

QUARTER: Q2 2021

DATE: 01.04.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,984%	99,980%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,016%	0,020%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,044%	0,080%	0,059%
PIS	0,000%	0,011%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	367,137	99,784	252,195
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	123,687	117,500
GET PAYMENT INFORMATION	111,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	150,413	262,004	118,167
GET CARD INFORMATION	218,621	51,405	52,476
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 02.04.2021

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%	0,008%	0,004%
PIS	0,000%	0,001%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	310,500	119,007	255,807
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	144,716	143,080
GET PAYMENT INFORMATION	57,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	147,802	217,648	112,023
GET CARD INFORMATION	182,994	45,347	46,875
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 03.04.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,003%	0,004%
PIS	0,000%	0,004%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	418,500	114,937	286,239
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	140,337	139,701
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	135,663	196,262	106,205
GET CARD INFORMATION	184,891	39,095	41,797
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 04.04.2021

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%	0,010%	0,003%
PIS	No traffic	0,004%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	121,415	247,222
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	153,656	149,044
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,520	211,398	113,354
GET CARD INFORMATION	205,509	39,418	41,761
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 05.04.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,008%	0,001%
PIS	0,000%	0,005%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	611,667	155,352	272,889
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	175,590	197,969
GET PAYMENT INFORMATION	179,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	148,365	230,739	117,492
GET CARD INFORMATION	174,470	44,846	45,980
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 06.04.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,971%	99,971%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,029%	0,029%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,038%	0,137%	0,069%
PIS	50,000%	0,009%	0,043%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	871,000	196,915	313,812
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	223,070	225,243
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,578	331,011	115,953
GET CARD INFORMATION	202,873	52,053	53,654
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 07.04.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,999%	99,992%	99,995%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,001%	0,008%	0,005%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,075%	0,059%	0,059%
PIS	No traffic	0,008%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	214,076	324,670
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	229,393	240,419
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	157,956	339,580	112,383
GET CARD INFORMATION	207,898	51,551	55,180
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 08.04.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,037%	0,024%
PIS	No traffic	0,010%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	239,819	343,838
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	279,095	289,140
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	159,670	342,102	113,970
GET CARD INFORMATION	208,715	51,306	51,760
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 09.04.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,018%	0,046%	0,023%
PIS	0,000%	0,006%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	310,000	125,096	275,633
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	150,048	175,895
GET PAYMENT INFORMATION	105,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	170,095	264,245	115,213
GET CARD INFORMATION	197,962	51,931	53,060
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 10.04.2021

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	0,027%	0,049%	0,031%
PIS	No traffic	0,008%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,253	261,989
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,497	72,488
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,162	208,581	113,483
GET CARD INFORMATION	193,834	44,163	47,065
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 11.04.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,013%	0,008%
PIS	0,000%	0,004%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	77,500	70,284	223,917
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,442	75,797
GET PAYMENT INFORMATION	74,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,690	205,177	119,509
GET CARD INFORMATION	184,998	44,097	46,587
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 12.04.2021

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%	0,051%	0,014%
PIS	0,000%	0,000%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	528,000	90,594	247,617
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	112,625	98,560
GET PAYMENT INFORMATION	59,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	160,498	264,245	117,219
GET CARD INFORMATION	206,399	50,533	52,593
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 13.04.2021

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%	0,034%	0,007%
PIS	No traffic	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	No traffic	104,685	258,313
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	125,995	122,914
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	158,729	267,127	111,862
GET CARD INFORMATION	211,340	49,233	51,898
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 14.04.2021

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%	0,038%	0,009%
PIS	0,000%	0,012%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	411,250	108,180	263,160
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	130,510	124,401
GET PAYMENT INFORMATION	123,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	153,104	271,217	109,803
GET CARD INFORMATION	187,944	48,771	50,362
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 15.04.2021

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	0,016%	0,082%	0,018%
PIS	0,000%	0,004%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	426,000	95,628	251,022
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	119,392	110,930
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	153,980	255,989	111,010
GET CARD INFORMATION	205,387	47,672	49,287
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 16.04.2021

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%	0,041%	0,011%
PIS	0,000%	0,003%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	446,143	111,985	270,947
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	130,603	132,923
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,295	267,995	111,954
GET CARD INFORMATION	203,967	48,656	49,916
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 17.04.2021

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%	0,012%	0,010%
PIS	0,000%	0,004%	0,036%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	91,000	109,066	288,396
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	135,119	129,857
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	136,884	207,822	109,594
GET CARD INFORMATION	187,799	41,855	45,262
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 18.04.2021

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%	0,211%	0,006%
PIS	0,000%	0,000%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,300	111,769	251,957
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	140,204	135,897
GET PAYMENT INFORMATION	48,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	154,065	198,155	116,823
GET CARD INFORMATION	188,388	42,500	43,991
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 19.04.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,986%	99,959%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,014%	0,041%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,017%	0,074%	0,035%
PIS	0,000%	0,132%	0,208%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	101,130	144,124	278,735
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	162,993	161,096
GET PAYMENT INFORMATION	50,545	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,381	273,080	117,295
GET CARD INFORMATION	193,667	52,038	53,187
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 20.04.2021

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%	0,050%	0,012%
PIS	0,000%	0,001%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	69,417	164,904	298,391
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	202,637	224,629
GET PAYMENT INFORMATION	51,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,303	293,343	115,663
GET CARD INFORMATION	217,179	47,756	48,954
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 21.04.2021

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%	0,113%	0,050%
PIS	No traffic	0,004%	0,041%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	186,830	313,316
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	236,282	249,162
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,945	308,239	117,613
GET CARD INFORMATION	228,184	49,032	51,674
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 22.04.2021

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%	0,094%	0,019%
PIS	0,000%	0,000%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	52,250	210,735	335,712
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	264,801	265,912
GET PAYMENT INFORMATION	44,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	188,101	325,362	118,025
GET CARD INFORMATION	219,530	48,358	50,227
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 23.04.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	98,276%	99,959%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	1,724%	0,041%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,087%	2,535%	0,035%
PIS	0,000%	0,005%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	79,500	271,745	384,270
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	329,012	390,911
GET PAYMENT INFORMATION	115,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	198,183	373,580	122,883
GET CARD INFORMATION	208,632	50,002	52,988
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 24.04.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,011%	0,008%
PIS	No traffic	0,003%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,305	284,581
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,411	66,200
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	146,679	209,491	115,165
GET CARD INFORMATION	203,411	46,953	49,946
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 25.04.2021

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%	0,194%	0,113%
PIS	No traffic	0,000%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	70,076	238,575
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,576	77,627
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	163,471	240,780	127,437
GET CARD INFORMATION	212,888	43,990	46,371
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 26.04.2021

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%	0,091%	0,033%
PIS	0,000%	0,011%	0,043%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.055,000	87,365	284,061
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	108,859	98,069
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,050	274,197	128,167
GET CARD INFORMATION	235,390	56,178	58,956
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 27.04.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,996%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,004%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,125%	0,037%
PIS	0,000%	0,005%	0,036%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.051,000	104,851	287,192
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	134,870	125,197
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,142	298,363	125,034
GET CARD INFORMATION	241,742	58,478	58,390
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 28.04.2021

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%	0,095%	0,070%
PIS	No traffic	0,005%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	84,280	279,290
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	105,204	85,785
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,582	285,567	120,930
GET CARD INFORMATION	252,757	62,408	61,281
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 29.04.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,130%	0,051%
PIS	0,000%	0,000%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	360,400	93,794	266,708
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	120,628	106,610
GET PAYMENT INFORMATION	121,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,683	290,248	117,672
GET CARD INFORMATION	223,457	54,295	54,254
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 30.04.2021

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	0,042%	0,023%	0,026%
PIS	No traffic	0,008%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	90,557	246,587
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	113,594	107,540
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,660	210,293	106,909
GET CARD INFORMATION	206,218	41,779	44,087
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 01.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,017%	0,011%
PIS	No traffic	0,000%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	98,780	278,812
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	122,687	124,294
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	143,744	225,385	109,762
GET CARD INFORMATION	195,686	40,629	42,021
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 02.05.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,959%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,041%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,030%	0,014%
PIS	No traffic	0,000%	0,252%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	103,702	253,277
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	132,707	132,756
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	153,820	243,866	114,915
GET CARD INFORMATION	200,128	40,127	42,694
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 03.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,006%	0,002%
PIS	No traffic	0,009%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	107,673	236,107
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	134,040	130,621
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,148	223,816	109,072
GET CARD INFORMATION	191,804	38,661	41,087
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 04.05.2021

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%	0,010%	0,006%
PIS	No traffic	0,005%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	120,618	237,861
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	147,884	147,834
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	144,083	239,083	113,506
GET CARD INFORMATION	194,876	38,944	41,419
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 05.05.2021

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%	0,140%	0,040%
PIS	0,000%	0,003%	0,056%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	662,000	191,252	315,085
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	214,436	225,356
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,243	337,822	121,135
GET CARD INFORMATION	222,143	54,318	56,650
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 06.05.2021

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	0,168%	0,161%	0,101%
PIS	No traffic	0,004%	0,042%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	215,890	327,540
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	239,734	245,008
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,030	338,039	119,004
GET CARD INFORMATION	225,537	52,050	51,679
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 07.05.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,981%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,019%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,045%	0,093%	0,050%
PIS	0,000%	0,002%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	101,545	254,039	349,505
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	291,349	310,542
GET PAYMENT INFORMATION	70,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,346	349,176	115,103
GET CARD INFORMATION	224,851	49,916	50,308
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 08.05.2021

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%	0,014%	0,012%
PIS	No traffic	0,000%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	185,495	333,774
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	224,390	231,380
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	148,328	240,503	105,377
GET CARD INFORMATION	200,470	41,062	43,491
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 09.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,038%	0,009%	0,009%
PIS	No traffic	0,000%	0,049%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	198,991	314,852
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	246,242	253,237
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	163,914	243,167	113,066
GET CARD INFORMATION	213,195	39,472	42,178
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 10.05.2021

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%	0,105%	0,033%
PIS	0,000%	0,007%	0,045%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	525,300	347,036	409,729
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	368,361	415,627
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	195,361	398,498	120,381
GET CARD INFORMATION	235,637	53,322	54,474
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 11.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,117%	0,031%
PIS	0,000%	0,008%	0,039%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	484,400	345,498	390,054
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	368,519	360,585
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,742	421,637	113,629
GET CARD INFORMATION	221,155	53,720	55,371
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 12.05.2021

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%	0,172%	0,042%
PIS	No traffic	0,009%	0,035%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	70,565	242,564
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,807	72,698
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,253	257,862	112,053
GET CARD INFORMATION	229,902	50,662	52,692
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 13.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,021%	0,102%	0,037%
PIS	No traffic	0,005%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	76,263	242,426
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,008	78,420
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	166,839	252,304	112,418
GET CARD INFORMATION	221,588	46,423	47,840
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 14.05.2021

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%	0,060%	0,014%
PIS	0,000%	0,005%	0,048%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	432,000	78,814	250,456
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,663	123,628
GET PAYMENT INFORMATION	190,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	165,191	254,685	116,251
GET CARD INFORMATION	212,272	47,361	48,253
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 15.05.2021

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%	0,019%	0,014%
PIS	No traffic	0,004%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,824	285,417
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,209	63,273
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	159,491	210,855	114,753
GET CARD INFORMATION	215,656	45,215	46,369
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 16.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,012%	0,011%
PIS	No traffic	0,000%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	78,753	239,951
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,486	73,107
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,822	214,976	119,547
GET CARD INFORMATION	230,245	42,511	44,162
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 17.05.2021

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%	0,062%	0,016%
PIS	0,000%	0,014%	0,042%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	160,000	91,252	264,744
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	101,491	91,604
GET PAYMENT INFORMATION	155,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,994	265,187	119,865
GET CARD INFORMATION	221,930	52,237	53,934
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021 DATE: 18.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,045%	0,013%
PIS	0,000%	0,003%	0,042%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	75,667	104,936	260,042
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	118,393	113,439
GET PAYMENT INFORMATION	48,429	Not applicable	Not applicable
GET ACCOUNT INFORMATION	191,495	279,929	114,507
GET CARD INFORMATION	246,155	50,042	50,454
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 19.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,070%	0,013%
PIS	0,000%	0,001%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	212,714	116,662	278,960
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	131,895	134,893
GET PAYMENT INFORMATION	59,857	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,570	281,684	116,994
GET CARD INFORMATION	212,708	47,468	49,534
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 20.05.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,986%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,014%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,126%	0,045%
PIS	0,000%	0,001%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	150,444	137,269	291,350
INITIATE CROSS BORDER CREDIT TRANSFER	358,333	148,840	150,224
GET PAYMENT INFORMATION	79,231	Not applicable	Not applicable
GET ACCOUNT INFORMATION	173,416	304,310	109,015
GET CARD INFORMATION	214,164	48,960	50,433
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 21.05.2021

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%	0,058%	0,014%
PIS	0,000%	0,002%	0,055%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	149,600	154,610	300,761
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	176,898	170,160
GET PAYMENT INFORMATION	81,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,193	298,747	109,189
GET CARD INFORMATION	209,140	47,890	49,971
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 22.05.2021

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%	0,014%	0,008%
PIS	0,000%	0,000%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	602,000	65,552	288,547
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,000	64,851
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	159,800	212,082	106,652
GET CARD INFORMATION	210,522	44,261	46,302
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 23.05.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,021%	0,013%
PIS	No traffic	0,005%	0,041%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	75,746	254,288
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,224	76,197
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,222	214,040	113,537
GET CARD INFORMATION	229,063	44,593	45,408
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 24.05.2021

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	0,003%	0,129%	0,025%
PIS	0,000%	0,007%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	72,538	89,701	282,101
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,177	89,948
GET PAYMENT INFORMATION	55,857	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,949	267,535	121,161
GET CARD INFORMATION	211,871	53,517	54,728
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 25.05.2021

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%	0,109%	0,026%
PIS	0,000%	0,003%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	67,207	102,259	276,847
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	117,553	113,221
GET PAYMENT INFORMATION	48,069	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,095	273,432	118,096
GET CARD INFORMATION	210,089	51,057	53,453
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 26.05.2021

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%	0,106%	0,021%
PIS	8,000%	0,008%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	191,800	114,554	297,866
INITIATE CROSS BORDER CREDIT TRANSFER	101,000	130,663	122,859
GET PAYMENT INFORMATION	68,091	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,164	276,552	119,966
GET CARD INFORMATION	233,768	51,023	54,960
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 27.05.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,981%	99,972%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,019%	0,028%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,125%	0,038%
PIS	0,000%	0,006%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	79,642	263,150
INITIATE CROSS BORDER CREDIT TRANSFER	450,000	85,325	72,003
GET PAYMENT INFORMATION	174,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,746	254,127	120,891
GET CARD INFORMATION	220,558	49,237	52,258
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 28.05.2021

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	0,008%	0,103%	0,026%
PIS	0,000%	0,002%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	151,421	74,283	272,102
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,697	67,670
GET PAYMENT INFORMATION	59,588	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,637	259,067	119,674
GET CARD INFORMATION	227,693	52,906	53,771
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 29.05.2021

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	0,036%	0,010%	0,010%
PIS	0,000%	0,002%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	395,000	59,840	283,953
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	65,755	59,046
GET PAYMENT INFORMATION	66,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,230	195,037	108,911
GET CARD INFORMATION	183,620	43,476	45,917
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 30.05.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,997%	100,000%	99,849%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,003%	0,000%	0,151%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,063%	0,014%	0,010%
PIS	No traffic	0,006%	0,379%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	68,135	235,059
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,626	66,140
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	188,247	205,096	120,664
GET CARD INFORMATION	252,413	41,676	45,094
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 31.05.2021

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	0,029%	0,135%	0,038%
PIS	0,000%	0,006%	0,052%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	78,500	77,220	262,761
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,466	71,240
GET PAYMENT INFORMATION	57,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	198,731	266,539	135,601
GET CARD INFORMATION	273,684	63,047	62,649
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 01.06.2021

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%	0,027%	0,016%
PIS	0,000%	0,005%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	787,000	71,844	238,375
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,251	64,555
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,756	246,776	121,273
GET CARD INFORMATION	237,701	50,758	52,626
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 02.06.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,125%	0,029%
PIS	No traffic	0,000%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	69,086	222,478
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,644	65,255
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,801	257,131	116,431
GET CARD INFORMATION	224,372	49,271	50,611
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 03.06.2021

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%	0,179%	0,044%
PIS	0,000%	0,012%	0,037%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	63,700	69,503	230,646
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	82,343	65,571
GET PAYMENT INFORMATION	49,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,835	254,643	117,018
GET CARD INFORMATION	222,805	50,001	53,355
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 04.06.2021

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%	0,064%	0,014%
PIS	0,000%	0,004%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	186,600	70,081	225,983
INITIATE CROSS BORDER CREDIT TRANSFER	63,500	82,550	62,179
GET PAYMENT INFORMATION	50,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	171,092	260,377	116,530
GET CARD INFORMATION	201,389	48,216	50,620
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 05.06.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,013%	0,015%
PIS	No traffic	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	No traffic	61,800	269,189
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,588	60,483
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,438	205,737	112,399
GET CARD INFORMATION	210,153	42,216	45,446
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 06.06.2021

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	0,006%	0,094%	0,067%
PIS	0,000%	0,000%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	231,000	62,471	208,420
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	126,546	86,029
GET PAYMENT INFORMATION	165,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,395	209,892	119,482
GET CARD INFORMATION	194,389	43,743	47,632
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 07.06.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,031%	0,106%	0,026%
PIS	No traffic	0,009%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,836	227,326
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,791	83,821
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,689	275,551	129,089
GET CARD INFORMATION	241,369	58,194	59,889
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 08.06.2021

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%	0,077%	0,022%
PIS	0,000%	0,003%	0,049%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	210,500	71,243	209,060
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,806	70,204
GET PAYMENT INFORMATION	130,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,379	266,263	120,114
GET CARD INFORMATION	217,305	52,565	56,344
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 09.06.2021

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	0,032%	0,038%	0,012%
PIS	No traffic	0,004%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	70,755	239,743
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,820	64,822
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	174,346	258,060	117,858
GET CARD INFORMATION	226,777	50,117	52,590
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 10.06.2021

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%	0,046%	0,010%
PIS	0,000%	0,003%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	847,000	71,546	244,320
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,786	71,345
GET PAYMENT INFORMATION	174,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	176,060	261,224	119,649
GET CARD INFORMATION	226,527	49,111	52,173
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 11.06.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,031%	0,096%	0,020%
PIS	0,000%	0,000%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	182,000	70,448	235,030
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,906	67,964
GET PAYMENT INFORMATION	127,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,831	259,438	118,089
GET CARD INFORMATION	208,096	49,165	51,019
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 12.06.2021

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%	0,015%	0,013%
PIS	0,000%	0,000%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	452,750	61,799	263,426
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,993	62,186
GET PAYMENT INFORMATION	98,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	157,527	200,346	112,200
GET CARD INFORMATION	194,905	42,312	45,021
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 13.06.2021

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	0,296%	0,130%	0,110%
PIS	No traffic	0,000%	0,068%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	64,926	235,160
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,575	60,016
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,989	213,027	119,745
GET CARD INFORMATION	231,594	43,851	46,841
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 14.06.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,826%	99,385%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,174%	0,615%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,054%	0,167%	0,110%
PIS	No traffic	0,012%	0,032%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,853	232,777
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,994	66,395
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,260	253,252	120,075
GET CARD INFORMATION	226,226	54,273	53,654
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 15.06.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,403%	99,700%	98,898%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,597%	0,300%	1,102%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,126%	0,446%	0,240%
PIS	0,000%	0,025%	0,048%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	114,111	73,854	238,252
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,636	70,272
GET PAYMENT INFORMATION	66,071	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,695	270,406	118,031
GET CARD INFORMATION	220,707	60,906	58,937
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 16.06.2021

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	0,058%	0,021%	0,007%
PIS	0,000%	0,003%	0,035%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	214,500	71,423	250,042
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,555	69,302
GET PAYMENT INFORMATION	107,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,813	244,438	112,750
GET CARD INFORMATION	216,486	49,035	50,794
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 17.06.2021

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%	0,023%	0,011%
PIS	No traffic	0,000%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,612	235,757
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,664	67,419
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,330	243,591	110,786
GET CARD INFORMATION	230,136	48,465	49,448
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 18.06.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,986%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,014%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,070%	0,026%
PIS	No traffic	0,004%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	70,807	250,218
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,574	68,535
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	176,667	247,094	114,230
GET CARD INFORMATION	233,170	48,749	49,543
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 19.06.2021

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%	0,009%	0,017%
PIS	No traffic	0,010%	0,053%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	64,188	281,935
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,031	65,286
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	163,939	211,687	112,266
GET CARD INFORMATION	219,986	45,671	49,211
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 20.06.2021

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%	0,008%
PIS	0,000%	0,000%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	274,000	70,280	243,382
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,007	67,854
GET PAYMENT INFORMATION	287,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,050	219,376	116,199
GET CARD INFORMATION	210,048	43,086	46,450
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 21.06.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,008%	0,002%
PIS	No traffic	0,006%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	64,504	228,947
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,228	65,492
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	167,147	230,852	113,049
GET CARD INFORMATION	218,856	44,813	47,151
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 22.06.2021

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%	0,031%	0,009%
PIS	No traffic	0,002%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	73,421	248,642
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,277	72,139
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,822	261,579	118,948
GET CARD INFORMATION	236,828	50,579	53,653
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 23.06.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,031%	0,016%
PIS	0,000%	0,005%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	852,000	70,858	251,363
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,252	69,103
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,131	246,750	113,141
GET CARD INFORMATION	218,251	48,711	50,977
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 24.06.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,034%	0,010%
PIS	0,000%	0,007%	0,035%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	160,000	70,944	270,843
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,116	69,125
GET PAYMENT INFORMATION	130,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,134	242,968	114,289
GET CARD INFORMATION	214,581	49,022	50,833
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 25.06.2021

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%	0,040%	0,018%
PIS	0,000%	0,010%	0,064%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	423,000	72,202	290,856
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,002	69,148
GET PAYMENT INFORMATION	104,444	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,629	248,457	117,920
GET CARD INFORMATION	233,503	54,330	55,620
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 26.06.2021

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%	0,010%	0,019%
PIS	No traffic	0,006%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,354	283,302
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,593	61,813
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	164,436	201,561	109,086
GET CARD INFORMATION	217,888	43,230	45,925
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 27.06.2021

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%	0,011%
PIS	0,000%	0,000%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	562,000	67,131	244,914
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,407	75,490
GET PAYMENT INFORMATION	101,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,429	203,567	117,242
GET CARD INFORMATION	217,913	41,230	43,886
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2021

DATE: 28.06.2021

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%	0,025%	0,009%
PIS	0,000%	0,015%	0,077%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	550,167	73,073	298,918
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,818	71,205
GET PAYMENT INFORMATION	87,143	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,234	243,381	120,862
GET CARD INFORMATION	255,935	54,208	57,938
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 29.06.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,029%	0,014%
PIS	0,000%	0,007%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	544,846	75,249	267,998
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,765	78,298
GET PAYMENT INFORMATION	95,154	Not applicable	Not applicable
GET ACCOUNT INFORMATION	195,754	261,056	121,664
GET CARD INFORMATION	259,469	55,542	55,804
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2021

DATE: 30.06.2021

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%	0,032%	0,014%
PIS	0,000%	0,006%	0,038%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	455,333	78,736	278,668
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,840	73,401
GET PAYMENT INFORMATION	124,200	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,585	262,248	127,487
GET CARD INFORMATION	276,374	56,529	60,015
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: