

QUARTER: Q2 2026

DATE: 01.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,023%	0,007%	0,003%
PIS	0,169%	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	933,167	286,300	241,378
INITIATE CROSS BORDER CREDIT TRANSFER	1.356,840	310,143	224,996
GET PAYMENT INFORMATION	185,101	Not applicable	Not applicable
GET ACCOUNT INFORMATION	423,856	670,350	633,190
GET CARD INFORMATION	494,259	343,750	333,404
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 02.04.2026

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	0,314%	0,009%	0,016%
PIS	0,437%	0,010%	0,023%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	955,021	302,260	260,645
INITIATE CROSS BORDER CREDIT TRANSFER	2.525,643	326,145	243,679
GET PAYMENT INFORMATION	184,671	Not applicable	Not applicable
GET ACCOUNT INFORMATION	454,172	718,159	704,829
GET CARD INFORMATION	561,393	397,679	417,510
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 03.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,007%	0,003%
PIS	0,000%	0,007%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	960,524	285,131	235,381
INITIATE CROSS BORDER CREDIT TRANSFER	1.329,854	307,285	240,786
GET PAYMENT INFORMATION	168,051	Not applicable	Not applicable
GET ACCOUNT INFORMATION	415,629	666,847	620,435
GET CARD INFORMATION	523,906	331,930	323,276
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 04.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,004%	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	857,778	161,787	138,368
INITIATE CROSS BORDER CREDIT TRANSFER	1.235,000	173,126	148,575
GET PAYMENT INFORMATION	141,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	401,606	539,167	536,266
GET CARD INFORMATION	810,273	227,688	230,874
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 05.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,030%	0,008%	0,002%
PIS	0,812%	0,004%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	943,286	135,030	118,096
INITIATE CROSS BORDER CREDIT TRANSFER	1.294,558	136,725	109,601
GET PAYMENT INFORMATION	129,227	Not applicable	Not applicable
GET ACCOUNT INFORMATION	332,847	518,646	534,818
GET CARD INFORMATION	431,946	207,389	209,627
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 06.04.2026

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%	0,007%	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	938,638	264,218	219,527
INITIATE CROSS BORDER CREDIT TRANSFER	1.346,096	288,271	211,382
GET PAYMENT INFORMATION	163,990	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,550	632,264	622,067
GET CARD INFORMATION	453,782	316,813	310,539
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 07.04.2026

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%	0,007%	0,002%
PIS	0,361%	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	1.066,585	373,285	313,332
INITIATE CROSS BORDER CREDIT TRANSFER	1.421,078	375,025	305,413
GET PAYMENT INFORMATION	196,090	Not applicable	Not applicable
GET ACCOUNT INFORMATION	449,079	780,598	711,741
GET CARD INFORMATION	487,335	410,962	401,389
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 08.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,061%	0,031%	0,082%
PIS	0,159%	0,022%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.100,200	417,379	341,815
INITIATE CROSS BORDER CREDIT TRANSFER	1.869,466	421,130	335,397
GET PAYMENT INFORMATION	212,635	Not applicable	Not applicable
GET ACCOUNT INFORMATION	493,110	854,255	788,851
GET CARD INFORMATION	526,795	454,079	445,975
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 09.04.2026

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,022%	0,007%	0,002%
PIS	0,192%	0,006%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	970,833	317,960	252,850
INITIATE CROSS BORDER CREDIT TRANSFER	1.464,111	331,499	245,695
GET PAYMENT INFORMATION	177,829	Not applicable	Not applicable
GET ACCOUNT INFORMATION	405,408	699,015	621,309
GET CARD INFORMATION	464,235	345,977	341,389
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 10.04.2026

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	866,111	165,850	137,669
INITIATE CROSS BORDER CREDIT TRANSFER	1.292,552	182,882	131,999
GET PAYMENT INFORMATION	156,468	Not applicable	Not applicable
GET ACCOUNT INFORMATION	310,970	523,478	514,985
GET CARD INFORMATION	405,328	226,915	225,204
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 11.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,003%	0,001%
PIS	0,000%	0,077%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	828,400	140,348	117,232
INITIATE CROSS BORDER CREDIT TRANSFER	1.270,845	146,862	108,065
GET PAYMENT INFORMATION	177,557	Not applicable	Not applicable
GET ACCOUNT INFORMATION	298,337	507,954	519,719
GET CARD INFORMATION	395,218	207,666	207,295
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 12.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,066%	0,003%	0,001%
PIS	0,972%	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	827,000	105,419	90,285
INITIATE CROSS BORDER CREDIT TRANSFER	1.257,422	117,872	86,994
GET PAYMENT INFORMATION	188,728	Not applicable	Not applicable
GET ACCOUNT INFORMATION	281,272	493,164	505,535
GET CARD INFORMATION	341,628	175,959	178,164
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 13.04.2026

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%	0,001%	0,003%
PIS	0,003%	0,025%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	831,667	129,488	109,612
INITIATE CROSS BORDER CREDIT TRANSFER	1.305,654	134,701	102,691
GET PAYMENT INFORMATION	208,211	Not applicable	Not applicable
GET ACCOUNT INFORMATION	292,479	512,006	523,097
GET CARD INFORMATION	388,648	198,829	199,421
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 14.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,025%	0,007%	0,002%
PIS	0,129%	0,007%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.022,333	310,541	269,796
INITIATE CROSS BORDER CREDIT TRANSFER	1.436,189	337,073	272,184
GET PAYMENT INFORMATION	214,774	Not applicable	Not applicable
GET ACCOUNT INFORMATION	403,390	679,131	651,548
GET CARD INFORMATION	471,076	366,340	371,363
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 15.04.2026

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	0,015%	0,007%	0,003%
PIS	0,207%	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	1.063,967	307,635	251,391
INITIATE CROSS BORDER CREDIT TRANSFER	1.397,519	336,641	246,834
GET PAYMENT INFORMATION	177,830	Not applicable	Not applicable
GET ACCOUNT INFORMATION	400,683	686,794	618,941
GET CARD INFORMATION	447,242	349,907	340,826
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 16.04.2026

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	0,020%	0,006%	0,002%
PIS	0,092%	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	924,448	256,368	205,315
INITIATE CROSS BORDER CREDIT TRANSFER	1.321,000	285,711	200,612
GET PAYMENT INFORMATION	162,683	Not applicable	Not applicable
GET ACCOUNT INFORMATION	374,299	624,867	583,675
GET CARD INFORMATION	462,521	298,794	294,913
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 17.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,087%	0,009%	0,002%
PIS	0,574%	0,013%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	946,343	246,768	195,579
INITIATE CROSS BORDER CREDIT TRANSFER	1.403,579	276,861	196,369
GET PAYMENT INFORMATION	162,214	Not applicable	Not applicable
GET ACCOUNT INFORMATION	385,239	630,530	589,764
GET CARD INFORMATION	454,501	300,298	292,922
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 18.04.2026

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	864,500	146,171	120,044
INITIATE CROSS BORDER CREDIT TRANSFER	1.298,101	155,066	113,039
GET PAYMENT INFORMATION	163,561	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,761	581,946	549,987
GET CARD INFORMATION	423,974	222,758	224,796
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 19.04.2026

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	0,055%	0,006%	0,002%
PIS	1,234%	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	880,500	125,863	107,385
INITIATE CROSS BORDER CREDIT TRANSFER	1.254,836	132,182	103,407
GET PAYMENT INFORMATION	189,928	Not applicable	Not applicable
GET ACCOUNT INFORMATION	303,371	512,056	525,268
GET CARD INFORMATION	370,944	200,888	202,003
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 20.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,008%	0,002%
PIS	0,370%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	949,196	249,658	202,426
INITIATE CROSS BORDER CREDIT TRANSFER	1.350,633	277,573	197,069
GET PAYMENT INFORMATION	192,148	Not applicable	Not applicable
GET ACCOUNT INFORMATION	385,536	630,424	591,969
GET CARD INFORMATION	435,194	299,787	293,417
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 21.04.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,985%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,015%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,047%	0,008%	0,008%
PIS	0,141%	0,014%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	946,357	229,759	185,795
INITIATE CROSS BORDER CREDIT TRANSFER	1.352,759	256,435	187,000
GET PAYMENT INFORMATION	163,251	Not applicable	Not applicable
GET ACCOUNT INFORMATION	396,501	588,096	563,004
GET CARD INFORMATION	560,314	278,162	273,829
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 22.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,009%	0,002%
PIS	0,117%	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	946,581	220,667	177,864
INITIATE CROSS BORDER CREDIT TRANSFER	1.361,685	252,287	173,752
GET PAYMENT INFORMATION	154,989	Not applicable	Not applicable
GET ACCOUNT INFORMATION	366,941	554,734	521,195
GET CARD INFORMATION	424,901	269,378	268,071
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 23.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,011%	0,003%
PIS	0,167%	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	969,968	232,175	190,068
INITIATE CROSS BORDER CREDIT TRANSFER	1.421,513	260,537	185,439
GET PAYMENT INFORMATION	158,643	Not applicable	Not applicable
GET ACCOUNT INFORMATION	406,479	595,006	557,221
GET CARD INFORMATION	445,131	293,556	287,547
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 24.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,010%	0,002%
PIS	0,006%	0,012%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	940,571	272,094	245,784
INITIATE CROSS BORDER CREDIT TRANSFER	1.409,241	296,098	232,230
GET PAYMENT INFORMATION	199,787	Not applicable	Not applicable
GET ACCOUNT INFORMATION	401,290	605,508	581,081
GET CARD INFORMATION	447,674	337,281	335,390
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 25.04.2026

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	869,600	152,951	128,489
INITIATE CROSS BORDER CREDIT TRANSFER	1.321,537	169,589	123,627
GET PAYMENT INFORMATION	213,723	Not applicable	Not applicable
GET ACCOUNT INFORMATION	264,246	454,923	468,062
GET CARD INFORMATION	349,995	218,285	218,516
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 26.04.2026

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,248%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,752%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,534%	0,013%	0,007%
PIS	3,488%	0,018%	0,008%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	816,000	127,735	110,963
INITIATE CROSS BORDER CREDIT TRANSFER	1.214,935	122,998	108,768
GET PAYMENT INFORMATION	237,084	Not applicable	Not applicable
GET ACCOUNT INFORMATION	253,238	441,200	474,642
GET CARD INFORMATION	311,455	198,133	199,971
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 27.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,011%	0,003%
PIS	0,231%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	965,770	262,861	218,606
INITIATE CROSS BORDER CREDIT TRANSFER	1.265,412	292,021	213,656
GET PAYMENT INFORMATION	226,489	Not applicable	Not applicable
GET ACCOUNT INFORMATION	328,892	568,606	542,199
GET CARD INFORMATION	380,786	307,704	302,424
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 28.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,018%	0,012%	0,003%
PIS	0,193%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	934,985	269,227	219,812
INITIATE CROSS BORDER CREDIT TRANSFER	1.371,250	299,131	215,353
GET PAYMENT INFORMATION	196,380	Not applicable	Not applicable
GET ACCOUNT INFORMATION	358,979	624,446	573,441
GET CARD INFORMATION	399,517	327,024	318,935
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 29.04.2026

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%	0,016%	0,003%
PIS	0,274%	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	938,720	288,594	240,438
INITIATE CROSS BORDER CREDIT TRANSFER	1.317,981	308,916	229,209
GET PAYMENT INFORMATION	203,810	Not applicable	Not applicable
GET ACCOUNT INFORMATION	353,177	600,708	553,304
GET CARD INFORMATION	389,126	329,956	326,399
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 30.04.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,017%	0,003%
PIS	0,226%	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	1.016,078	401,607	325,804
INITIATE CROSS BORDER CREDIT TRANSFER	1.423,454	402,425	321,785
GET PAYMENT INFORMATION	230,869	Not applicable	Not applicable
GET ACCOUNT INFORMATION	395,438	735,083	643,499
GET CARD INFORMATION	423,988	416,931	405,392
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 01.05.2026

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%	0,005%	0,002%
PIS	0,058%	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	1.008,500	149,105	132,641
INITIATE CROSS BORDER CREDIT TRANSFER	1.226,302	154,629	117,994
GET PAYMENT INFORMATION	221,540	Not applicable	Not applicable
GET ACCOUNT INFORMATION	262,493	465,649	453,557
GET CARD INFORMATION	329,732	219,297	220,289
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 02.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,006%	0,002%
PIS	0,170%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	881,500	159,467	136,579
INITIATE CROSS BORDER CREDIT TRANSFER	1.333,689	154,696	133,414
GET PAYMENT INFORMATION	243,687	Not applicable	Not applicable
GET ACCOUNT INFORMATION	269,995	469,116	480,384
GET CARD INFORMATION	326,111	224,295	223,445
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 03.05.2026

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	0,076%	0,005%	0,002%
PIS	1,089%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.299,000	139,860	121,870
INITIATE CROSS BORDER CREDIT TRANSFER	1.311,304	140,070	114,615
GET PAYMENT INFORMATION	251,930	Not applicable	Not applicable
GET ACCOUNT INFORMATION	257,826	467,303	480,356
GET CARD INFORMATION	299,973	207,057	209,299
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 04.05.2026

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	0,081%	0,007%	0,002%
PIS	0,322%	0,003%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.037,388	306,146	254,923
INITIATE CROSS BORDER CREDIT TRANSFER	1.401,369	329,653	243,037
GET PAYMENT INFORMATION	246,374	Not applicable	Not applicable
GET ACCOUNT INFORMATION	355,407	632,170	581,441
GET CARD INFORMATION	394,652	348,333	340,706
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 05.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,008%	0,002%
PIS	0,578%	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	1.042,627	296,951	245,013
INITIATE CROSS BORDER CREDIT TRANSFER	1.405,130	325,571	237,725
GET PAYMENT INFORMATION	196,761	Not applicable	Not applicable
GET ACCOUNT INFORMATION	359,995	638,487	562,197
GET CARD INFORMATION	409,580	342,564	334,176
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 06.05.2026

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	0,022%	0,008%	0,002%
PIS	0,000%	0,008%	0,006%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	976,000	271,773	222,713
INITIATE CROSS BORDER CREDIT TRANSFER	1.412,355	297,272	213,862
GET PAYMENT INFORMATION	199,462	Not applicable	Not applicable
GET ACCOUNT INFORMATION	343,151	608,986	535,795
GET CARD INFORMATION	373,514	317,629	309,728
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 07.05.2026

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	0,014%	0,009%	0,002%
PIS	0,096%	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	1.021,825	272,573	222,321
INITIATE CROSS BORDER CREDIT TRANSFER	1.463,500	302,801	224,669
GET PAYMENT INFORMATION	192,651	Not applicable	Not applicable
GET ACCOUNT INFORMATION	342,593	613,868	552,942
GET CARD INFORMATION	379,175	316,637	312,367
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 08.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,011%	0,002%
PIS	0,000%	0,008%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	987,849	282,399	225,721
INITIATE CROSS BORDER CREDIT TRANSFER	1.411,753	307,499	218,676
GET PAYMENT INFORMATION	179,450	Not applicable	Not applicable
GET ACCOUNT INFORMATION	343,426	617,529	547,465
GET CARD INFORMATION	386,298	322,993	314,185
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 09.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,004%	0,003%
PIS	0,000%	0,016%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	875,429	161,068	129,252
INITIATE CROSS BORDER CREDIT TRANSFER	1.477,724	182,341	127,820
GET PAYMENT INFORMATION	187,607	Not applicable	Not applicable
GET ACCOUNT INFORMATION	285,597	516,215	490,832
GET CARD INFORMATION	369,674	236,814	237,183
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 10.05.2026

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%	0,004%	0,003%
PIS	0,011%	0,000%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	135,280	112,856
INITIATE CROSS BORDER CREDIT TRANSFER	1.382,636	144,003	111,885
GET PAYMENT INFORMATION	216,727	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,159	482,022	477,040
GET CARD INFORMATION	293,054	200,950	203,150
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 11.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,022%	0,010%	0,004%
PIS	0,031%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	983,800	250,215	201,050
INITIATE CROSS BORDER CREDIT TRANSFER	1.556,793	279,003	200,489
GET PAYMENT INFORMATION	214,922	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,645	569,332	523,182
GET CARD INFORMATION	368,348	300,005	291,989
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 12.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,030%	0,011%	0,009%
PIS	1,083%	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	957,924	230,056	190,757
INITIATE CROSS BORDER CREDIT TRANSFER	1.527,696	265,697	187,052
GET PAYMENT INFORMATION	177,923	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,455	555,065	504,583
GET CARD INFORMATION	359,366	289,039	285,673
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 13.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,007%	0,004%
PIS	0,650%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	962,462	218,052	174,567
INITIATE CROSS BORDER CREDIT TRANSFER	1.705,950	251,716	166,993
GET PAYMENT INFORMATION	171,019	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,814	548,322	489,968
GET CARD INFORMATION	342,593	269,306	266,922
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 14.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,016%	0,006%
PIS	0,507%	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	998,185	213,400	168,185
INITIATE CROSS BORDER CREDIT TRANSFER	1.581,551	245,344	161,448
GET PAYMENT INFORMATION	175,812	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,421	538,874	491,498
GET CARD INFORMATION	345,872	265,517	260,823
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 15.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,008%	0,003%
PIS	0,006%	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	991,542	241,236	191,120
INITIATE CROSS BORDER CREDIT TRANSFER	1.540,674	270,520	186,926
GET PAYMENT INFORMATION	176,828	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,574	569,455	512,038
GET CARD INFORMATION	358,894	287,811	281,816
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 16.05.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,983%	99,988%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,017%	0,012%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,007%	0,006%
PIS	0,005%	0,000%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	872,000	148,437	118,231
INITIATE CROSS BORDER CREDIT TRANSFER	1.393,782	159,026	120,453
GET PAYMENT INFORMATION	181,893	Not applicable	Not applicable
GET ACCOUNT INFORMATION	267,269	479,685	464,852
GET CARD INFORMATION	326,850	209,564	210,096
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 17.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,042%	0,005%	0,004%
PIS	3,089%	0,010%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	746,500	124,420	101,918
INITIATE CROSS BORDER CREDIT TRANSFER	1.304,732	128,688	104,334
GET PAYMENT INFORMATION	198,564	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,400	473,990	482,972
GET CARD INFORMATION	287,935	191,865	193,065
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 18.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,006%	0,003%
PIS	0,685%	0,006%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	880,950	220,696	177,039
INITIATE CROSS BORDER CREDIT TRANSFER	1.352,117	255,681	172,894
GET PAYMENT INFORMATION	172,330	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,414	536,991	501,425
GET CARD INFORMATION	356,110	272,669	267,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 19.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,006%	0,004%
PIS	1,704%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	903,757	215,236	172,029
INITIATE CROSS BORDER CREDIT TRANSFER	1.406,744	249,696	167,599
GET PAYMENT INFORMATION	169,295	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,955	539,204	494,885
GET CARD INFORMATION	342,469	264,864	260,899
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 20.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,007%	0,005%
PIS	0,142%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	884,659	223,811	176,689
INITIATE CROSS BORDER CREDIT TRANSFER	1.348,075	260,297	173,345
GET PAYMENT INFORMATION	194,552	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,634	552,286	509,465
GET CARD INFORMATION	344,677	270,748	267,305
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 21.05.2026

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	99,950%	99,964%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,050%	0,036%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,027%	0,011%	0,011%
PIS	0,437%	0,008%	0,013%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	887,320	208,543	164,395
INITIATE CROSS BORDER CREDIT TRANSFER	1.365,298	236,474	167,893
GET PAYMENT INFORMATION	226,374	Not applicable	Not applicable
GET ACCOUNT INFORMATION	312,351	535,503	500,356
GET CARD INFORMATION	330,222	257,572	251,812
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 22.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,009%	0,004%
PIS	0,000%	0,014%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	893,519	227,843	175,486
INITIATE CROSS BORDER CREDIT TRANSFER	1.381,467	257,710	174,167
GET PAYMENT INFORMATION	218,988	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,811	557,165	498,741
GET CARD INFORMATION	349,349	272,753	266,729
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 23.05.2026

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	145,949	115,946
INITIATE CROSS BORDER CREDIT TRANSFER	1.308,062	159,437	111,773
GET PAYMENT INFORMATION	222,517	Not applicable	Not applicable
GET ACCOUNT INFORMATION	270,517	449,904	442,657
GET CARD INFORMATION	321,874	208,786	209,291
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 24.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,010%	0,004%
PIS	0,029%	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	No traffic	143,213	114,975
INITIATE CROSS BORDER CREDIT TRANSFER	1.284,641	149,341	117,538
GET PAYMENT INFORMATION	233,722	Not applicable	Not applicable
GET ACCOUNT INFORMATION	285,336	526,223	492,120
GET CARD INFORMATION	332,584	207,908	209,063
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 25.05.2026

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%	0,013%	0,005%
PIS	0,299%	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	976,000	286,918	232,252
INITIATE CROSS BORDER CREDIT TRANSFER	1.589,516	312,881	231,004
GET PAYMENT INFORMATION	272,760	Not applicable	Not applicable
GET ACCOUNT INFORMATION	360,329	619,040	573,570
GET CARD INFORMATION	407,937	334,545	328,872
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 26.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,017%	0,012%	0,005%
PIS	0,603%	0,003%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	998,603	330,509	291,803
INITIATE CROSS BORDER CREDIT TRANSFER	1.692,384	364,303	281,926
GET PAYMENT INFORMATION	265,134	Not applicable	Not applicable
GET ACCOUNT INFORMATION	422,767	725,252	677,078
GET CARD INFORMATION	450,233	414,050	407,901
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 27.05.2026

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%	0,005%
PIS	0,474%	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	1.010,658	347,830	285,589
INITIATE CROSS BORDER CREDIT TRANSFER	1.566,826	390,818	290,953
GET PAYMENT INFORMATION	223,605	Not applicable	Not applicable
GET ACCOUNT INFORMATION	399,665	707,850	646,454
GET CARD INFORMATION	413,149	399,220	394,917
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 28.05.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,976%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,024%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,019%	0,006%
PIS	0,300%	0,006%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.051,540	391,354	324,587
INITIATE CROSS BORDER CREDIT TRANSFER	1.779,404	417,836	324,875
GET PAYMENT INFORMATION	236,067	Not applicable	Not applicable
GET ACCOUNT INFORMATION	432,345	765,659	705,898
GET CARD INFORMATION	432,775	444,702	446,649
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 29.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,025%	0,017%	0,006%
PIS	0,276%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.113,726	471,625	380,053
INITIATE CROSS BORDER CREDIT TRANSFER	1.748,602	489,166	386,949
GET PAYMENT INFORMATION	257,042	Not applicable	Not applicable
GET ACCOUNT INFORMATION	469,407	842,655	727,034
GET CARD INFORMATION	454,211	504,721	485,051
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 30.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,008%	0,004%
PIS	0,059%	0,003%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	859,905	217,444	180,975
INITIATE CROSS BORDER CREDIT TRANSFER	1.721,000	221,910	173,680
GET PAYMENT INFORMATION	241,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	308,826	535,082	500,978
GET CARD INFORMATION	362,839	280,322	280,961
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 31.05.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,091%	0,007%	0,004%
PIS	1,460%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	856,143	163,780	139,332
INITIATE CROSS BORDER CREDIT TRANSFER	1.279,536	155,452	131,594
GET PAYMENT INFORMATION	246,388	Not applicable	Not applicable
GET ACCOUNT INFORMATION	272,680	505,944	485,497
GET CARD INFORMATION	316,807	237,617	236,114
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 01.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,005%	0,004%
PIS	0,005%	0,002%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	899,778	257,144	221,748
INITIATE CROSS BORDER CREDIT TRANSFER	1.478,354	281,667	223,405
GET PAYMENT INFORMATION	299,990	Not applicable	Not applicable
GET ACCOUNT INFORMATION	337,694	586,418	582,067
GET CARD INFORMATION	378,204	328,974	324,195
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 02.06.2026

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%	0,008%	0,004%
PIS	0,079%	0,013%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.014,139	394,126	332,749
INITIATE CROSS BORDER CREDIT TRANSFER	1.564,043	418,916	327,067
GET PAYMENT INFORMATION	274,336	Not applicable	Not applicable
GET ACCOUNT INFORMATION	421,672	759,051	698,563
GET CARD INFORMATION	452,523	451,792	440,661
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 03.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,006%	0,005%
PIS	0,339%	0,003%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	962,789	349,545	282,214
INITIATE CROSS BORDER CREDIT TRANSFER	1.496,091	382,465	273,420
GET PAYMENT INFORMATION	213,898	Not applicable	Not applicable
GET ACCOUNT INFORMATION	387,322	699,298	622,264
GET CARD INFORMATION	432,566	400,081	387,777
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 04.06.2026

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	0,092%	0,007%	0,004%
PIS	0,544%	0,013%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	966,489	326,091	263,671
INITIATE CROSS BORDER CREDIT TRANSFER	1.564,717	365,080	260,931
GET PAYMENT INFORMATION	214,481	Not applicable	Not applicable
GET ACCOUNT INFORMATION	386,367	684,694	614,584
GET CARD INFORMATION	425,406	377,964	369,417
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 05.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,058%	0,011%	0,004%
PIS	0,000%	0,006%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	2.905,460	646,575	455,975
INITIATE CROSS BORDER CREDIT TRANSFER	5.112,412	638,574	425,900
GET PAYMENT INFORMATION	498,996	Not applicable	Not applicable
GET ACCOUNT INFORMATION	1.254,218	1.151,296	979,556
GET CARD INFORMATION	733,160	805,605	711,724
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 06.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,003%	0,003%
PIS	0,006%	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	879,529	205,702	164,452
INITIATE CROSS BORDER CREDIT TRANSFER	1.421,365	220,352	158,575
GET PAYMENT INFORMATION	235,913	Not applicable	Not applicable
GET ACCOUNT INFORMATION	290,416	538,951	517,805
GET CARD INFORMATION	355,714	266,831	266,612
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 07.06.2026

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	0,000%	0,009%	0,003%
PIS	0,029%	0,018%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.107,667	173,530	143,255
INITIATE CROSS BORDER CREDIT TRANSFER	1.477,902	182,461	140,861
GET PAYMENT INFORMATION	255,472	Not applicable	Not applicable
GET ACCOUNT INFORMATION	271,706	521,665	516,697
GET CARD INFORMATION	328,237	243,077	242,814
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 08.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,022%	0,008%	0,004%
PIS	0,043%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.060,696	334,091	269,023
INITIATE CROSS BORDER CREDIT TRANSFER	1.613,135	372,941	274,287
GET PAYMENT INFORMATION	264,267	Not applicable	Not applicable
GET ACCOUNT INFORMATION	396,143	695,848	660,807
GET CARD INFORMATION	413,431	402,465	389,850
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 09.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,009%	0,004%
PIS	0,702%	0,008%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	988,349	320,293	257,205
INITIATE CROSS BORDER CREDIT TRANSFER	1.589,041	365,308	253,986
GET PAYMENT INFORMATION	224,278	Not applicable	Not applicable
GET ACCOUNT INFORMATION	387,130	676,553	624,427
GET CARD INFORMATION	417,122	382,493	373,461
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 10.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,007%	0,004%
PIS	0,000%	0,021%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.013,630	320,295	251,962
INITIATE CROSS BORDER CREDIT TRANSFER	1.531,151	356,226	245,112
GET PAYMENT INFORMATION	232,090	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,957	674,888	607,055
GET CARD INFORMATION	402,910	373,959	362,140
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 11.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,007%	0,005%
PIS	0,552%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.036,220	308,285	250,008
INITIATE CROSS BORDER CREDIT TRANSFER	1.615,217	353,883	250,244
GET PAYMENT INFORMATION	240,227	Not applicable	Not applicable
GET ACCOUNT INFORMATION	398,977	703,789	654,963
GET CARD INFORMATION	435,332	390,642	382,949
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 12.06.2026

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%	0,008%	0,004%
PIS	0,008%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.052,939	315,704	249,339
INITIATE CROSS BORDER CREDIT TRANSFER	1.662,955	363,501	247,062
GET PAYMENT INFORMATION	217,416	Not applicable	Not applicable
GET ACCOUNT INFORMATION	400,729	721,436	641,193
GET CARD INFORMATION	436,515	386,032	377,009
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 13.06.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,996%	99,988%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,004%	0,012%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,010%	0,009%
PIS	0,000%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	895,050	193,329	155,219
INITIATE CROSS BORDER CREDIT TRANSFER	1.414,765	202,911	153,389
GET PAYMENT INFORMATION	204,987	Not applicable	Not applicable
GET ACCOUNT INFORMATION	285,026	481,339	454,247
GET CARD INFORMATION	338,395	262,331	260,519
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 14.06.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	87,244%	99,826%	87,292%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	12,756%	0,174%	12,708%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,182%	0,011%	0,052%
PIS	0,888%	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	894,333	160,747	133,903
INITIATE CROSS BORDER CREDIT TRANSFER	1.406,646	177,458	133,141
GET PAYMENT INFORMATION	253,124	Not applicable	Not applicable
GET ACCOUNT INFORMATION	273,734	507,061	466,708
GET CARD INFORMATION	325,913	247,256	245,175
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:
1. The recorded downtime for the PSD2 APIs and Mobile channels relates to scheduled maintenance. Due to a temporary technical issue during the site-off process, downtime was overstated by the monitoring system. Consequently, the reported availability figures do not reflect the actual service availability and should not be interpreted as unplanned service interruptions. The actual availability of both channels is consistent with that of the e-Banking channel.

QUARTER: Q2 2026

DATE: 15.06.2026

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	0,016%	0,006%	0,004%
PIS	0,212%	0,026%	0,005%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.035,312	326,543	265,775
INITIATE CROSS BORDER CREDIT TRANSFER	1.608,693	362,768	263,894
GET PAYMENT INFORMATION	257,260	Not applicable	Not applicable
GET ACCOUNT INFORMATION	401,233	666,123	603,630
GET CARD INFORMATION	419,000	408,008	395,717
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 16.06.2026

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,007%	0,005%
PIS	0,242%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.073,511	298,510	238,349
INITIATE CROSS BORDER CREDIT TRANSFER	1.610,743	343,804	236,490
GET PAYMENT INFORMATION	236,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	407,230	662,904	592,068
GET CARD INFORMATION	426,842	388,687	378,553
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 17.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,008%	0,004%
PIS	0,433%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.040,892	291,630	234,452
INITIATE CROSS BORDER CREDIT TRANSFER	1.574,765	323,786	230,707
GET PAYMENT INFORMATION	218,493	Not applicable	Not applicable
GET ACCOUNT INFORMATION	394,206	616,813	549,252
GET CARD INFORMATION	415,244	366,586	357,544
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 18.06.2026

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	0,017%	0,014%	0,005%
PIS	1,060%	0,019%	0,005%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.034,343	288,616	231,019
INITIATE CROSS BORDER CREDIT TRANSFER	1.626,432	326,219	232,155
GET PAYMENT INFORMATION	214,139	Not applicable	Not applicable
GET ACCOUNT INFORMATION	385,226	621,194	556,521
GET CARD INFORMATION	424,908	362,924	353,146
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 19.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,066%	0,008%	0,005%
PIS	0,000%	0,010%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	972,219	294,941	232,658
INITIATE CROSS BORDER CREDIT TRANSFER	1.533,785	332,933	236,006
GET PAYMENT INFORMATION	202,034	Not applicable	Not applicable
GET ACCOUNT INFORMATION	374,400	598,542	533,326
GET CARD INFORMATION	385,469	358,408	344,323
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 20.06.2026

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%	0,006%	0,002%
PIS	0,000%	0,021%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	930,800	182,296	148,988
INITIATE CROSS BORDER CREDIT TRANSFER	1.367,704	195,946	142,985
GET PAYMENT INFORMATION	225,051	Not applicable	Not applicable
GET ACCOUNT INFORMATION	299,595	479,012	459,913
GET CARD INFORMATION	342,247	260,839	261,070
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 21.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,100%	0,007%	0,003%
PIS	0,188%	0,016%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	943,000	137,970	111,940
INITIATE CROSS BORDER CREDIT TRANSFER	1.437,500	149,509	110,026
GET PAYMENT INFORMATION	284,666	Not applicable	Not applicable
GET ACCOUNT INFORMATION	294,449	472,808	469,680
GET CARD INFORMATION	342,363	234,241	232,786
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 22.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,027%	0,008%	0,004%
PIS	1,961%	0,021%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	959,481	266,699	212,727
INITIATE CROSS BORDER CREDIT TRANSFER	1.401,388	300,002	205,918
GET PAYMENT INFORMATION	214,423	Not applicable	Not applicable
GET ACCOUNT INFORMATION	346,821	546,804	485,785
GET CARD INFORMATION	357,975	315,892	305,366
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 23.06.2026

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	0,015%	0,009%	0,004%
PIS	0,219%	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	897,476	240,268	194,802
INITIATE CROSS BORDER CREDIT TRANSFER	1.436,915	274,774	197,811
GET PAYMENT INFORMATION	191,401	Not applicable	Not applicable
GET ACCOUNT INFORMATION	338,027	517,237	468,575
GET CARD INFORMATION	358,391	296,531	292,649
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 24.06.2026

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%	0,010%	0,005%
PIS	1,013%	0,009%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	955,235	261,369	213,866
INITIATE CROSS BORDER CREDIT TRANSFER	1.505,253	294,287	214,838
GET PAYMENT INFORMATION	198,541	Not applicable	Not applicable
GET ACCOUNT INFORMATION	347,914	544,718	487,110
GET CARD INFORMATION	368,614	318,049	314,105
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 25.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,137%	0,011%	0,005%
PIS	0,390%	0,012%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	983,282	275,448	234,311
INITIATE CROSS BORDER CREDIT TRANSFER	1.508,010	301,732	226,038
GET PAYMENT INFORMATION	202,559	Not applicable	Not applicable
GET ACCOUNT INFORMATION	360,536	579,296	536,129
GET CARD INFORMATION	382,707	343,508	341,147
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 26.06.2026

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	0,050%	0,010%	0,004%
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	998,150	289,773	237,597
INITIATE CROSS BORDER CREDIT TRANSFER	1.534,364	322,380	234,957
GET PAYMENT INFORMATION	200,820	Not applicable	Not applicable
GET ACCOUNT INFORMATION	366,279	589,719	524,966
GET CARD INFORMATION	398,198	343,153	337,870
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 27.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,067%	0,008%	0,006%
PIS	0,000%	0,002%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	882,923	162,231	133,733
INITIATE CROSS BORDER CREDIT TRANSFER	1.424,078	186,755	131,582
GET PAYMENT INFORMATION	206,717	Not applicable	Not applicable
GET ACCOUNT INFORMATION	273,158	433,189	416,479
GET CARD INFORMATION	328,575	229,090	229,660
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 28.06.2026

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,137%	0,018%	0,005%
PIS	0,016%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	919,000	135,877	112,874
INITIATE CROSS BORDER CREDIT TRANSFER	1.408,686	137,380	114,617
GET PAYMENT INFORMATION	231,895	Not applicable	Not applicable
GET ACCOUNT INFORMATION	263,453	416,246	407,177
GET CARD INFORMATION	310,683	207,342	206,881
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 29.06.2026

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,063%	0,017%	0,006%
PIS	1,165%	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	1.010,351	348,108	293,048
INITIATE CROSS BORDER CREDIT TRANSFER	1.669,780	369,327	294,828
GET PAYMENT INFORMATION	262,705	Not applicable	Not applicable
GET ACCOUNT INFORMATION	383,063	627,685	581,925
GET CARD INFORMATION	390,242	390,663	388,828
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q2 2026

DATE: 30.06.2026

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,048%	0,015%	0,007%
PIS	0,000%	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	1.746,759	630,443	460,436
INITIATE CROSS BORDER CREDIT TRANSFER	1.883,689	630,786	475,108
GET PAYMENT INFORMATION	288,776	Not applicable	Not applicable
GET ACCOUNT INFORMATION	542,091	1.007,035	792,047
GET CARD INFORMATION	448,591	680,394	598,803
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: