

QUARTER: Q2 2025

DATE: 01.04.2025

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	0,403%	0,001%	0,002%
PIS	0,000%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	405,818	129,082	113,236
INITIATE CROSS BORDER CREDIT TRANSFER	606,335	159,035	104,131
GET PAYMENT INFORMATION	177,832	Not applicable	Not applicable
GET ACCOUNT INFORMATION	363,175	530,662	503,030
GET CARD INFORMATION	518,462	213,749	212,962
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 02.04.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,633%	99,615%	99,563%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,367%	0,385%	0,437%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,794%	0,476%	0,428%
PIS	0,281%	0,011%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	384,828	119,589	104,380
INITIATE CROSS BORDER CREDIT TRANSFER	609,376	151,784	94,266
GET PAYMENT INFORMATION	155,926	Not applicable	Not applicable
GET ACCOUNT INFORMATION	359,463	518,678	484,625
GET CARD INFORMATION	502,375	203,166	203,404
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 03.04.2025

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	0,440%	0,002%	0,002%
PIS	0,000%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	356,667	115,850	101,185
INITIATE CROSS BORDER CREDIT TRANSFER	568,455	144,244	91,732
GET PAYMENT INFORMATION	152,449	Not applicable	Not applicable
GET ACCOUNT INFORMATION	349,370	496,810	463,890
GET CARD INFORMATION	516,493	190,167	192,024
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 04.04.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,496%	0,001%	0,002%
PIS	0,000%	0,001%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	363,500	122,470	104,817
INITIATE CROSS BORDER CREDIT TRANSFER	598,514	153,925	96,061
GET PAYMENT INFORMATION	134,506	Not applicable	Not applicable
GET ACCOUNT INFORMATION	354,776	514,666	474,554
GET CARD INFORMATION	542,167	195,970	196,026
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 05.04.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,487%	0,001%	0,000%
PIS	0,000%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	345,455	98,371	85,440
INITIATE CROSS BORDER CREDIT TRANSFER	594,442	110,306	78,976
GET PAYMENT INFORMATION	159,723	Not applicable	Not applicable
GET ACCOUNT INFORMATION	343,157	476,210	472,621
GET CARD INFORMATION	516,948	175,232	176,645
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 06.04.2025

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	0,462%	0,002%	0,000%
PIS	0,005%	0,012%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	357,167	85,362	76,950
INITIATE CROSS BORDER CREDIT TRANSFER	582,020	87,080	71,472
GET PAYMENT INFORMATION	194,073	Not applicable	Not applicable
GET ACCOUNT INFORMATION	317,739	476,440	476,631
GET CARD INFORMATION	377,210	171,602	171,921
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 07.04.2025

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	0,355%	0,001%	0,002%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	378,125	118,354	102,338
INITIATE CROSS BORDER CREDIT TRANSFER	616,211	148,413	94,105
GET PAYMENT INFORMATION	182,917	Not applicable	Not applicable
GET ACCOUNT INFORMATION	334,466	503,400	484,310
GET CARD INFORMATION	484,317	197,290	199,102
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 08.04.2025

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	0,399%	0,002%	0,001%
PIS	0,004%	0,002%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	370,520	113,113	96,248
INITIATE CROSS BORDER CREDIT TRANSFER	600,838	142,515	92,319
GET PAYMENT INFORMATION	139,063	Not applicable	Not applicable
GET ACCOUNT INFORMATION	343,775	506,957	478,787
GET CARD INFORMATION	495,185	191,895	193,270
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 09.04.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,672%	0,001%	0,001%
PIS	0,004%	0,001%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	364,509	110,174	93,644
INITIATE CROSS BORDER CREDIT TRANSFER	591,642	140,262	90,595
GET PAYMENT INFORMATION	134,452	Not applicable	Not applicable
GET ACCOUNT INFORMATION	339,471	501,580	472,025
GET CARD INFORMATION	536,524	189,948	190,778
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 10.04.2025

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	0,536%	0,001%	0,001%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	384,171	113,088	96,494
INITIATE CROSS BORDER CREDIT TRANSFER	597,944	144,305	90,522
GET PAYMENT INFORMATION	140,977	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,981	490,142	457,088
GET CARD INFORMATION	449,340	186,493	187,872
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 11.04.2025

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	0,444%	0,002%	0,002%
PIS	0,000%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	386,457	120,718	102,345
INITIATE CROSS BORDER CREDIT TRANSFER	615,021	152,827	94,758
GET PAYMENT INFORMATION	131,182	Not applicable	Not applicable
GET ACCOUNT INFORMATION	331,342	510,902	470,686
GET CARD INFORMATION	464,768	192,257	192,603
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 12.04.2025

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	0,471%	0,000%	0,001%
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	324,714	89,779	79,670
INITIATE CROSS BORDER CREDIT TRANSFER	553,589	100,215	74,514
GET PAYMENT INFORMATION	148,533	Not applicable	Not applicable
GET ACCOUNT INFORMATION	346,493	461,067	460,440
GET CARD INFORMATION	511,671	165,060	166,716
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 13.04.2025

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	0,492%	0,000%	0,000%
PIS	0,000%	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	539,000	86,406	74,621
INITIATE CROSS BORDER CREDIT TRANSFER	543,966	91,742	68,515
GET PAYMENT INFORMATION	185,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	310,598	471,663	478,920
GET CARD INFORMATION	368,521	160,631	162,326
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 14.04.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,419%	0,001%	0,001%
PIS	0,002%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	349,250	126,283	108,773
INITIATE CROSS BORDER CREDIT TRANSFER	588,983	154,071	100,817
GET PAYMENT INFORMATION	169,875	Not applicable	Not applicable
GET ACCOUNT INFORMATION	328,813	513,844	484,150
GET CARD INFORMATION	477,466	198,847	198,958
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 15.04.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,374%	0,002%	0,003%
PIS	0,003%	0,005%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	348,167	136,221	112,932
INITIATE CROSS BORDER CREDIT TRANSFER	591,366	164,426	101,682
GET PAYMENT INFORMATION	144,222	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,035	523,145	468,720
GET CARD INFORMATION	477,012	204,105	203,875
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 16.04.2025

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	0,551%	0,002%	0,001%
PIS	0,000%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	361,966	130,008	109,060
INITIATE CROSS BORDER CREDIT TRANSFER	598,720	159,367	97,771
GET PAYMENT INFORMATION	147,942	Not applicable	Not applicable
GET ACCOUNT INFORMATION	325,231	519,326	460,001
GET CARD INFORMATION	470,070	196,666	195,921
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 17.04.2025

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	0,484%	0,001%	0,001%
PIS	0,004%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	348,472	111,653	94,155
INITIATE CROSS BORDER CREDIT TRANSFER	577,538	142,836	89,637
GET PAYMENT INFORMATION	153,161	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,161	494,167	462,036
GET CARD INFORMATION	458,664	179,778	179,121
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 18.04.2025

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	0,739%	0,000%	0,000%
PIS	0,000%	0,019%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	323,062	92,189	78,174
INITIATE CROSS BORDER CREDIT TRANSFER	552,140	106,306	72,819
GET PAYMENT INFORMATION	181,105	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,690	471,939	460,807
GET CARD INFORMATION	479,702	162,144	163,863
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 19.04.2025

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	0,826%	0,000%	0,000%
PIS	0,000%	0,022%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	385,222	89,017	76,135
INITIATE CROSS BORDER CREDIT TRANSFER	586,264	118,136	70,938
GET PAYMENT INFORMATION	221,503	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,916	547,423	529,981
GET CARD INFORMATION	471,152	174,153	175,590
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 20.04.2025

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	0,812%	0,001%	0,000%
PIS	0,000%	0,016%	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	89,441	76,300
INITIATE CROSS BORDER CREDIT TRANSFER	618,732	84,299	68,405
GET PAYMENT INFORMATION	241,703	Not applicable	Not applicable
GET ACCOUNT INFORMATION	335,652	577,079	539,151
GET CARD INFORMATION	377,264	171,766	172,783
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 21.04.2025

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	0,844%	0,000%	0,000%
PIS	0,000%	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	447,500	92,741	80,896
INITIATE CROSS BORDER CREDIT TRANSFER	581,050	90,516	73,865
GET PAYMENT INFORMATION	257,707	Not applicable	Not applicable
GET ACCOUNT INFORMATION	338,853	509,878	541,715
GET CARD INFORMATION	522,664	176,216	177,384
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 22.04.2025

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	0,640%	0,001%	0,001%
PIS	0,000%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	366,692	114,902	98,671
INITIATE CROSS BORDER CREDIT TRANSFER	602,595	146,877	94,990
GET PAYMENT INFORMATION	211,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	346,971	513,626	485,633
GET CARD INFORMATION	511,277	187,755	186,589
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 23.04.2025

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	0,919%	0,000%	0,000%
PIS	0,000%	0,005%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	353,083	113,546	95,113
INITIATE CROSS BORDER CREDIT TRANSFER	581,172	143,683	86,184
GET PAYMENT INFORMATION	158,165	Not applicable	Not applicable
GET ACCOUNT INFORMATION	336,350	481,991	474,578
GET CARD INFORMATION	501,134	180,413	182,477
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 24.04.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,641%	0,002%	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	423,911	130,940	108,717
INITIATE CROSS BORDER CREDIT TRANSFER	618,977	156,792	97,045
GET PAYMENT INFORMATION	193,549	Not applicable	Not applicable
GET ACCOUNT INFORMATION	392,142	568,164	518,925
GET CARD INFORMATION	511,376	219,304	215,489
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 25.04.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,686%	0,001%	0,003%
PIS	0,005%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	364,889	124,594	105,001
INITIATE CROSS BORDER CREDIT TRANSFER	574,081	155,648	109,116
GET PAYMENT INFORMATION	139,809	Not applicable	Not applicable
GET ACCOUNT INFORMATION	336,251	496,335	461,436
GET CARD INFORMATION	471,532	186,297	188,282
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 26.04.2025

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	1,365%	0,002%	0,001%
PIS	0,000%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	350,400	98,623	86,942
INITIATE CROSS BORDER CREDIT TRANSFER	595,850	108,404	80,145
GET PAYMENT INFORMATION	192,258	Not applicable	Not applicable
GET ACCOUNT INFORMATION	355,481	488,254	485,212
GET CARD INFORMATION	535,760	180,760	182,603
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 27.04.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	1,488%	0,001%	0,001%
PIS	0,135%	0,012%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	377,667	91,935	84,577
INITIATE CROSS BORDER CREDIT TRANSFER	605,079	94,890	80,820
GET PAYMENT INFORMATION	212,395	Not applicable	Not applicable
GET ACCOUNT INFORMATION	344,335	482,227	494,663
GET CARD INFORMATION	400,389	179,472	180,527
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 28.04.2025

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	1,131%	0,001%	0,001%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	413,200	127,530	110,077
INITIATE CROSS BORDER CREDIT TRANSFER	609,100	158,287	104,168
GET PAYMENT INFORMATION	187,839	Not applicable	Not applicable
GET ACCOUNT INFORMATION	396,873	506,244	501,820
GET CARD INFORMATION	607,287	204,608	205,409
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 29.04.2025

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	0,781%	0,003%	0,004%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	380,298	135,055	115,620
INITIATE CROSS BORDER CREDIT TRANSFER	604,206	164,354	112,435
GET PAYMENT INFORMATION	140,615	Not applicable	Not applicable
GET ACCOUNT INFORMATION	376,573	530,899	524,363
GET CARD INFORMATION	581,909	213,497	215,428
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 30.04.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,994%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,006%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,732%	0,002%	0,005%
PIS	0,005%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	405,581	161,061	133,957
INITIATE CROSS BORDER CREDIT TRANSFER	655,902	191,701	131,436
GET PAYMENT INFORMATION	146,894	Not applicable	Not applicable
GET ACCOUNT INFORMATION	370,674	562,804	529,583
GET CARD INFORMATION	683,170	235,434	232,448
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 01.05.2025

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	0,901%	0,001%	0,001%
PIS	0,006%	0,005%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	334,222	97,331	89,652
INITIATE CROSS BORDER CREDIT TRANSFER	550,955	98,700	90,342
GET PAYMENT INFORMATION	174,582	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,176	464,299	458,928
GET CARD INFORMATION	512,854	166,464	167,388
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 02.05.2025

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	0,707%	0,001%	0,000%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	358,207	135,917	117,973
INITIATE CROSS BORDER CREDIT TRANSFER	595,047	161,278	109,797
GET PAYMENT INFORMATION	189,673	Not applicable	Not applicable
GET ACCOUNT INFORMATION	522,049	511,267	504,409
GET CARD INFORMATION	1.192,390	200,821	198,772
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 03.05.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,144%	0,002%	0,000%
PIS	0,000%	0,026%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	344,545	93,593	84,381
INITIATE CROSS BORDER CREDIT TRANSFER	619,153	105,612	77,744
GET PAYMENT INFORMATION	170,304	Not applicable	Not applicable
GET ACCOUNT INFORMATION	640,476	443,571	432,214
GET CARD INFORMATION	1.914,151	162,310	162,523
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 04.05.2025

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	0,086%	0,000%	0,000%
PIS	0,000%	0,015%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	371,400	87,180	81,258
INITIATE CROSS BORDER CREDIT TRANSFER	616,898	87,045	73,453
GET PAYMENT INFORMATION	199,943	Not applicable	Not applicable
GET ACCOUNT INFORMATION	457,397	457,350	443,780
GET CARD INFORMATION	785,772	157,306	157,749
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 05.05.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	406,192	127,078	114,297
INITIATE CROSS BORDER CREDIT TRANSFER	664,169	153,951	107,489
GET PAYMENT INFORMATION	183,036	Not applicable	Not applicable
GET ACCOUNT INFORMATION	342,620	503,901	486,859
GET CARD INFORMATION	527,770	197,731	197,499
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 06.05.2025

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	0,008%	0,001%	0,001%
PIS	0,006%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	394,167	121,539	107,155
INITIATE CROSS BORDER CREDIT TRANSFER	631,272	155,067	97,995
GET PAYMENT INFORMATION	154,160	Not applicable	Not applicable
GET ACCOUNT INFORMATION	359,586	522,939	495,726
GET CARD INFORMATION	554,131	201,887	199,971
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 07.05.2025

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	0,016%	0,000%	0,000%
PIS	0,000%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	397,619	115,600	100,796
INITIATE CROSS BORDER CREDIT TRANSFER	625,850	146,826	92,498
GET PAYMENT INFORMATION	148,396	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,077	536,344	498,658
GET CARD INFORMATION	747,143	196,899	197,355
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 08.05.2025

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%	0,001%	0,000%
PIS	0,025%	0,012%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	409,140	115,449	99,778
INITIATE CROSS BORDER CREDIT TRANSFER	628,176	145,664	94,195
GET PAYMENT INFORMATION	145,999	Not applicable	Not applicable
GET ACCOUNT INFORMATION	347,644	522,704	484,447
GET CARD INFORMATION	602,590	195,580	195,798
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 09.05.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,164%	0,001%	0,003%
PIS	0,000%	0,010%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	398,294	119,483	105,810
INITIATE CROSS BORDER CREDIT TRANSFER	640,818	151,994	93,975
GET PAYMENT INFORMATION	140,140	Not applicable	Not applicable
GET ACCOUNT INFORMATION	472,474	528,326	493,061
GET CARD INFORMATION	581,436	197,571	197,959
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 10.05.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,219%	0,001%	0,000%
PIS	0,005%	0,004%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	356,941	93,463	84,294
INITIATE CROSS BORDER CREDIT TRANSFER	630,488	110,881	76,289
GET PAYMENT INFORMATION	161,968	Not applicable	Not applicable
GET ACCOUNT INFORMATION	736,894	492,189	496,150
GET CARD INFORMATION	1.679,595	179,354	178,802
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 11.05.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,974%	100,000%	100,000%

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,005%	0,003%
PIS	0,077%	0,014%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	337,200	88,456	80,584
INITIATE CROSS BORDER CREDIT TRANSFER	622,703	101,109	75,416
GET PAYMENT INFORMATION	190,304	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,283	499,532	510,153
GET CARD INFORMATION	405,752	174,035	175,663
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 12.05.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	378,667	117,901	105,241
INITIATE CROSS BORDER CREDIT TRANSFER	599,235	149,235	96,985
GET PAYMENT INFORMATION	167,953	Not applicable	Not applicable
GET ACCOUNT INFORMATION	350,107	513,221	480,987
GET CARD INFORMATION	690,602	196,396	196,712
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 13.05.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	356,342	111,856	99,202
INITIATE CROSS BORDER CREDIT TRANSFER	617,708	145,888	90,101
GET PAYMENT INFORMATION	135,903	Not applicable	Not applicable
GET ACCOUNT INFORMATION	337,943	513,085	477,200
GET CARD INFORMATION	573,539	190,568	191,197
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 14.05.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,070%	0,001%	0,001%
PIS	0,000%	0,013%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	391,885	109,962	96,991
INITIATE CROSS BORDER CREDIT TRANSFER	586,227	136,405	88,954
GET PAYMENT INFORMATION	142,427	Not applicable	Not applicable
GET ACCOUNT INFORMATION	465,209	473,907	452,689
GET CARD INFORMATION	1.075,680	178,668	178,951
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 15.05.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,977%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,023%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,094%	0,001%	0,001%
PIS	0,000%	0,010%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	351,938	113,149	100,223
INITIATE CROSS BORDER CREDIT TRANSFER	590,947	139,146	90,509
GET PAYMENT INFORMATION	148,954	Not applicable	Not applicable
GET ACCOUNT INFORMATION	442,959	477,784	447,929
GET CARD INFORMATION	1.152,239	180,382	180,049
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 16.05.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,970%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,030%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,338%	0,002%	0,000%
PIS	0,000%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	352,172	113,495	98,807
INITIATE CROSS BORDER CREDIT TRANSFER	614,652	141,325	96,577
GET PAYMENT INFORMATION	171,943	Not applicable	Not applicable
GET ACCOUNT INFORMATION	581,351	476,805	442,704
GET CARD INFORMATION	1.620,786	178,426	178,165
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 17.05.2025

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	0,016%	0,000%	0,000%
PIS	0,000%	0,017%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	332,250	91,186	75,970
INITIATE CROSS BORDER CREDIT TRANSFER	564,896	108,520	72,133
GET PAYMENT INFORMATION	179,378	Not applicable	Not applicable
GET ACCOUNT INFORMATION	419,681	474,834	452,435
GET CARD INFORMATION	896,384	160,080	160,747
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 18.05.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	327,667	84,282	72,015
INITIATE CROSS BORDER CREDIT TRANSFER	562,776	94,782	68,384
GET PAYMENT INFORMATION	202,190	Not applicable	Not applicable
GET ACCOUNT INFORMATION	306,163	470,497	471,231
GET CARD INFORMATION	386,704	156,781	157,284
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 19.05.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	334,733	106,722	91,408
INITIATE CROSS BORDER CREDIT TRANSFER	570,760	137,711	87,770
GET PAYMENT INFORMATION	163,462	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,822	463,334	447,749
GET CARD INFORMATION	531,754	171,831	170,900
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 20.05.2025

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	0,065%	0,001%	0,000%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	338,431	105,554	88,951
INITIATE CROSS BORDER CREDIT TRANSFER	561,911	136,503	81,243
GET PAYMENT INFORMATION	151,922	Not applicable	Not applicable
GET ACCOUNT INFORMATION	401,804	470,762	446,164
GET CARD INFORMATION	819,614	172,236	171,283
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 21.05.2025

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	0,175%	0,000%	0,000%
PIS	0,000%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	351,214	122,370	104,252
INITIATE CROSS BORDER CREDIT TRANSFER	583,953	163,057	100,552
GET PAYMENT INFORMATION	135,015	Not applicable	Not applicable
GET ACCOUNT INFORMATION	527,711	543,782	494,356
GET CARD INFORMATION	1.787,332	207,390	192,829
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 22.05.2025

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	0,056%	0,001%	0,000%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	327,391	103,132	86,303
INITIATE CROSS BORDER CREDIT TRANSFER	594,705	137,126	83,821
GET PAYMENT INFORMATION	133,464	Not applicable	Not applicable
GET ACCOUNT INFORMATION	477,547	488,009	468,511
GET CARD INFORMATION	877,753	176,847	176,257
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 23.05.2025

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	0,056%	0,000%	0,000%
PIS	0,000%	0,011%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	357,114	107,086	89,444
INITIATE CROSS BORDER CREDIT TRANSFER	594,986	136,117	84,673
GET PAYMENT INFORMATION	144,787	Not applicable	Not applicable
GET ACCOUNT INFORMATION	454,969	476,841	461,453
GET CARD INFORMATION	871,264	177,079	174,032
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 24.05.2025

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	0,130%	0,000%	0,001%
PIS	0,000%	0,016%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	354,000	87,540	74,877
INITIATE CROSS BORDER CREDIT TRANSFER	670,603	106,920	68,975
GET PAYMENT INFORMATION	152,261	Not applicable	Not applicable
GET ACCOUNT INFORMATION	584,775	459,848	468,437
GET CARD INFORMATION	996,623	158,263	158,277
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 25.05.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,211%	0,009%	0,003%
PIS	0,006%	0,016%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	386,000	116,039	97,908
INITIATE CROSS BORDER CREDIT TRANSFER	612,013	116,971	96,279
GET PAYMENT INFORMATION	223,552	Not applicable	Not applicable
GET ACCOUNT INFORMATION	907,981	496,573	502,792
GET CARD INFORMATION	1.747,868	177,049	177,332
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 26.05.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	97,456%	99,405%	98,764%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	2,544%	0,595%	1,236%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	4,610%	0,031%	0,071%
PIS	0,003%	0,294%	0,559%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	426,857	190,145	177,496
INITIATE CROSS BORDER CREDIT TRANSFER	641,402	218,088	166,918
GET PAYMENT INFORMATION	930,861	Not applicable	Not applicable
GET ACCOUNT INFORMATION	852,999	550,800	528,828
GET CARD INFORMATION	2.062,774	254,223	253,670
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 27.05.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,988%	99,977%	99,969%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,012%	0,023%	0,031%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,103%	0,016%	0,014%
PIS	0,004%	0,011%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	422,806	177,369	147,266
INITIATE CROSS BORDER CREDIT TRANSFER	661,088	210,430	143,830
GET PAYMENT INFORMATION	163,631	Not applicable	Not applicable
GET ACCOUNT INFORMATION	470,455	543,989	508,767
GET CARD INFORMATION	1.047,555	232,745	227,169
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 28.05.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,970%	99,972%	99,945%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,030%	0,028%	0,055%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,130%	0,050%	0,036%
PIS	0,000%	0,012%	0,005%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	475,333	188,793	160,551
INITIATE CROSS BORDER CREDIT TRANSFER	643,301	218,549	157,592
GET PAYMENT INFORMATION	178,828	Not applicable	Not applicable
GET ACCOUNT INFORMATION	410,661	554,165	525,955
GET CARD INFORMATION	797,287	242,368	242,025
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 29.05.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,193%	0,000%	0,000%
PIS	0,026%	0,012%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	430,534	215,716	184,504
INITIATE CROSS BORDER CREDIT TRANSFER	688,056	240,797	175,543
GET PAYMENT INFORMATION	234,373	Not applicable	Not applicable
GET ACCOUNT INFORMATION	574,232	584,293	553,274
GET CARD INFORMATION	1.677,541	271,228	272,952
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 30.05.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,113%	0,001%	0,001%
PIS	0,000%	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	539,068	281,525	235,421
INITIATE CROSS BORDER CREDIT TRANSFER	847,405	311,288	236,843
GET PAYMENT INFORMATION	209,383	Not applicable	Not applicable
GET ACCOUNT INFORMATION	533,948	645,912	580,825
GET CARD INFORMATION	1.437,222	323,866	312,504
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 31.05.2025

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%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	394,321	134,478	117,958
INITIATE CROSS BORDER CREDIT TRANSFER	619,275	148,647	108,656
GET PAYMENT INFORMATION	193,126	Not applicable	Not applicable
GET ACCOUNT INFORMATION	353,606	500,336	475,319
GET CARD INFORMATION	596,730	197,788	199,063
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 01.06.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,379%	0,002%	0,001%
PIS	0,003%	0,019%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	392,625	117,360	108,631
INITIATE CROSS BORDER CREDIT TRANSFER	608,407	115,024	99,282
GET PAYMENT INFORMATION	226,872	Not applicable	Not applicable
GET ACCOUNT INFORMATION	434,550	513,659	490,239
GET CARD INFORMATION	1.056,509	186,557	185,894
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 02.06.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	438,267	213,783	182,574
INITIATE CROSS BORDER CREDIT TRANSFER	656,291	239,114	172,852
GET PAYMENT INFORMATION	213,265	Not applicable	Not applicable
GET ACCOUNT INFORMATION	389,857	584,694	549,757
GET CARD INFORMATION	591,407	268,324	263,577
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 03.06.2025

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	0,004%	0,001%	0,001%
PIS	0,003%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	425,641	187,498	157,394
INITIATE CROSS BORDER CREDIT TRANSFER	669,964	223,460	153,233
GET PAYMENT INFORMATION	168,715	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,965	554,163	506,794
GET CARD INFORMATION	590,929	241,258	236,845
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 04.06.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,007%	0,000%	0,000%
PIS	0,029%	0,018%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	396,805	178,337	149,465
INITIATE CROSS BORDER CREDIT TRANSFER	674,356	207,089	143,597
GET PAYMENT INFORMATION	150,089	Not applicable	Not applicable
GET ACCOUNT INFORMATION	367,048	552,515	519,737
GET CARD INFORMATION	566,157	235,367	232,682
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 05.06.2025

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	0,000%	0,009%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	422,500	185,014	155,447
INITIATE CROSS BORDER CREDIT TRANSFER	664,328	218,367	147,337
GET PAYMENT INFORMATION	163,847	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,949	565,763	519,297
GET CARD INFORMATION	594,823	238,842	235,836
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 06.06.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,963%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,037%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,236%	0,000%	0,000%
PIS	0,000%	0,014%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	450,667	188,101	154,002
INITIATE CROSS BORDER CREDIT TRANSFER	645,870	221,773	152,256
GET PAYMENT INFORMATION	187,820	Not applicable	Not applicable
GET ACCOUNT INFORMATION	685,330	570,108	534,960
GET CARD INFORMATION	1.551,624	243,375	239,996
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 07.06.2025

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%	0,020%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	399,417	126,890	103,854
INITIATE CROSS BORDER CREDIT TRANSFER	658,143	145,403	101,034
GET PAYMENT INFORMATION	190,176	Not applicable	Not applicable
GET ACCOUNT INFORMATION	364,527	523,603	517,941
GET CARD INFORMATION	631,405	194,569	194,332
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 08.06.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,970%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,030%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,011%	0,001%	0,000%
PIS	0,026%	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	493,000	117,397	96,369
INITIATE CROSS BORDER CREDIT TRANSFER	662,262	126,868	92,617
GET PAYMENT INFORMATION	220,331	Not applicable	Not applicable
GET ACCOUNT INFORMATION	381,061	522,117	532,488
GET CARD INFORMATION	563,970	186,205	187,786
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 09.06.2025

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	0,172%	0,000%	0,000%
PIS	0,000%	0,011%	0,009%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	411,522	129,430	108,205
INITIATE CROSS BORDER CREDIT TRANSFER	647,217	158,240	105,568
GET PAYMENT INFORMATION	245,088	Not applicable	Not applicable
GET ACCOUNT INFORMATION	473,593	541,164	535,799
GET CARD INFORMATION	957,544	195,594	196,797
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 10.06.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	475,190	195,614	160,198
INITIATE CROSS BORDER CREDIT TRANSFER	687,760	231,727	156,637
GET PAYMENT INFORMATION	230,351	Not applicable	Not applicable
GET ACCOUNT INFORMATION	393,016	577,868	544,861
GET CARD INFORMATION	601,573	250,759	245,518
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 11.06.2025

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%	0,000%	0,000%
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	442,556	169,735	137,336
INITIATE CROSS BORDER CREDIT TRANSFER	681,023	203,125	130,938
GET PAYMENT INFORMATION	150,973	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,725	541,592	506,564
GET CARD INFORMATION	592,198	223,355	221,420
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 12.06.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,082%	0,002%	0,003%
PIS	0,009%	0,007%	0,005%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	441,077	169,304	140,921
INITIATE CROSS BORDER CREDIT TRANSFER	682,483	201,037	136,917
GET PAYMENT INFORMATION	217,471	Not applicable	Not applicable
GET ACCOUNT INFORMATION	564,414	543,872	504,779
GET CARD INFORMATION	1.599,977	221,541	221,651
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 13.06.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,008%	0,001%	0,002%
PIS	0,000%	0,012%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	447,640	187,141	154,078
INITIATE CROSS BORDER CREDIT TRANSFER	711,932	225,100	146,000
GET PAYMENT INFORMATION	165,458	Not applicable	Not applicable
GET ACCOUNT INFORMATION	392,163	598,814	559,953
GET CARD INFORMATION	632,755	250,629	248,758
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 14.06.2025

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%	0,000%	0,001%
PIS	0,668%	0,011%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	410,500	121,764	100,662
INITIATE CROSS BORDER CREDIT TRANSFER	624,810	131,949	94,283
GET PAYMENT INFORMATION	171,396	Not applicable	Not applicable
GET ACCOUNT INFORMATION	355,155	539,498	546,797
GET CARD INFORMATION	606,839	203,613	205,430
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 15.06.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,002%	0,001%
PIS	0,057%	0,022%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	432,143	108,910	93,767
INITIATE CROSS BORDER CREDIT TRANSFER	638,406	120,702	89,041
GET PAYMENT INFORMATION	217,728	Not applicable	Not applicable
GET ACCOUNT INFORMATION	338,300	539,729	566,421
GET CARD INFORMATION	417,131	195,020	196,576
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 16.06.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,878%	99,979%	99,995%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,122%	0,021%	0,005%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	1,302%	0,409%	0,306%
PIS	0,000%	0,005%	0,076%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	468,459	180,161	148,359
INITIATE CROSS BORDER CREDIT TRANSFER	673,952	218,322	144,490
GET PAYMENT INFORMATION	223,173	Not applicable	Not applicable
GET ACCOUNT INFORMATION	453,852	587,557	563,186
GET CARD INFORMATION	824,634	250,852	249,654
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 17.06.2025

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%	0,000%	0,000%
PIS	0,004%	0,013%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	409,706	151,039	124,819
INITIATE CROSS BORDER CREDIT TRANSFER	620,712	189,651	125,185
GET PAYMENT INFORMATION	176,109	Not applicable	Not applicable
GET ACCOUNT INFORMATION	355,292	525,999	512,525
GET CARD INFORMATION	590,385	214,324	214,325
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 18.06.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,939%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,061%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,518%	0,001%	0,000%
PIS	0,000%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	393,674	144,390	119,860
INITIATE CROSS BORDER CREDIT TRANSFER	618,072	177,248	124,357
GET PAYMENT INFORMATION	450,354	Not applicable	Not applicable
GET ACCOUNT INFORMATION	1.245,624	517,538	495,012
GET CARD INFORMATION	2.528,183	204,540	203,525
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 19.06.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,146%	0,000%	0,000%
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	381,273	142,038	117,385
INITIATE CROSS BORDER CREDIT TRANSFER	636,703	172,651	116,687
GET PAYMENT INFORMATION	164,246	Not applicable	Not applicable
GET ACCOUNT INFORMATION	499,604	514,864	490,154
GET CARD INFORMATION	1.002,827	202,043	201,093
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 20.06.2025

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	0,035%	0,000%	0,000%
PIS	0,000%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	382,050	149,269	120,193
INITIATE CROSS BORDER CREDIT TRANSFER	599,196	176,824	115,726
GET PAYMENT INFORMATION	159,533	Not applicable	Not applicable
GET ACCOUNT INFORMATION	464,840	515,374	485,035
GET CARD INFORMATION	982,751	204,067	202,732
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 21.06.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,968%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,032%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,083%	0,001%	0,000%
PIS	0,000%	0,028%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	351,857	110,333	90,664
INITIATE CROSS BORDER CREDIT TRANSFER	586,605	126,048	89,445
GET PAYMENT INFORMATION	195,865	Not applicable	Not applicable
GET ACCOUNT INFORMATION	604,636	487,271	482,687
GET CARD INFORMATION	1.332,660	175,579	175,400
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 22.06.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	351,278	106,558	88,859
INITIATE CROSS BORDER CREDIT TRANSFER	604,218	112,508	82,711
GET PAYMENT INFORMATION	212,823	Not applicable	Not applicable
GET ACCOUNT INFORMATION	345,446	490,639	482,102
GET CARD INFORMATION	528,878	169,211	170,036
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 23.06.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,125%	0,002%	0,001%
PIS	0,000%	0,005%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	362,571	151,639	124,107
INITIATE CROSS BORDER CREDIT TRANSFER	646,032	179,737	116,488
GET PAYMENT INFORMATION	192,723	Not applicable	Not applicable
GET ACCOUNT INFORMATION	523,970	509,277	496,243
GET CARD INFORMATION	1.010,076	205,654	204,761
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 24.06.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	390,442	150,294	123,988
INITIATE CROSS BORDER CREDIT TRANSFER	623,461	184,235	121,213
GET PAYMENT INFORMATION	148,318	Not applicable	Not applicable
GET ACCOUNT INFORMATION	349,898	518,874	490,075
GET CARD INFORMATION	544,198	207,856	206,866
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 25.06.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	394,457	150,285	122,225
INITIATE CROSS BORDER CREDIT TRANSFER	640,527	181,888	122,681
GET PAYMENT INFORMATION	139,621	Not applicable	Not applicable
GET ACCOUNT INFORMATION	354,413	515,170	487,367
GET CARD INFORMATION	547,795	207,998	206,503
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 26.06.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	426,556	168,756	154,285
INITIATE CROSS BORDER CREDIT TRANSFER	718,549	194,796	141,829
GET PAYMENT INFORMATION	169,111	Not applicable	Not applicable
GET ACCOUNT INFORMATION	358,133	531,007	508,565
GET CARD INFORMATION	537,101	236,501	233,958
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 27.06.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,178%	0,000%	0,001%
PIS	0,000%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	423,085	194,323	156,374
INITIATE CROSS BORDER CREDIT TRANSFER	667,911	228,066	155,258
GET PAYMENT INFORMATION	174,942	Not applicable	Not applicable
GET ACCOUNT INFORMATION	529,067	597,325	561,532
GET CARD INFORMATION	1.335,760	258,516	254,058
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q2 2025

DATE: 28.06.2025

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	407,778	121,926	102,994
INITIATE CROSS BORDER CREDIT TRANSFER	624,342	135,886	100,058
GET PAYMENT INFORMATION	189,230	Not applicable	Not applicable
GET ACCOUNT INFORMATION	376,033	550,009	522,403
GET CARD INFORMATION	754,800	203,350	203,120
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 29.06.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,943%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,057%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,002%	0,000%
PIS	0,129%	0,009%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	406,000	113,458	98,549
INITIATE CROSS BORDER CREDIT TRANSFER	611,969	116,843	96,731
GET PAYMENT INFORMATION	218,082	Not applicable	Not applicable
GET ACCOUNT INFORMATION	345,592	536,706	526,094
GET CARD INFORMATION	415,154	195,641	195,727
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2025

DATE: 30.06.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	477,987	260,432	218,885
INITIATE CROSS BORDER CREDIT TRANSFER	703,881	287,446	207,801
GET PAYMENT INFORMATION	217,614	Not applicable	Not applicable
GET ACCOUNT INFORMATION	407,664	625,709	595,432
GET CARD INFORMATION	589,127	304,463	299,453
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: