

QUARTER: Q1 2026 DATE: 01.01.2026

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	0,003%	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	No traffic	122,410	110,248
INITIATE CROSS BORDER CREDIT TRANSFER	1.279,969	116,779	102,758
GET PAYMENT INFORMATION	158,587	Not applicable	Not applicable
GET ACCOUNT INFORMATION	315,506	494,763	456,835
GET CARD INFORMATION	488,881	192,128	193,004
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 02.01.2026

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%	0,000%	0,000%
PIS	0,003%	0,026%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	868,211	183,742	155,798
INITIATE CROSS BORDER CREDIT TRANSFER	1.239,520	198,135	143,514
GET PAYMENT INFORMATION	161,833	Not applicable	Not applicable
GET ACCOUNT INFORMATION	341,311	547,915	504,288
GET CARD INFORMATION	477,387	239,421	234,750
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 03.01.2026

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%	0,001%
PIS	0,000%	0,012%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	915,267	157,487	136,015
INITIATE CROSS BORDER CREDIT TRANSFER	1.284,831	145,516	129,044
GET PAYMENT INFORMATION	173,275	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,094	510,645	471,642
GET CARD INFORMATION	441,592	220,432	228,793
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 04.01.2026

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	937,500	125,718	111,028
INITIATE CROSS BORDER CREDIT TRANSFER	1.313,284	133,085	103,251
GET PAYMENT INFORMATION	195,610	Not applicable	Not applicable
GET ACCOUNT INFORMATION	308,791	493,056	480,156
GET CARD INFORMATION	387,299	194,181	195,088
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 05.01.2026

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	0,014%	0,011%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	953,594	240,695	202,201
INITIATE CROSS BORDER CREDIT TRANSFER	1.376,743	259,636	185,664
GET PAYMENT INFORMATION	193,445	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,553	612,113	558,894
GET CARD INFORMATION	467,351	286,198	281,330
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 06.01.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,003%	0,003%
PIS	0,000%	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	869,250	135,593	114,951
INITIATE CROSS BORDER CREDIT TRANSFER	1.284,612	137,688	109,393
GET PAYMENT INFORMATION	166,623	Not applicable	Not applicable
GET ACCOUNT INFORMATION	308,526	513,771	490,376
GET CARD INFORMATION	422,097	197,326	199,741
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 07.01.2026

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%	0,000%	0,000%
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	969,568	228,140	186,635
INITIATE CROSS BORDER CREDIT TRANSFER	1.327,559	249,977	173,303
GET PAYMENT INFORMATION	171,518	Not applicable	Not applicable
GET ACCOUNT INFORMATION	376,170	598,756	549,490
GET CARD INFORMATION	447,184	270,164	265,115
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 08.01.2026

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%	0,000%	0,001%
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	977,083	218,071	174,978
INITIATE CROSS BORDER CREDIT TRANSFER	1.377,095	236,244	165,883
GET PAYMENT INFORMATION	153,236	Not applicable	Not applicable
GET ACCOUNT INFORMATION	377,780	597,137	546,694
GET CARD INFORMATION	463,148	265,019	259,940
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 09.01.2026

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%	0,000%	0,001%
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	969,560	232,411	189,174
INITIATE CROSS BORDER CREDIT TRANSFER	1.391,344	258,009	183,140
GET PAYMENT INFORMATION	152,576	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,348	602,241	564,623
GET CARD INFORMATION	465,172	275,066	272,625
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 10.01.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,983%	100,000%	99,979%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,017%	0,000%	0,021%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,045%	0,001%	0,002%
PIS	0,006%	0,024%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	910,929	141,802	118,562
INITIATE CROSS BORDER CREDIT TRANSFER	1.328,063	149,771	109,488
GET PAYMENT INFORMATION	162,758	Not applicable	Not applicable
GET ACCOUNT INFORMATION	342,382	567,334	568,032
GET CARD INFORMATION	466,736	227,684	230,136
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 11.01.2026

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%	0,000%	0,001%
PIS	0,019%	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	895,200	125,189	108,056
INITIATE CROSS BORDER CREDIT TRANSFER	1.251,372	136,219	98,043
GET PAYMENT INFORMATION	177,582	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,250	566,843	575,944
GET CARD INFORMATION	413,113	218,417	219,712
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 12.01.2026

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%	0,001%	0,000%
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	925,489	225,935	191,649
INITIATE CROSS BORDER CREDIT TRANSFER	1.310,775	259,691	194,282
GET PAYMENT INFORMATION	173,180	Not applicable	Not applicable
GET ACCOUNT INFORMATION	403,021	625,348	574,960
GET CARD INFORMATION	486,171	285,254	281,266
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 13.01.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,002%	0,003%
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	892,733	203,245	167,012
INITIATE CROSS BORDER CREDIT TRANSFER	1.319,817	232,521	162,391
GET PAYMENT INFORMATION	137,153	Not applicable	Not applicable
GET ACCOUNT INFORMATION	364,461	582,674	540,572
GET CARD INFORMATION	445,621	255,683	254,492
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 14.01.2026

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%	0,000%	0,000%
PIS	0,032%	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	898,500	192,416	158,310
INITIATE CROSS BORDER CREDIT TRANSFER	1.303,099	231,356	146,470
GET PAYMENT INFORMATION	139,959	Not applicable	Not applicable
GET ACCOUNT INFORMATION	369,565	610,910	568,468
GET CARD INFORMATION	476,973	260,752	259,031
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 15.01.2026

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%	0,001%	0,000%
PIS	0,030%	0,004%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	869,895	219,868	177,788
INITIATE CROSS BORDER CREDIT TRANSFER	1.304,931	246,664	167,282
GET PAYMENT INFORMATION	155,135	Not applicable	Not applicable
GET ACCOUNT INFORMATION	380,582	629,022	588,171
GET CARD INFORMATION	468,107	278,046	277,739
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 16.01.2026

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%	0,001%	0,000%
PIS	0,004%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.011,182	215,486	172,901
INITIATE CROSS BORDER CREDIT TRANSFER	1.317,914	251,415	163,771
GET PAYMENT INFORMATION	149,649	Not applicable	Not applicable
GET ACCOUNT INFORMATION	395,081	628,805	598,012
GET CARD INFORMATION	497,256	278,025	275,918
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 17.01.2026

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%	0,000%	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	838,692	143,427	115,340
INITIATE CROSS BORDER CREDIT TRANSFER	1.271,424	148,525	109,226
GET PAYMENT INFORMATION	157,882	Not applicable	Not applicable
GET ACCOUNT INFORMATION	334,187	567,974	582,423
GET CARD INFORMATION	477,003	228,012	227,944
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 18.01.2026

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	0,003%	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	797,500	123,361	102,826
INITIATE CROSS BORDER CREDIT TRANSFER	1.305,635	126,257	96,158
GET PAYMENT INFORMATION	185,356	Not applicable	Not applicable
GET ACCOUNT INFORMATION	319,227	581,875	590,284
GET CARD INFORMATION	394,447	215,036	215,142
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 19.01.2026

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	849,333	187,875	152,087
INITIATE CROSS BORDER CREDIT TRANSFER	1.331,819	226,338	147,879
GET PAYMENT INFORMATION	172,826	Not applicable	Not applicable
GET ACCOUNT INFORMATION	367,887	604,590	562,463
GET CARD INFORMATION	468,855	251,080	246,613
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 20.01.2026

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	0,057%	0,000%	0,000%
PIS	0,171%	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	895,152	188,151	150,671
INITIATE CROSS BORDER CREDIT TRANSFER	1.826,000	209,794	148,967
GET PAYMENT INFORMATION	136,404	Not applicable	Not applicable
GET ACCOUNT INFORMATION	352,683	570,385	542,269
GET CARD INFORMATION	449,881	242,951	242,673
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 21.01.2026

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%	0,000%	0,000%
PIS	0,291%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	921,261	174,836	139,020
INITIATE CROSS BORDER CREDIT TRANSFER	1.831,000	201,820	136,070
GET PAYMENT INFORMATION	123,917	Not applicable	Not applicable
GET ACCOUNT INFORMATION	358,634	572,017	524,618
GET CARD INFORMATION	461,131	237,715	232,206
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 22.01.2026

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	0,289%	0,015%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	876,190	183,459	146,790
INITIATE CROSS BORDER CREDIT TRANSFER	1.716,500	211,667	138,671
GET PAYMENT INFORMATION	128,923	Not applicable	Not applicable
GET ACCOUNT INFORMATION	355,053	573,776	533,734
GET CARD INFORMATION	441,287	239,022	238,128
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 23.01.2026

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%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	879,147	208,606	163,202
INITIATE CROSS BORDER CREDIT TRANSFER	1.862,364	240,197	164,616
GET PAYMENT INFORMATION	130,998	Not applicable	Not applicable
GET ACCOUNT INFORMATION	380,891	645,026	586,387
GET CARD INFORMATION	481,426	271,924	265,430
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 24.01.2026

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%	0,000%
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	862,214	133,393	110,456
INITIATE CROSS BORDER CREDIT TRANSFER	1.885,000	150,387	111,826
GET PAYMENT INFORMATION	118,011	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,768	530,356	513,467
GET CARD INFORMATION	416,207	200,789	201,758
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 25.01.2026

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%	0,002%	0,000%
PIS	0,048%	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	793,000	123,218	102,095
INITIATE CROSS BORDER CREDIT TRANSFER	1.625,800	124,098	101,906
GET PAYMENT INFORMATION	112,369	Not applicable	Not applicable
GET ACCOUNT INFORMATION	299,474	548,356	520,340
GET CARD INFORMATION	368,458	192,580	192,304
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 26.01.2026

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%	0,000%
PIS	0,171%	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	868,744	225,751	211,649
INITIATE CROSS BORDER CREDIT TRANSFER	1.595,625	249,471	198,604
GET PAYMENT INFORMATION	140,901	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,624	599,502	581,065
GET CARD INFORMATION	447,349	289,341	287,717
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 27.01.2026

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	0,160%	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	854,160	218,651	180,844
INITIATE CROSS BORDER CREDIT TRANSFER	1.412,000	243,715	182,311
GET PAYMENT INFORMATION	134,411	Not applicable	Not applicable
GET ACCOUNT INFORMATION	367,589	590,030	545,825
GET CARD INFORMATION	428,092	268,173	266,840
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 28.01.2026

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	0,176%	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	942,840	218,635	184,512
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	243,112	180,180
GET PAYMENT INFORMATION	137,159	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,844	597,746	554,060
GET CARD INFORMATION	445,242	273,547	271,083
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 29.01.2026

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%	0,001%	0,001%
PIS	0,254%	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	916,836	248,457	207,569
INITIATE CROSS BORDER CREDIT TRANSFER	1.636,400	266,990	211,552
GET PAYMENT INFORMATION	144,288	Not applicable	Not applicable
GET ACCOUNT INFORMATION	391,882	622,043	580,614
GET CARD INFORMATION	442,517	296,918	293,111
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 30.01.2026

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	0,020%	0,001%	0,001%
PIS	0,103%	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	1.044,260	389,465	311,121
INITIATE CROSS BORDER CREDIT TRANSFER	2.063,000	385,379	309,685
GET PAYMENT INFORMATION	185,735	Not applicable	Not applicable
GET ACCOUNT INFORMATION	464,743	762,763	690,946
GET CARD INFORMATION	486,758	394,567	384,315
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 31.01.2026

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	0,000%	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	781,211	148,437	128,542
INITIATE CROSS BORDER CREDIT TRANSFER	1.817,000	147,058	120,533
GET PAYMENT INFORMATION	117,760	Not applicable	Not applicable
GET ACCOUNT INFORMATION	335,386	517,095	510,951
GET CARD INFORMATION	409,151	218,642	218,892
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 01.02.2026

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	0,014%	0,006%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	875,667	130,701	122,864
INITIATE CROSS BORDER CREDIT TRANSFER	2.106,000	131,020	118,173
GET PAYMENT INFORMATION	115,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	314,332	531,143	539,359
GET CARD INFORMATION	371,788	211,021	211,025
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 02.02.2026

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	0,045%	0,001%	0,000%
PIS	0,107%	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	946,369	274,925	231,832
INITIATE CROSS BORDER CREDIT TRANSFER	2.017,333	285,233	219,221
GET PAYMENT INFORMATION	150,743	Not applicable	Not applicable
GET ACCOUNT INFORMATION	413,748	647,721	611,487
GET CARD INFORMATION	469,146	313,938	308,103
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 03.02.2026

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	0,025%	0,000%	0,000%
PIS	0,103%	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	902,854	238,688	198,586
INITIATE CROSS BORDER CREDIT TRANSFER	1.866,333	253,761	196,179
GET PAYMENT INFORMATION	138,951	Not applicable	Not applicable
GET ACCOUNT INFORMATION	389,652	605,037	561,853
GET CARD INFORMATION	463,554	281,210	279,025
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 04.02.2026

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%	0,001%	0,000%
PIS	0,105%	0,012%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	878,143	222,308	181,122
INITIATE CROSS BORDER CREDIT TRANSFER	1.634,000	240,152	174,732
GET PAYMENT INFORMATION	134,699	Not applicable	Not applicable
GET ACCOUNT INFORMATION	388,319	614,517	558,958
GET CARD INFORMATION	462,886	272,172	266,497
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 05.02.2026

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%	0,000%	0,000%
PIS	0,200%	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	905,086	233,854	190,462
INITIATE CROSS BORDER CREDIT TRANSFER	1.698,333	252,011	182,214
GET PAYMENT INFORMATION	139,454	Not applicable	Not applicable
GET ACCOUNT INFORMATION	387,868	618,210	568,078
GET CARD INFORMATION	453,558	276,556	272,284
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 06.02.2026

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	915,353	233,801	188,084
INITIATE CROSS BORDER CREDIT TRANSFER	2.024,857	259,044	178,131
GET PAYMENT INFORMATION	137,169	Not applicable	Not applicable
GET ACCOUNT INFORMATION	406,669	662,511	624,485
GET CARD INFORMATION	509,843	296,663	292,354
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 07.02.2026

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	879,091	139,764	117,041
INITIATE CROSS BORDER CREDIT TRANSFER	1.324,000	150,857	115,751
GET PAYMENT INFORMATION	113,956	Not applicable	Not applicable
GET ACCOUNT INFORMATION	365,364	586,410	586,589
GET CARD INFORMATION	469,102	227,347	229,218
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 08.02.2026

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%	0,000%	0,000%
PIS	0,535%	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	892,375	127,791	108,171
INITIATE CROSS BORDER CREDIT TRANSFER	2.242,500	126,491	101,533
GET PAYMENT INFORMATION	111,509	Not applicable	Not applicable
GET ACCOUNT INFORMATION	338,707	599,156	591,198
GET CARD INFORMATION	416,682	217,966	218,641
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 09.02.2026

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%	0,002%	0,001%
PIS	0,532%	0,001%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	979,811	212,776	172,457
INITIATE CROSS BORDER CREDIT TRANSFER	2.043,000	238,396	168,567
GET PAYMENT INFORMATION	140,347	Not applicable	Not applicable
GET ACCOUNT INFORMATION	417,287	623,965	570,456
GET CARD INFORMATION	682,198	270,085	263,009
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 10.02.2026

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%	0,003%	0,000%
PIS	0,159%	0,019%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	981,244	211,976	171,002
INITIATE CROSS BORDER CREDIT TRANSFER	1.904,364	238,230	169,285
GET PAYMENT INFORMATION	136,299	Not applicable	Not applicable
GET ACCOUNT INFORMATION	370,579	588,436	545,659
GET CARD INFORMATION	455,793	261,025	254,858
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 11.02.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,940%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,060%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,057%	0,001%	0,000%
PIS	0,233%	0,013%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	970,308	195,269	157,312
INITIATE CROSS BORDER CREDIT TRANSFER	1.907,900	224,582	158,881
GET PAYMENT INFORMATION	129,335	Not applicable	Not applicable
GET ACCOUNT INFORMATION	415,334	575,929	537,068
GET CARD INFORMATION	448,255	248,669	243,017
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 12.02.2026

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%	0,001%	0,000%
PIS	0,137%	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	1.009,643	197,528	164,631
INITIATE CROSS BORDER CREDIT TRANSFER	1.926,500	227,953	153,172
GET PAYMENT INFORMATION	129,458	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,578	581,313	549,280
GET CARD INFORMATION	518,926	250,766	248,624
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 13.02.2026

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	0,063%	0,002%	0,001%
PIS	0,688%	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	961,333	222,500	179,691
INITIATE CROSS BORDER CREDIT TRANSFER	1.551,793	247,577	180,239
GET PAYMENT INFORMATION	143,384	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,193	608,602	566,763
GET CARD INFORMATION	471,604	265,320	261,334
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 14.02.2026

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%	0,000%	0,000%
PIS	0,006%	0,024%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	837,750	135,432	115,848
INITIATE CROSS BORDER CREDIT TRANSFER	1.284,733	149,899	112,182
GET PAYMENT INFORMATION	162,508	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,253	507,751	523,374
GET CARD INFORMATION	435,368	201,300	201,481
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 15.02.2026

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	0,071%	0,000%	0,001%
PIS	0,189%	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	771,000	119,856	103,228
INITIATE CROSS BORDER CREDIT TRANSFER	1.187,039	119,002	102,743
GET PAYMENT INFORMATION	183,331	Not applicable	Not applicable
GET ACCOUNT INFORMATION	281,784	532,986	520,130
GET CARD INFORMATION	367,188	191,676	192,412
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 16.02.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,002%	0,000%
PIS	0,168%	0,016%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	895,466	208,904	167,525
INITIATE CROSS BORDER CREDIT TRANSFER	1.242,235	231,706	164,927
GET PAYMENT INFORMATION	172,885	Not applicable	Not applicable
GET ACCOUNT INFORMATION	350,406	591,293	555,068
GET CARD INFORMATION	433,601	257,566	253,952
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 17.02.2026

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%	0,001%	0,000%
PIS	0,191%	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	815,923	182,142	146,317
INITIATE CROSS BORDER CREDIT TRANSFER	1.204,684	201,597	145,994
GET PAYMENT INFORMATION	149,045	Not applicable	Not applicable
GET ACCOUNT INFORMATION	340,956	568,658	538,504
GET CARD INFORMATION	429,030	242,861	239,174
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 18.02.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,023%	0,002%	0,002%
PIS	0,153%	0,004%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	898,044	175,646	141,249
INITIATE CROSS BORDER CREDIT TRANSFER	1.303,116	205,847	136,747
GET PAYMENT INFORMATION	140,690	Not applicable	Not applicable
GET ACCOUNT INFORMATION	349,598	604,864	563,757
GET CARD INFORMATION	464,304	247,588	245,611
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 19.02.2026

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%	0,001%	0,001%
PIS	0,182%	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	868,200	179,103	145,955
INITIATE CROSS BORDER CREDIT TRANSFER	1.315,319	209,177	143,355
GET PAYMENT INFORMATION	140,563	Not applicable	Not applicable
GET ACCOUNT INFORMATION	354,899	597,891	577,654
GET CARD INFORMATION	472,428	253,541	252,853
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 20.02.2026

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	0,027%	0,000%	0,000%
PIS	0,469%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	889,556	214,776	171,304
INITIATE CROSS BORDER CREDIT TRANSFER	1.279,537	250,536	166,201
GET PAYMENT INFORMATION	147,488	Not applicable	Not applicable
GET ACCOUNT INFORMATION	377,350	649,372	607,764
GET CARD INFORMATION	503,732	283,822	281,514
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 21.02.2026

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	0,040%	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	887,222	133,890	110,177
INITIATE CROSS BORDER CREDIT TRANSFER	1.311,542	136,865	105,857
GET PAYMENT INFORMATION	154,574	Not applicable	Not applicable
GET ACCOUNT INFORMATION	325,182	564,677	582,243
GET CARD INFORMATION	453,836	224,675	226,509
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 22.02.2026

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	0,091%	0,000%	0,000%
PIS	0,448%	0,033%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.055,833	112,175	93,285
INITIATE CROSS BORDER CREDIT TRANSFER	1.236,614	119,101	97,163
GET PAYMENT INFORMATION	169,569	Not applicable	Not applicable
GET ACCOUNT INFORMATION	302,175	562,687	579,845
GET CARD INFORMATION	399,752	207,909	209,213
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 23.02.2026

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	0,002%	0,025%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.159,500	114,435	97,297
INITIATE CROSS BORDER CREDIT TRANSFER	1.231,190	124,160	96,439
GET PAYMENT INFORMATION	167,023	Not applicable	Not applicable
GET ACCOUNT INFORMATION	304,789	596,859	596,284
GET CARD INFORMATION	443,335	209,832	211,679
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 24.02.2026

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	0,126%	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	871,957	207,215	170,846
INITIATE CROSS BORDER CREDIT TRANSFER	1.282,202	235,117	166,953
GET PAYMENT INFORMATION	153,596	Not applicable	Not applicable
GET ACCOUNT INFORMATION	360,101	612,165	595,341
GET CARD INFORMATION	462,987	277,771	274,645
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 25.02.2026

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%	0,000%
PIS	0,303%	0,012%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	889,041	231,049	191,350
INITIATE CROSS BORDER CREDIT TRANSFER	1.293,800	256,882	191,398
GET PAYMENT INFORMATION	161,797	Not applicable	Not applicable
GET ACCOUNT INFORMATION	410,284	643,449	597,245
GET CARD INFORMATION	534,060	293,139	289,518
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 26.02.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,004%	0,003%
PIS	0,138%	0,008%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.088,949	279,474	257,831
INITIATE CROSS BORDER CREDIT TRANSFER	1.381,029	291,059	244,339
GET PAYMENT INFORMATION	178,830	Not applicable	Not applicable
GET ACCOUNT INFORMATION	403,949	707,341	666,671
GET CARD INFORMATION	503,049	350,596	349,483
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 27.02.2026

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	0,025%	0,001%	0,000%
PIS	0,185%	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	1.136,185	399,170	331,905
INITIATE CROSS BORDER CREDIT TRANSFER	1.442,526	399,865	335,514
GET PAYMENT INFORMATION	200,992	Not applicable	Not applicable
GET ACCOUNT INFORMATION	460,514	811,258	752,906
GET CARD INFORMATION	565,452	412,062	409,012
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 28.02.2026

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%	0,001%	0,000%
PIS	0,079%	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	846,409	157,608	135,997
INITIATE CROSS BORDER CREDIT TRANSFER	1.265,609	162,031	126,275
GET PAYMENT INFORMATION	153,571	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,932	569,211	582,886
GET CARD INFORMATION	455,855	243,426	244,817
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 01.03.2026

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	0,034%	0,005%	0,001%
PIS	1,754%	0,011%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	927,429	134,873	123,252
INITIATE CROSS BORDER CREDIT TRANSFER	1.275,016	133,923	114,556
GET PAYMENT INFORMATION	170,308	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,456	604,826	588,012
GET CARD INFORMATION	395,817	226,265	226,325
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 02.03.2026

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	0,018%	0,002%	0,001%
PIS	0,126%	0,006%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	942,987	286,821	243,358
INITIATE CROSS BORDER CREDIT TRANSFER	1.374,406	303,403	247,590
GET PAYMENT INFORMATION	185,876	Not applicable	Not applicable
GET ACCOUNT INFORMATION	411,372	712,056	670,685
GET CARD INFORMATION	514,433	343,082	335,461
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 03.03.2026

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%	0,001%	0,000%
PIS	0,188%	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	923,952	244,920	202,911
INITIATE CROSS BORDER CREDIT TRANSFER	1.299,598	269,407	200,686
GET PAYMENT INFORMATION	159,807	Not applicable	Not applicable
GET ACCOUNT INFORMATION	365,667	641,473	582,153
GET CARD INFORMATION	457,806	292,375	286,586
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 04.03.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,006%	0,004%
PIS	0,045%	0,012%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	872,333	219,389	178,819
INITIATE CROSS BORDER CREDIT TRANSFER	1.313,358	246,442	174,002
GET PAYMENT INFORMATION	150,928	Not applicable	Not applicable
GET ACCOUNT INFORMATION	355,961	639,824	596,561
GET CARD INFORMATION	438,486	269,242	265,151
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 05.03.2026

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%	0,001%	0,000%
PIS	0,139%	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	932,170	225,400	183,911
INITIATE CROSS BORDER CREDIT TRANSFER	1.295,368	247,175	180,968
GET PAYMENT INFORMATION	151,730	Not applicable	Not applicable
GET ACCOUNT INFORMATION	351,979	614,476	566,640
GET CARD INFORMATION	433,742	271,674	268,005
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 06.03.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,815%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,185%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,884%	0,002%	0,002%
PIS	0,006%	0,010%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	898,394	236,665	188,626
INITIATE CROSS BORDER CREDIT TRANSFER	1.324,143	259,806	183,841
GET PAYMENT INFORMATION	406,679	Not applicable	Not applicable
GET ACCOUNT INFORMATION	681,348	622,851	580,724
GET CARD INFORMATION	448,529	279,400	272,559
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 07.03.2026

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%	0,000%	0,000%
PIS	0,000%	0,050%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	860,429	140,819	115,105
INITIATE CROSS BORDER CREDIT TRANSFER	1.282,532	157,678	106,977
GET PAYMENT INFORMATION	149,583	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,018	545,970	528,394
GET CARD INFORMATION	430,384	202,503	203,619
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 08.03.2026

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	0,053%	0,000%	0,000%
PIS	0,907%	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	900,667	122,937	104,420
INITIATE CROSS BORDER CREDIT TRANSFER	1.304,667	124,503	105,347
GET PAYMENT INFORMATION	172,059	Not applicable	Not applicable
GET ACCOUNT INFORMATION	292,608	540,341	529,050
GET CARD INFORMATION	360,816	191,044	191,938
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 09.03.2026

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	0,067%	0,001%	0,000%
PIS	0,091%	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	1.071,340	221,529	180,622
INITIATE CROSS BORDER CREDIT TRANSFER	1.439,951	250,989	181,404
GET PAYMENT INFORMATION	175,949	Not applicable	Not applicable
GET ACCOUNT INFORMATION	395,219	650,094	627,643
GET CARD INFORMATION	526,369	287,790	284,739
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 10.03.2026

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	0,018%	0,001%	0,001%
PIS	0,144%	0,005%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	971,776	229,693	186,015
INITIATE CROSS BORDER CREDIT TRANSFER	1.375,034	258,968	186,137
GET PAYMENT INFORMATION	153,385	Not applicable	Not applicable
GET ACCOUNT INFORMATION	381,244	654,633	591,579
GET CARD INFORMATION	491,138	285,696	279,565
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 11.03.2026

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	0,027%	0,002%	0,001%
PIS	0,208%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	923,486	205,992	165,352
INITIATE CROSS BORDER CREDIT TRANSFER	1.393,436	239,987	169,606
GET PAYMENT INFORMATION	145,479	Not applicable	Not applicable
GET ACCOUNT INFORMATION	362,729	608,958	560,995
GET CARD INFORMATION	482,137	262,581	256,531
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 12.03.2026

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	0,018%	0,001%	0,001%
PIS	0,293%	0,014%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	956,026	211,999	178,641
INITIATE CROSS BORDER CREDIT TRANSFER	1.348,080	246,389	181,716
GET PAYMENT INFORMATION	149,195	Not applicable	Not applicable
GET ACCOUNT INFORMATION	361,895	612,612	562,744
GET CARD INFORMATION	454,958	267,900	267,186
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 13.03.2026

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%	0,000%
PIS	0,144%	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	980,194	227,252	178,469
INITIATE CROSS BORDER CREDIT TRANSFER	1.362,814	256,340	178,255
GET PAYMENT INFORMATION	148,111	Not applicable	Not applicable
GET ACCOUNT INFORMATION	358,521	621,998	562,518
GET CARD INFORMATION	461,753	271,453	264,318
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 14.03.2026

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%	0,002%	0,001%
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	873,067	133,774	109,150
INITIATE CROSS BORDER CREDIT TRANSFER	1.214,483	139,324	105,777
GET PAYMENT INFORMATION	145,503	Not applicable	Not applicable
GET ACCOUNT INFORMATION	300,704	520,575	515,177
GET CARD INFORMATION	402,251	196,189	197,421
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 15.03.2026

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%	0,000%
PIS	0,002%	0,013%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	774,000	116,013	102,224
INITIATE CROSS BORDER CREDIT TRANSFER	1.176,500	111,012	99,717
GET PAYMENT INFORMATION	172,998	Not applicable	Not applicable
GET ACCOUNT INFORMATION	312,827	524,471	510,919
GET CARD INFORMATION	382,239	186,572	188,352
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 16.03.2026

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%	0,002%	0,001%
PIS	0,138%	0,014%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	885,925	182,864	151,591
INITIATE CROSS BORDER CREDIT TRANSFER	1.299,767	214,226	147,549
GET PAYMENT INFORMATION	163,889	Not applicable	Not applicable
GET ACCOUNT INFORMATION	356,928	573,914	533,810
GET CARD INFORMATION	470,145	236,723	236,773
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 17.03.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,297%	0,004%	0,001%
PIS	0,157%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	817,727	170,593	142,980
INITIATE CROSS BORDER CREDIT TRANSFER	1.242,324	197,245	142,846
GET PAYMENT INFORMATION	154,218	Not applicable	Not applicable
GET ACCOUNT INFORMATION	445,045	555,559	514,110
GET CARD INFORMATION	424,133	224,983	225,504
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 18.03.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	96,791%	96,564%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	3,209%	3,436%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,005%	0,002%
PIS	0,066%	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	892,205	182,239	159,180
INITIATE CROSS BORDER CREDIT TRANSFER	1.362,806	212,423	158,290
GET PAYMENT INFORMATION	145,180	Not applicable	Not applicable
GET ACCOUNT INFORMATION	388,956	630,985	598,194
GET CARD INFORMATION	552,392	262,601	266,527
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 19.03.2026

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	0,129%	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	890,744	208,257	165,671
INITIATE CROSS BORDER CREDIT TRANSFER	1.337,753	237,164	164,406
GET PAYMENT INFORMATION	148,631	Not applicable	Not applicable
GET ACCOUNT INFORMATION	373,922	632,793	603,588
GET CARD INFORMATION	467,057	276,001	271,037
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 20.03.2026

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%	0,003%	0,003%
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	892,767	209,948	169,610
INITIATE CROSS BORDER CREDIT TRANSFER	1.355,891	247,104	170,458
GET PAYMENT INFORMATION	155,487	Not applicable	Not applicable
GET ACCOUNT INFORMATION	393,276	661,297	619,932
GET CARD INFORMATION	493,206	291,919	286,385
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 21.03.2026

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%	0,006%	0,002%
PIS	0,009%	0,000%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	835,818	144,407	116,484
INITIATE CROSS BORDER CREDIT TRANSFER	1.291,355	167,321	114,502
GET PAYMENT INFORMATION	160,640	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,046	575,213	587,979
GET CARD INFORMATION	455,834	230,004	231,479
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 22.03.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,084%	0,006%	0,003%
PIS	1,299%	0,025%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	815,500	124,630	103,485
INITIATE CROSS BORDER CREDIT TRANSFER	1.285,133	143,607	103,220
GET PAYMENT INFORMATION	203,841	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,906	546,402	587,421
GET CARD INFORMATION	398,642	217,528	217,785
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 23.03.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,012%	0,008%
PIS	0,192%	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	934,103	222,830	180,324
INITIATE CROSS BORDER CREDIT TRANSFER	1.334,539	260,286	177,849
GET PAYMENT INFORMATION	184,911	Not applicable	Not applicable
GET ACCOUNT INFORMATION	384,506	628,241	592,034
GET CARD INFORMATION	477,348	288,734	280,992
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 24.03.2026

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%	0,011%	0,004%
PIS	0,081%	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	864,310	232,859	190,160
INITIATE CROSS BORDER CREDIT TRANSFER	1.412,865	269,424	194,915
GET PAYMENT INFORMATION	153,659	Not applicable	Not applicable
GET ACCOUNT INFORMATION	374,857	600,413	566,978
GET CARD INFORMATION	454,754	288,174	283,314
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 25.03.2026

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%	0,009%	0,003%
PIS	0,000%	0,035%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	793,000	124,043	107,635
INITIATE CROSS BORDER CREDIT TRANSFER	1.283,638	135,181	108,980
GET PAYMENT INFORMATION	146,831	Not applicable	Not applicable
GET ACCOUNT INFORMATION	295,501	533,378	498,104
GET CARD INFORMATION	418,397	199,369	201,310
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 26.03.2026

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	0,053%	0,030%	0,007%
PIS	0,107%	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	945,197	265,137	257,639
INITIATE CROSS BORDER CREDIT TRANSFER	1.328,341	291,228	243,024
GET PAYMENT INFORMATION	182,730	Not applicable	Not applicable
GET ACCOUNT INFORMATION	384,325	650,436	638,304
GET CARD INFORMATION	487,738	344,650	340,583
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 27.03.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,026%	0,013%	0,004%
PIS	0,203%	0,009%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	910,912	277,382	220,077
INITIATE CROSS BORDER CREDIT TRANSFER	1.295,910	299,113	216,902
GET PAYMENT INFORMATION	166,192	Not applicable	Not applicable
GET ACCOUNT INFORMATION	391,405	646,134	593,327
GET CARD INFORMATION	479,992	319,133	308,436
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 28.03.2026

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%	0,012%	0,002%
PIS	0,000%	0,014%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	870,524	146,333	124,441
INITIATE CROSS BORDER CREDIT TRANSFER	1.180,050	153,739	120,828
GET PAYMENT INFORMATION	153,460	Not applicable	Not applicable
GET ACCOUNT INFORMATION	313,386	517,365	520,463
GET CARD INFORMATION	415,207	219,930	220,717
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 29.03.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,064%	0,008%	0,004%
PIS	1,312%	0,006%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	835,500	137,149	118,001
INITIATE CROSS BORDER CREDIT TRANSFER	1.273,054	131,009	111,153
GET PAYMENT INFORMATION	183,059	Not applicable	Not applicable
GET ACCOUNT INFORMATION	299,406	523,784	521,017
GET CARD INFORMATION	371,722	207,142	207,210
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026

DATE: 30.03.2026

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	0,026%	0,018%	0,004%
PIS	0,138%	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	955,033	309,365	262,628
INITIATE CROSS BORDER CREDIT TRANSFER	1.408,623	333,963	269,289
GET PAYMENT INFORMATION	198,471	Not applicable	Not applicable
GET ACCOUNT INFORMATION	424,515	674,991	644,286
GET CARD INFORMATION	486,478	353,859	351,840
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2026 DATE: 31.03.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,885%	99,996%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,115%	0,004%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,289%	0,019%	0,006%
PIS	0,444%	0,021%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.014,985	371,497	309,157
INITIATE CROSS BORDER CREDIT TRANSFER	1.518,509	387,568	305,883
GET PAYMENT INFORMATION	217,425	Not applicable	Not applicable
GET ACCOUNT INFORMATION	564,159	762,801	730,965
GET CARD INFORMATION	991,451	417,860	407,063
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: