	564,041	136,240	88,284
GET PAYMENT INFORMATION	130,715	Not applicable	Not applicable
GET ACCOUNT INFORMATION	324,049	469,586	439,025
GET CARD INFORMATION	427,118	173,678	174,367
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 19.03.2025

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	0,536%	0,001%	0,000%
PIS	0,003%	0,010%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	379,034	104,502	94,214
INITIATE CROSS BORDER CREDIT TRANSFER	526,945	131,139	82,504
GET PAYMENT INFORMATION	127,534	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,245	466,879	433,324
GET CARD INFORMATION	434,029	171,274	172,991
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 20.03.2025

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	0,488%	0,001%	0,002%
PIS	0,005%	0,009%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	383,312	106,095	93,763
INITIATE CROSS BORDER CREDIT TRANSFER	549,026	135,734	95,293
GET PAYMENT INFORMATION	127,144	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,383	476,890	440,903
GET CARD INFORMATION	439,618	174,471	175,332
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 21.03.2025

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	0,473%	0,001%	0,002%
PIS	0,000%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	380,091	109,898	96,168
INITIATE CROSS BORDER CREDIT TRANSFER	606,626	138,075	87,238
GET PAYMENT INFORMATION	131,107	Not applicable	Not applicable
GET ACCOUNT INFORMATION	338,791	470,660	455,301
GET CARD INFORMATION	472,544	181,542	183,457
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 22.03.2025

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	0,801%	0,003%	0,001%
PIS	0,000%	0,019%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	356,474	94,408	81,341
INITIATE CROSS BORDER CREDIT TRANSFER	578,345	114,242	81,220
GET PAYMENT INFORMATION	167,170	Not applicable	Not applicable
GET ACCOUNT INFORMATION	344,496	489,047	502,322
GET CARD INFORMATION	497,559	180,520	181,706
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 23.03.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,918%	0,002%	0,001%
PIS	0,020%	0,017%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	463,333	90,897	80,609
INITIATE CROSS BORDER CREDIT TRANSFER	612,254	101,774	79,416
GET PAYMENT INFORMATION	206,245	Not applicable	Not applicable
GET ACCOUNT INFORMATION	336,545	518,991	507,966
GET CARD INFORMATION	375,234	176,965	178,090
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 24.03.2025

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	0,681%	0,001%	0,001%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	383,359	118,495	101,876
INITIATE CROSS BORDER CREDIT TRANSFER	586,404	149,779	96,085
GET PAYMENT INFORMATION	182,259	Not applicable	Not applicable
GET ACCOUNT INFORMATION	348,961	493,347	460,770
GET CARD INFORMATION	483,133	191,328	192,715
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 25.03.2025

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	0,797%	0,001%	0,001%
PIS	0,000%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	476,000	91,090	83,756
INITIATE CROSS BORDER CREDIT TRANSFER	566,907	104,672	75,834
GET PAYMENT INFORMATION	173,554	Not applicable	Not applicable
GET ACCOUNT INFORMATION	323,876	462,127	456,658
GET CARD INFORMATION	469,966	171,536	172,527
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 26.03.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,995%	99,997%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,005%	0,003%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,768%	0,003%	0,002%
PIS	0,000%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	370,458	122,904	111,252
INITIATE CROSS BORDER CREDIT TRANSFER	579,320	157,724	103,200
GET PAYMENT INFORMATION	176,287	Not applicable	Not applicable
GET ACCOUNT INFORMATION	355,438	514,008	465,829
GET CARD INFORMATION	487,629	198,923	200,372
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 27.03.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,795%	99,910%	99,663%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,205%	0,090%	0,337%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	1,222%	0,282%	0,227%
PIS	0,016%	0,046%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	749,106	137,077	114,629
INITIATE CROSS BORDER CREDIT TRANSFER	573,093	151,255	107,208
GET PAYMENT INFORMATION	141,166	Not applicable	Not applicable
GET ACCOUNT INFORMATION	398,538	511,952	465,908
GET CARD INFORMATION	466,910	245,250	216,967
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 28.03.2025

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	1,025%	0,002%	0,001%
PIS	0,096%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	374,776	138,176	117,400
INITIATE CROSS BORDER CREDIT TRANSFER	624,667	165,296	108,282
GET PAYMENT INFORMATION	137,552	Not applicable	Not applicable
GET ACCOUNT INFORMATION	369,061	534,170	479,815
GET CARD INFORMATION	498,154	214,898	214,828
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 29.03.2025

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	0,822%	0,003%	0,003%
PIS	0,012%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	358,000	98,155	87,057
INITIATE CROSS BORDER CREDIT TRANSFER	586,645	118,571	80,037
GET PAYMENT INFORMATION	175,847	Not applicable	Not applicable
GET ACCOUNT INFORMATION	343,695	474,250	452,878
GET CARD INFORMATION	478,415	181,092	184,088
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 30.03.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,961%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,039%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,767%	0,001%	0,001%
PIS	0,034%	0,008%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	352,000	94,030	84,279
INITIATE CROSS BORDER CREDIT TRANSFER	576,531	96,852	75,126
GET PAYMENT INFORMATION	212,249	Not applicable	Not applicable
GET ACCOUNT INFORMATION	336,708	478,477	477,755
GET CARD INFORMATION	370,215	177,944	179,549
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2025 DATE: 31.03.2025

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,968%	99,964%	99,929%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,032%	0,036%	0,071%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,691%	0,066%	0,091%
PIS		0,000%	0,010%	0,004%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		409,759	158,202	138,122
INITIATE CROSS BORDER CREDIT TRANSFER		616,717	186,056	125,083
GET PAYMENT INFORMATION		203,482	Not applicable	Not applicable
GET ACCOUNT INFORMATION		363,578	531,785	497,662
GET CARD INFORMATION		509,747	229,245	231,954
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments: