QUARTER: Q2 2022   **DATE: 01.04.2022**

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,971%	99,996%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,029%	0,004%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,144%	0,041%
PIS	0,000%	0,015%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	82,611	70,153	216,813
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,580	64,129
GET PAYMENT INFORMATION	44,179	Not applicable	Not applicable
GET ACCOUNT INFORMATION	250,855	271,628	112,716
GET CARD INFORMATION	331,766	54,139	55,789
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 02.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,025%	0,004%	0,001%
PIS	No traffic	0,000%	0,002%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	56,099	196,531
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,053	54,452
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	194,145	189,196	100,601
GET CARD INFORMATION	229,736	39,217	41,482
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 03.04.2022**

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	58,718	183,593
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	60,635	55,784
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	253,303	197,385	108,417
GET CARD INFORMATION	279,954	37,591	40,166
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022		DATE: 04.04.2022	
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,001%	0,011%	0,002%
PIS	0,000%	0,001%	0,015%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	108,200	71,967	204,891
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,189	63,655
GET PAYMENT INFORMATION	55,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	266,939	261,403	107,944
GET CARD INFORMATION	293,172	45,617	49,195
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022   **DATE: 05.04.2022**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,002%	0,020%	0,001%
PIS	0,000%	0,001%	0,006%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	93,231	71,226	207,493
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,969	64,851
GET PAYMENT INFORMATION	43,962	Not applicable	Not applicable
GET ACCOUNT INFORMATION	268,582	252,290	102,134
GET CARD INFORMATION	341,772	43,303	46,548
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 06.04.2022**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,007%	0,018%	0,004%
PIS	0,000%	0,001%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	75,700	70,360	204,383
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,610	63,586
GET PAYMENT INFORMATION	44,438	Not applicable	Not applicable
GET ACCOUNT INFORMATION	258,406	259,174	98,203
GET CARD INFORMATION	290,764	42,226	44,702
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 07.04.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,016%	0,003%
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	74,357	69,929	208,696
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,592	63,044
GET PAYMENT INFORMATION	47,267	Not applicable	Not applicable
GET ACCOUNT INFORMATION	270,754	261,647	100,687
GET CARD INFORMATION	303,884	42,675	45,291
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022　　　　　　　　　　　　　　　　　　　　　　　　　　　　**DATE: 08.04.2022**

	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,989%	99,987%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,011%	0,013%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,046%	0,035%	0,019%
PIS	0,000%	0,001%	0,021%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	100,333	72,648	189,947
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	84,563	79,598
GET PAYMENT INFORMATION	47,250	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	279,284	260,742	102,158
GET CARD INFORMATION	329,887	43,921	47,646
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q2 2022			DATE: 09.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,006%	0,002%	0,001%
PIS	No traffic	0,012%	0,002%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	55,398	187,487
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,087	53,298
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	196,571	192,283	97,106
GET CARD INFORMATION	228,533	37,212	39,705
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022   DATE: 10.04.2022

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	152,000	62,267	184,895
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,275	58,419
GET PAYMENT INFORMATION	73,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,438	201,222	105,651
GET CARD INFORMATION	281,421	36,346	38,740
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 11.04.2022
UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	100,000%

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,006%	0,021%	0,005%
PIS	0,000%	0,004%	0,005%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	100,250	64,708	190,151
INITIATE CROSS BORDER CREDIT TRANSFER	136,500	78,023	60,895
GET PAYMENT INFORMATION	76,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	246,344	247,577	98,393
GET CARD INFORMATION	260,411	42,153	44,500
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 12.04.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,016%	0,002%
PIS	0,000%	0,001%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	81,667	62,596	203,678
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,743	60,382
GET PAYMENT INFORMATION	49,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,453	252,994	96,974
GET CARD INFORMATION	258,554	40,854	42,941
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 13.04.2022

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	0,008%	0,114%	0,028%
PIS	0,000%	0,000%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	104,000	65,699	200,725
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,798	60,431
GET PAYMENT INFORMATION	58,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	240,179	242,377	100,189
GET CARD INFORMATION	273,345	41,893	44,091
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 14.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,006%	0,017%	0,003%
PIS	0,000%	0,002%	0,013%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	134,000	65,761	207,221
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,419	60,319
GET PAYMENT INFORMATION	59,375	Not applicable	Not applicable
GET ACCOUNT INFORMATION	239,884	257,435	95,465
GET CARD INFORMATION	299,443	42,066	44,634
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 15.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,012%	0,009%	0,001%
PIS	0,000%	0,000%	0,006%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	107,750	65,857	199,109
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	78,039	61,934
GET PAYMENT INFORMATION	51,875	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	245,550	201,460	101,468
GET CARD INFORMATION	272,506	40,112	42,936
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 16.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	54,419	187,731
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,570	54,261
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,751	184,575	96,950
GET CARD INFORMATION	225,663	36,363	38,875
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 17.04.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,027%	0,002%	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	273,500	64,749	192,457
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,871	62,093
GET PAYMENT INFORMATION	79,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	248,738	198,661	107,433
GET CARD INFORMATION	280,421	37,115	39,519
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 18.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	87,000	67,024	201,439
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	78,615	62,592
GET PAYMENT INFORMATION	58,875	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	244,517	199,089	108,740
GET CARD INFORMATION	277,091	41,223	43,630
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q2 2022   **DATE: 19.04.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,050%	0,017%
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	90,500	72,882	228,431
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,133	66,340
GET PAYMENT INFORMATION	51,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	277,350	299,193	104,160
GET CARD INFORMATION	326,148	48,148	51,248
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022

DATE: 20.04.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,050%	0,018%
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	111,750	78,427	241,170
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,447	71,951
GET PAYMENT INFORMATION	56,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	283,101	306,039	103,956
GET CARD INFORMATION	318,030	49,822	52,505
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 21.04.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,030%	0,098%	0,063%
PIS	0,000%	0,002%	0,025%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	131,667	66,022	220,838
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,405	60,967
GET PAYMENT INFORMATION	76,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	244,797	256,685	100,456
GET CARD INFORMATION	271,565	49,341	50,958
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022

DATE: 22.04.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,005%	0,004%
PIS	0,000%	0,004%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	121,500	55,486	200,376
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,743	55,388
GET PAYMENT INFORMATION	44,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,381	203,807	91,036
GET CARD INFORMATION	229,757	38,644	40,486
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 23.04.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,000%	0,000%
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	53,085	198,035
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,962	53,350
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	185,572	207,750	92,522
GET CARD INFORMATION	220,979	35,922	38,660
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 24.04.2022**

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,520	237,219
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,474	59,408
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	229,309	218,638	102,428
GET CARD INFORMATION	267,206	36,611	39,160
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 25.04.2022
	UPTIME		
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	100,500	51,523	181,114
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,000	54,354
GET PAYMENT INFORMATION	40,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,742	211,140	93,818
GET CARD INFORMATION	220,137	36,873	38,974
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 26.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,998%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,001%	0,069%	0,005%
PIS	0,000%	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	91,500	63,986	205,014
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,837	60,005
GET PAYMENT INFORMATION	55,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	236,305	266,902	97,788
GET CARD INFORMATION	297,283	43,360	45,261
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 27.04.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,002%	0,021%	0,002%
PIS	0,000%	0,004%	0,007%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	90,750	72,452	216,647
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,817	67,471
GET PAYMENT INFORMATION	48,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	263,881	242,468	98,291
GET CARD INFORMATION	304,508	42,201	44,341
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 28.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,013%	0,001%
PIS	0,000%	0,003%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	108,000	67,351	241,329
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,847	62,843
GET PAYMENT INFORMATION	67,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,274	243,452	98,103
GET CARD INFORMATION	241,741	43,048	45,664
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 29.04.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,011%	0,014%	0,003%
PIS	0,000%	0,001%	0,002%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	120,500	73,991	284,563
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,194	68,081
GET PAYMENT INFORMATION	50,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	278,513	256,156	104,107
GET CARD INFORMATION	299,725	47,069	48,186
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 30.04.2022

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
	APIs	e-Banking	Mobile
AIS	0,014%	0,002%	0,001%
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	56,817	274,032
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	63,413	56,442
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	203,397	193,226	98,763
GET CARD INFORMATION	236,231	39,419	42,183
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**DATE: 01.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,001%	0,000%
PIS	No traffic	0,000%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	70,505	190,209
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	66,532	67,456
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	252,239	204,023	109,478
GET CARD INFORMATION	284,708	37,552	39,926
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 02.05.2022**

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	84,250	52,576	166,128
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	58,849	52,632
GET PAYMENT INFORMATION	44,500	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	188,298	198,186	98,829
GET CARD INFORMATION	211,745	36,877	39,667
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q2 2022			DATE: 03.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,974%	99,971%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,026%	0,029%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,052%	0,118%	0,081%
PIS	0,000%	0,002%	0,014%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	107,400	68,629	211,797
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	82,577	64,791
GET PAYMENT INFORMATION	75,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	264,154	260,603	105,218
GET CARD INFORMATION	314,112	51,759	53,025
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 04.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,051%	0,005%
PIS	0,000%	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	103,000	67,090	195,179
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,895	63,360
GET PAYMENT INFORMATION	53,800	Not applicable	Not applicable
GET ACCOUNT INFORMATION	242,224	284,079	97,996
GET CARD INFORMATION	272,674	44,208	45,880
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 05.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,996%	99,998%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,004%	0,002%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,009%	0,015%	0,004%
PIS	0,000%	0,001%	0,010%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	218,000	64,561	197,170
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,937	60,275
GET PAYMENT INFORMATION	56,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	244,419	241,713	96,805
GET CARD INFORMATION	315,591	43,357	44,603
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 06.05.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,007%	0,410%	0,052%
PIS	0,000%	0,006%	0,012%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	153,333	66,603	195,888
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,779	61,480
GET PAYMENT INFORMATION	50,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	251,190	252,718	99,586
GET CARD INFORMATION	265,885	46,636	51,427
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 07.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	**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%	0,001%
PIS	No traffic	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	No traffic	56,518	195,459
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	56,022	46,299
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	198,645	203,772	105,504
GET CARD INFORMATION	232,776	39,491	42,230
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 08.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,006%	0,001%
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	66,120	196,769
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	65,758	54,459
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,946	208,597	105,999
GET CARD INFORMATION	276,914	37,783	40,694
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022   **DATE: 09.05.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,008%	0,017%	0,002%
PIS	0,000%	0,006%	0,019%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	114,286	66,503	211,033
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,654	52,953
GET PAYMENT INFORMATION	71,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	248,957	243,332	100,314
GET CARD INFORMATION	285,813	46,326	48,372
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022　　　　　　　　　　　　　　　　　　　　　　　　　　　**DATE: 10.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,016%	0,004%
PIS	0,000%	0,001%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	93,500	67,789	231,989
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,740	54,530
GET PAYMENT INFORMATION	51,375	Not applicable	Not applicable
GET ACCOUNT INFORMATION	257,934	253,864	100,835
GET CARD INFORMATION	296,240	44,673	46,751
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 11.05.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,011%	0,016%	0,002%
PIS	0,000%	0,002%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	116,600	62,443	208,996
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,151	49,156
GET PAYMENT INFORMATION	77,625	Not applicable	Not applicable
GET ACCOUNT INFORMATION	207,726	234,296	99,258
GET CARD INFORMATION	221,985	42,437	44,871
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

◢◣ EUROBANK

QUARTER: Q2 2022			DATE: 12.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,008%	0,027%	0,007%
PIS	0,000%	0,004%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	84,000	66,441	221,792
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,394	51,719
GET PAYMENT INFORMATION	59,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	229,798	245,862	99,266
GET CARD INFORMATION	256,718	42,196	44,189
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 13.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,004%	0,016%	0,002%
PIS	0,000%	0,002%	0,012%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	131,000	66,105	226,160
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	69,914	52,976
GET PAYMENT INFORMATION	45,100	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	223,162	253,170	98,369
GET CARD INFORMATION	276,622	42,640	45,375
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q2 2022			DATE: 14.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	57,539	207,951
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	56,466	46,888
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,710	195,737	96,983
GET CARD INFORMATION	226,927	38,319	41,636
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 15.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	62,128	196,805
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,118	49,822
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	192,350	201,786	105,706
GET CARD INFORMATION	225,782	37,748	40,571
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 16.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,018%	0,007%
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	120,800	68,498	212,851
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,337	52,867
GET PAYMENT INFORMATION	50,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,613	247,861	100,363
GET CARD INFORMATION	272,209	44,135	45,550
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

EUROBANK

QUARTER: Q2 2022			DATE: 17.05.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,034%	0,005%
PIS	0,000%	0,000%	0,016%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	92,167	64,735	209,559
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,481	50,823
GET PAYMENT INFORMATION	46,625	Not applicable	Not applicable
GET ACCOUNT INFORMATION	221,355	257,445	97,442
GET CARD INFORMATION	246,981	42,787	45,958
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Date and time of copy: 07/01/2022 12:44:42

QUARTER: Q2 2022			DATE: 18.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,016%	0,002%
PIS	0,000%	0,002%	0,004%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	95,455	63,642	208,702
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,445	50,250
GET PAYMENT INFORMATION	52,182	Not applicable	Not applicable
GET ACCOUNT INFORMATION	215,387	201,039	98,236
GET CARD INFORMATION	256,497	42,781	44,897
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 19.05.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,179%	0,002%
PIS	0,000%	0,004%	0,007%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	90,000	63,211	215,891
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	69,097	49,343
GET PAYMENT INFORMATION	45,500	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	213,453	194,528	97,711
GET CARD INFORMATION	248,809	43,689	45,586
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q2 2022   **DATE: 20.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,020%	0,005%
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	83,250	66,004	217,558
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,224	56,375
GET PAYMENT INFORMATION	45,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,239	206,541	99,566
GET CARD INFORMATION	232,807	43,331	45,293
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 21.05.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,002%	0,001%
PIS	No traffic	0,004%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,740	264,000
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,481	46,867
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	185,432	176,536	97,988
GET CARD INFORMATION	219,104	37,980	41,055
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 22.05.2022
	UPTIME		
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,001%	0,034%	0,001%
PIS	No traffic	0,000%	0,003%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	60,598	251,625
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,157	50,577
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	201,954	178,957	103,100
GET CARD INFORMATION	236,740	37,755	40,077
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 23.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,027%	0,032%	0,011%
PIS	0,000%	0,010%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	114,125	79,929	278,534
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,535	62,033
GET PAYMENT INFORMATION	94,429	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,756	203,133	100,887
GET CARD INFORMATION	281,411	42,989	46,181
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 24.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,015%	0,002%
PIS	0,000%	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	128,375	62,529	277,124
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	66,562	50,863
GET PAYMENT INFORMATION	112,154	Not applicable	Not applicable
GET ACCOUNT INFORMATION	203,167	202,426	98,647
GET CARD INFORMATION	305,345	42,559	45,601
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 25.05.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,013%	0,001%
PIS	0,000%	0,002%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	147,545	62,217	287,286
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,168	49,224
GET PAYMENT INFORMATION	79,160	Not applicable	Not applicable
GET ACCOUNT INFORMATION	201,617	196,997	98,801
GET CARD INFORMATION	259,632	42,107	44,518
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 26.05.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,010%	0,012%	0,002%
PIS	0,000%	0,006%	0,006%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	106,750	63,607	303,159
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,895	52,443
GET PAYMENT INFORMATION	45,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,552	204,614	101,570
GET CARD INFORMATION	525,733	43,963	47,073
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 27.05.2022
REPORTING METRIC	**UPTIME**		
	APIs	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

REPORTING METRIC	**ERROR RESPONSE RATE**		
	APIs	**e-Banking**	**Mobile**
AIS	0,003%	0,026%	0,002%
PIS	0,000%	0,007%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	**DAILY AVERAGE RESPONSE TIME (ms)**		
	APIs	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	130,692	64,349	285,913
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,096	51,614
GET PAYMENT INFORMATION	107,556	Not applicable	Not applicable
GET ACCOUNT INFORMATION	271,549	200,974	102,740
GET CARD INFORMATION	363,496	43,342	46,443
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 28.05.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,025%	0,007%	0,006%
PIS	No traffic	0,002%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	53,599	275,235
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	54,058	46,577
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	208,196	163,007	98,682
GET CARD INFORMATION	215,794	38,988	41,452
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 29.05.2022**

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	58,346	261,275
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	52,516	49,719
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	216,582	173,879	109,205
GET CARD INFORMATION	233,397	38,267	41,307
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

| QUARTER: Q2 2022 | | | DATE: 30.05.2022 |

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,012%	0,002%
PIS	0,000%	0,008%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	98,778	69,296	304,473
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,329	54,056
GET PAYMENT INFORMATION	48,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	274,695	205,573	102,989
GET CARD INFORMATION	422,470	50,023	52,562
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 31.05.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,018%	0,014%	0,004%
PIS	0,000%	0,005%	0,016%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	109,000	72,243	304,196
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,124	54,154
GET PAYMENT INFORMATION	141,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	282,186	222,902	110,074
GET CARD INFORMATION	433,892	51,223	52,627
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 01.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,996%	99,999%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,024%	0,053%	0,036%
PIS	0,000%	0,007%	0,012%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	136,583	64,359	252,863
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	70,320	49,761
GET PAYMENT INFORMATION	49,944	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	267,423	212,069	106,884
GET CARD INFORMATION	427,540	45,386	49,212
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q2 2022   **DATE: 02.06.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,005%	0,402%	0,048%
PIS	0,000%	0,005%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,630	243,891
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,094	48,638
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	366,862	236,997	106,161
GET CARD INFORMATION	465,211	50,704	50,993
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 03.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,014%	0,002%
PIS	0,000%	0,003%	0,001%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	168,000	63,302	237,961
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,745	51,870
GET PAYMENT INFORMATION	67,385	Not applicable	Not applicable
GET ACCOUNT INFORMATION	281,896	212,069	101,433
GET CARD INFORMATION	377,440	42,729	44,832
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 04.06.2022**

	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	99,746%	99,853%	99,709%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,254%	0,147%	0,291%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,272%	0,014%	0,019%
PIS	No traffic	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	53,490	193,973
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	54,979	46,981
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	265,549	181,162	100,650
GET CARD INFORMATION	213,242	38,707	42,524
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 05.06.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,002%	0,001%
PIS	No traffic	0,004%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	56,613	181,866
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,677	48,811
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	291,265	181,573	110,132
GET CARD INFORMATION	225,215	37,391	40,559
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 06.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,010%	0,001%
PIS	0,000%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	110,200	62,358	197,068
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,989	49,962
GET PAYMENT INFORMATION	63,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	275,663	207,324	104,897
GET CARD INFORMATION	318,393	44,453	46,762
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 07.06.2022**

	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,993%	99,989%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,007%	0,011%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,007%	0,023%	0,012%
PIS	0,000%	0,009%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	122,800	61,381	201,867
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	66,411	49,016
GET PAYMENT INFORMATION	53,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	274,810	211,012	101,930
GET CARD INFORMATION	388,341	44,426	47,058
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 08.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,991%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,015%	0,021%	0,005%
PIS	0,000%	0,002%	0,011%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	99,750	61,649	205,277
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,823	49,702
GET PAYMENT INFORMATION	53,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	273,711	212,086	102,088
GET CARD INFORMATION	331,836	43,756	46,097
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022   **DATE: 09.06.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,018%	0,001%
PIS	0,000%	0,004%	0,006%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	136,100	59,787	209,306
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	65,515	46,845
GET PAYMENT INFORMATION	141,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	263,265	215,887	99,477
GET CARD INFORMATION	281,138	41,604	44,455
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022
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DATE: 10.06.2022
</div>

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,983%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,017%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,018%	0,008%
PIS	0,000%	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	131,500	62,923	214,752
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,740	48,936
GET PAYMENT INFORMATION	59,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	289,328	208,472	98,013
GET CARD INFORMATION	350,742	41,430	44,481
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 11.06.2022
	UPTIME		
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,047%	0,002%	0,001%
PIS	0,000%	0,008%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	111,000	55,191	208,437
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	55,949	45,823
GET PAYMENT INFORMATION	80,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	273,333	171,690	96,217
GET CARD INFORMATION	337,989	37,933	41,327
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022			DATE: 12.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,028%	0,001%	0,001%
PIS	No traffic	0,021%	0,003%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	59,666	190,933
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,145	48,192
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	291,424	179,411	102,613
GET CARD INFORMATION	221,515	37,124	39,730
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022   **DATE: 13.06.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,003%	0,001%
PIS	0,000%	0,010%	0,007%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	103,250	55,418	183,935
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,234	45,522
GET PAYMENT INFORMATION	45,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	268,266	181,053	96,070
GET CARD INFORMATION	323,756	37,718	40,526
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 14.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,017%	0,001%
PIS	0,000%	0,006%	0,015%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	121,500	64,676	207,306
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,032	50,634
GET PAYMENT INFORMATION	65,857	Not applicable	Not applicable
GET ACCOUNT INFORMATION	313,950	212,800	100,271
GET CARD INFORMATION	375,928	44,304	46,324
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022				DATE: 15.06.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,024%	0,005%
PIS	0,000%	0,002%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	98,250	64,509	213,377
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,375	49,818
GET PAYMENT INFORMATION	61,583	Not applicable	Not applicable
GET ACCOUNT INFORMATION	294,711	212,900	100,600
GET CARD INFORMATION	363,916	44,477	45,977
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

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EUROBANK

QUARTER: Q2 2022			DATE: 16.06.2022

REPORTING METRIC	UPTIME		
	APIs	**e-Banking**	**Mobile**
All APIs	100,000%	99,996%	99,992%

REPORTING METRIC	DOWNTIME		
	APIs	**e-Banking**	**Mobile**
All APIs	0,000%	0,004%	0,008%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	**e-Banking**	**Mobile**
AIS	0,019%	0,032%	0,009%
PIS	0,000%	0,004%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	101,500	61,947	206,196
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,581	50,092
GET PAYMENT INFORMATION	56,583	Not applicable	Not applicable
GET ACCOUNT INFORMATION	298,368	204,475	99,863
GET CARD INFORMATION	424,660	42,487	45,530
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

QUARTER: Q2 2022			DATE: 17.06.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,013%	0,021%	0,003%
PIS	0,000%	0,009%	0,005%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	119,200	63,392	206,657
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	67,847	50,727
GET PAYMENT INFORMATION	62,000	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	299,258	204,026	98,827
GET CARD INFORMATION	369,461	41,113	43,726
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 18.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,062%	0,001%	0,002%
PIS	No traffic	0,004%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	55,264	201,139
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,404	44,872
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	276,796	173,333	98,142
GET CARD INFORMATION	224,473	30,545	31,107
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022 DATE: 19.06.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,001%
PIS	0,000%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	250,000	57,363	191,709
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	55,205	46,551
GET PAYMENT INFORMATION	353,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	294,481	179,169	104,942
GET CARD INFORMATION	365,439	29,963	30,600
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022 **DATE: 20.06.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,012%	0,002%
PIS	7,143%	0,003%	0,000%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	112,143	63,150	207,451
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,288	50,604
GET PAYMENT INFORMATION	50,833	Not applicable	Not applicable
GET ACCOUNT INFORMATION	300,931	201,202	100,354
GET CARD INFORMATION	405,426	34,538	34,556
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022 **DATE: 21.06.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,017%	0,002%
PIS	0,000%	0,007%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	225,833	62,001	218,729
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,709	49,680
GET PAYMENT INFORMATION	57,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	294,681	201,940	99,716
GET CARD INFORMATION	350,211	34,244	34,274
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 22.06.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,004%	0,021%	0,002%
PIS	0,000%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	146,250	62,450	220,594
INITIATE CROSS BORDER CREDIT TRANSFER	106,000	67,810	51,837
GET PAYMENT INFORMATION	79,773	Not applicable	Not applicable
GET ACCOUNT INFORMATION	294,303	203,738	98,992
GET CARD INFORMATION	378,354	34,531	35,837
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

  EUROBANK

QUARTER: Q2 2022			DATE: 23.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,995%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,016%	0,004%
PIS	0,000%	0,007%	0,007%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	98,000	63,182	222,297
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	68,524	51,838
GET PAYMENT INFORMATION	67,750	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	294,909	205,974	98,634
GET CARD INFORMATION	362,726	39,887	41,579
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 24.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,985%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,035%	0,045%	0,026%
PIS	0,000%	0,009%	0,052%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	213,692	69,736	256,153
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,074	56,513
GET PAYMENT INFORMATION	135,071	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,742	210,069	105,763
GET CARD INFORMATION	414,668	50,154	53,326
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 25.06.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,037%	0,004%	0,001%
PIS	No traffic	0,000%	0,002%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	57,574	213,615
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,229	49,354
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	284,715	172,590	97,539
GET CARD INFORMATION	223,403	37,416	40,280
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

EUROBANK

QUARTER: Q2 2022				DATE: 26.06.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,003%	0,001%
PIS	No traffic	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	No traffic	60,634	205,542
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,363	49,515
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	319,381	177,699	106,767
GET CARD INFORMATION	238,459	38,241	40,795
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

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EUROBANK

QUARTER: Q2 2022 **DATE: 27.06.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,014%	0,002%
PIS	5,455%	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	137,562	71,584	227,272
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,803	57,931
GET PAYMENT INFORMATION	70,167	Not applicable	Not applicable
GET ACCOUNT INFORMATION	328,810	201,542	103,250
GET CARD INFORMATION	382,708	43,188	46,574
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q2 2022			DATE: 28.06.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,004%	0,012%	0,002%
PIS	0,000%	0,010%	0,007%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	120,667	70,641	260,307
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,574	57,169
GET PAYMENT INFORMATION	75,962	Not applicable	Not applicable
GET ACCOUNT INFORMATION	334,017	205,894	101,303
GET CARD INFORMATION	361,217	42,107	45,421
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022 **DATE: 29.06.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,014%	0,002%
PIS	0,000%	0,003%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	122,333	74,800	237,942
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,137	58,005
GET PAYMENT INFORMATION	79,118	Not applicable	Not applicable
GET ACCOUNT INFORMATION	347,068	207,412	104,314
GET CARD INFORMATION	395,971	43,031	45,994
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2022 **DATE: 30.06.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,012%	0,003%
PIS	0,000%	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	203,400	80,725	233,611
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,170	61,444
GET PAYMENT INFORMATION	67,409	Not applicable	Not applicable
GET ACCOUNT INFORMATION	367,175	221,613	111,043
GET CARD INFORMATION	435,445	45,749	47,776
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: