

QUARTER: Q3 2021

DATE: 01.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,023%	0,046%	0,035%
PIS	0,000%	0,012%	0,058%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	214,250	73,618	263,919
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,601	71,154
GET PAYMENT INFORMATION	70,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,869	250,511	117,442
GET CARD INFORMATION	254,363	54,164	57,788
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 02.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,030%	0,024%
PIS	0,000%	0,004%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	532,000	72,880	233,698
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,479	84,300
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,857	260,161	114,760
GET CARD INFORMATION	250,288	51,619	53,674
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 03.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,017%	0,032%
PIS	No traffic	0,000%	0,033%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,581	266,111
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,698	62,765
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	165,773	213,419	113,133
GET CARD INFORMATION	221,322	45,535	49,621
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 04.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,030%	0,037%
PIS	No traffic	0,000%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	68,185	223,956
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,980	66,570
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,587	227,910	123,484
GET CARD INFORMATION	235,520	44,416	46,690
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 05.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,022%	0,007%
PIS	0,000%	0,003%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	808,000	75,644	240,511
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,280	78,407
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	188,513	262,420	123,012
GET CARD INFORMATION	233,789	51,707	54,666
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 06.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,028%	0,016%
PIS	No traffic	0,001%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,110	234,425
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,803	71,485
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,848	257,071	116,703
GET CARD INFORMATION	238,116	50,023	51,780
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 07.07.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,985%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,015%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,049%	0,019%
PIS	0,000%	0,010%	0,046%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	754,500	69,582	226,926
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,399	66,923
GET PAYMENT INFORMATION	239,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,206	248,676	113,569
GET CARD INFORMATION	217,444	49,595	51,817
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 08.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,025%	0,013%
PIS	0,000%	0,001%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	219,500	68,478	239,585
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,948	67,337
GET PAYMENT INFORMATION	96,800	Not applicable	Not applicable
GET ACCOUNT INFORMATION	174,247	242,663	111,307
GET CARD INFORMATION	218,191	49,789	52,055
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 09.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,033%	0,013%
PIS	0,000%	0,018%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	436,000	69,889	240,201
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,230	66,760
GET PAYMENT INFORMATION	134,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	176,706	250,713	110,675
GET CARD INFORMATION	207,661	52,463	50,849
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 10.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,022%	0,034%
PIS	0,000%	0,004%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	326,000	61,158	266,129
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,109	62,229
GET PAYMENT INFORMATION	108,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	160,505	200,074	105,021
GET CARD INFORMATION	190,991	41,918	44,811
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 11.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,003%	0,012%
PIS	No traffic	0,000%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,018	228,686
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,856	67,454
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,570	208,958	113,369
GET CARD INFORMATION	228,700	40,834	42,336
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 12.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,034%	0,008%
PIS	No traffic	0,015%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,181	235,387
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,875	69,300
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	185,035	245,748	112,356
GET CARD INFORMATION	229,877	47,770	49,594
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 13.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,027%	0,012%
PIS	0,000%	0,005%	0,032%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	391,000	69,497	236,341
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,647	66,613
GET PAYMENT INFORMATION	113,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	188,217	245,631	110,350
GET CARD INFORMATION	208,593	47,935	50,737
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 14.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,036%	0,010%
PIS	0,000%	0,022%	0,047%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	234,000	69,440	238,679
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,966	66,445
GET PAYMENT INFORMATION	112,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,416	241,459	109,819
GET CARD INFORMATION	243,364	51,034	51,193
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 15.07.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,987%	99,984%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,013%	0,016%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,043%	0,023%
PIS	0,000%	0,000%	0,034%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	64,000	68,962	240,852
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,099	65,135
GET PAYMENT INFORMATION	71,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	195,258	247,671	113,279
GET CARD INFORMATION	232,657	48,878	49,586
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 16.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,032%	0,010%
PIS	0,000%	0,005%	0,039%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	197,600	69,508	241,561
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,627	66,619
GET PAYMENT INFORMATION	85,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,786	246,133	111,289
GET CARD INFORMATION	226,562	47,957	50,158
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 17.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,006%	0,008%
PIS	No traffic	0,004%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,893	272,672
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,285	63,165
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	164,525	217,875	108,973
GET CARD INFORMATION	217,921	45,111	46,976
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 18.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,005%	0,011%
PIS	No traffic	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	68,006	239,928
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,192	68,150
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,320	211,361	115,981
GET CARD INFORMATION	246,085	42,931	45,325
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 19.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,027%	0,009%
PIS	No traffic	0,002%	0,043%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,040	253,156
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,571	74,669
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,909	252,450	117,171
GET CARD INFORMATION	235,711	51,168	53,031
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 20.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,024%	0,013%
PIS	0,000%	0,009%	0,053%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	270,500	70,143	251,700
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,627	68,007
GET PAYMENT INFORMATION	141,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	185,350	246,541	113,473
GET CARD INFORMATION	207,661	50,640	53,779
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 21.07.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,992%	99,758%	99,908%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,008%	0,242%	0,092%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,089%	0,451%	0,202%
PIS	0,000%	0,001%	0,232%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,000	70,036	252,242
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,833	70,488
GET PAYMENT INFORMATION	66,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,306	254,181	112,313
GET CARD INFORMATION	223,742	48,353	49,787
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 22.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,029%	0,010%
PIS	0,000%	0,004%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	470,000	70,235	252,434
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,582	67,771
GET PAYMENT INFORMATION	123,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,859	253,053	111,356
GET CARD INFORMATION	207,108	47,655	50,270
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 23.07.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,910%	99,935%	99,944%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,090%	0,065%	0,056%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,028%	0,069%	0,044%
PIS	0,000%	0,001%	0,051%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	188,250	69,904	261,713
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,651	70,813
GET PAYMENT INFORMATION	74,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,966	260,783	109,894
GET CARD INFORMATION	224,107	47,621	50,265
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 24.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,008%	0,007%
PIS	No traffic	0,004%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,284	278,630
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,269	63,476
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	160,326	202,803	103,236
GET CARD INFORMATION	211,491	41,629	44,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 25.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,004%	0,006%
PIS	No traffic	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	68,144	252,232
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,066	69,188
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,458	204,191	109,615
GET CARD INFORMATION	227,086	39,901	42,220
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 26.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,076%	0,009%
PIS	0,000%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	118,000	72,417	269,715
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,593	70,042
GET PAYMENT INFORMATION	79,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,321	262,212	115,791
GET CARD INFORMATION	236,577	49,397	53,742
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 27.07.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,965%	99,973%	99,988%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,035%	0,027%	0,012%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,038%	0,029%	0,017%
PIS	0,000%	0,003%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	976,000	72,282	265,143
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,443	72,366
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,159	251,203	112,848
GET CARD INFORMATION	233,675	48,821	50,912
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 28.07.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,927%	99,966%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,073%	0,034%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,192%	0,060%
PIS	No traffic	0,001%	0,058%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,180	252,340
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,023	74,220
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	196,385	251,996	114,397
GET CARD INFORMATION	244,016	50,492	51,134
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 29.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,037%	0,009%
PIS	No traffic	0,004%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	75,236	269,610
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,693	72,708
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	201,334	265,533	114,383
GET CARD INFORMATION	255,323	52,741	54,559
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 30.07.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,992%	99,995%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,008%	0,005%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,020%	0,012%
PIS	0,000%	0,002%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	339,333	79,661	268,848
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,759	71,143
GET PAYMENT INFORMATION	86,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	207,804	271,848	124,956
GET CARD INFORMATION	239,856	57,716	58,074
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 31.07.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,020%	0,040%
PIS	No traffic	0,010%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,194	268,590
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,502	66,179
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	167,566	203,558	109,232
GET CARD INFORMATION	220,128	42,672	46,073
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 01.08.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,991%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,009%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,025%	0,018%
PIS	No traffic	0,019%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	75,953	220,440
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,079	68,826
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,974	218,689	123,033
GET CARD INFORMATION	238,578	42,296	45,834
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 02.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,022%	0,011%
PIS	0,000%	0,003%	0,068%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	67,500	74,270	240,362
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,193	68,885
GET PAYMENT INFORMATION	56,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,498	256,495	119,939
GET CARD INFORMATION	225,083	50,771	53,203
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 03.08.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,031%	0,022%
PIS	0,000%	0,012%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	412,000	73,805	229,110
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,970	80,550
GET PAYMENT INFORMATION	121,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	196,767	272,078	113,681
GET CARD INFORMATION	243,533	50,513	51,509
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 04.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,035%	0,013%
PIS	0,000%	0,000%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	783,000	74,847	230,126
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,665	74,738
GET PAYMENT INFORMATION	190,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	195,240	277,659	117,031
GET CARD INFORMATION	231,025	51,744	53,388
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 05.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,027%	0,013%
PIS	0,000%	0,001%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	643,000	74,623	230,438
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,180	77,631
GET PAYMENT INFORMATION	154,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,631	274,392	116,966
GET CARD INFORMATION	244,684	51,260	53,466
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 06.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,029%	0,013%
PIS	No traffic	0,010%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	73,666	233,356
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,030	69,617
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	192,917	270,329	115,480
GET CARD INFORMATION	248,034	52,570	53,115
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 07.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,019%	0,031%
PIS	No traffic	0,000%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	64,247	253,674
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,161	67,848
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	174,258	219,470	110,246
GET CARD INFORMATION	226,647	45,062	47,621
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 08.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,006%	0,010%
PIS	No traffic	0,000%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,294	255,945
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,504	65,053
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	192,062	231,495	117,588
GET CARD INFORMATION	244,004	41,649	44,951
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 09.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,025%	0,006%
PIS	0,000%	0,001%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	87,500	71,838	230,112
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,371	65,132
GET PAYMENT INFORMATION	68,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	188,039	255,860	113,785
GET CARD INFORMATION	231,878	49,639	51,616
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 10.08.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,903%	99,867%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,097%	0,133%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,028%	0,015%
PIS	No traffic	0,006%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,099	242,044
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,663	64,433
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,561	241,830	108,621
GET CARD INFORMATION	240,744	49,641	51,074
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 11.08.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,997%	99,993%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,003%	0,007%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,034%	0,018%
PIS	0,000%	0,022%	0,036%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	353,833	70,307	236,958
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,174	64,448
GET PAYMENT INFORMATION	84,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,242	237,104	107,107
GET CARD INFORMATION	214,957	48,930	51,029
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 12.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,017%	0,011%
PIS	0,000%	0,003%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	547,000	69,421	239,978
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,150	64,592
GET PAYMENT INFORMATION	94,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,044	237,786	106,540
GET CARD INFORMATION	230,296	45,635	47,869
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 13.08.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,989%	99,970%	99,986%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,011%	0,030%	0,014%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,032%	0,070%	0,031%
PIS	0,000%	0,002%	0,052%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	171,000	70,103	244,689
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,935	67,205
GET PAYMENT INFORMATION	169,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,537	238,259	106,597
GET CARD INFORMATION	210,904	46,026	48,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 14.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,009%	0,015%
PIS	0,000%	0,010%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,232	243,946
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,060	63,036
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	166,998	196,019	102,164
GET CARD INFORMATION	201,809	42,425	44,251
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 15.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,005%	0,011%
PIS	No traffic	0,000%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,998	238,786
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,827	67,374
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	185,319	209,894	112,451
GET CARD INFORMATION	235,177	39,489	42,333
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 16.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,001%	0,016%	0,008%
PIS	No traffic	0,008%	0,032%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,922	237,132
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,415	63,319
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,174	227,994	104,863
GET CARD INFORMATION	226,557	45,724	46,808
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 17.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,024%	0,012%
PIS	No traffic	0,002%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	69,165	240,353
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,004	65,089
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,314	234,100	102,927
GET CARD INFORMATION	230,826	45,284	47,107
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 18.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,023%	0,010%
PIS	No traffic	0,004%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,166	241,911
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,977	64,684
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,074	232,783	101,901
GET CARD INFORMATION	232,674	44,629	45,534
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 19.08.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,964%	97,119%	97,261%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,036%	2,881%	2,739%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,086%	3,481%	1,506%
PIS	No traffic	0,004%	0,145%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	70,789	263,640
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,915	62,651
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,261	232,712	105,061
GET CARD INFORMATION	230,992	45,708	46,574
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 20.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,031%	0,016%
PIS	0,000%	0,002%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	167,000	70,388	257,321
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,295	64,027
GET PAYMENT INFORMATION	117,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,974	239,006	103,784
GET CARD INFORMATION	217,551	45,051	48,019
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 21.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,012%	0,017%
PIS	0,000%	0,021%	0,034%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	719,667	65,962	270,890
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,995	60,768
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	168,869	200,051	101,062
GET CARD INFORMATION	217,273	42,896	45,724
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 22.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,012%	0,009%
PIS	No traffic	0,006%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	73,077	259,745
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,627	70,965
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,848	204,881	111,417
GET CARD INFORMATION	242,472	39,671	43,031
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 23.08.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,974%	99,958%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,026%	0,042%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,090%	0,045%
PIS	0,000%	0,009%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	160,000	72,711	275,293
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,671	66,339
GET PAYMENT INFORMATION	118,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,199	231,856	109,507
GET CARD INFORMATION	228,282	47,155	47,546
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 24.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,074%	0,010%
PIS	No traffic	0,005%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,013	272,122
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,943	66,365
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	194,796	258,392	108,672
GET CARD INFORMATION	246,018	47,096	49,287
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 25.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,020%	0,011%
PIS	0,000%	0,002%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	531,500	72,156	276,954
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,116	70,622
GET PAYMENT INFORMATION	95,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	199,522	237,115	108,295
GET CARD INFORMATION	236,798	46,419	49,337
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 26.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,024%	0,010%
PIS	11,111%	0,005%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	657,000	71,772	290,584
INITIATE CROSS BORDER CREDIT TRANSFER	115,333	85,581	65,059
GET PAYMENT INFORMATION	49,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	195,933	239,460	110,830
GET CARD INFORMATION	225,125	49,854	50,099
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 27.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,025%	0,014%
PIS	No traffic	0,005%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	73,458	277,785
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,063	67,604
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	199,472	240,357	109,695
GET CARD INFORMATION	248,389	47,942	49,335
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 28.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,019%	0,030%
PIS	No traffic	0,000%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,496	257,614
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,270	62,058
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	173,941	194,074	104,881
GET CARD INFORMATION	225,372	41,578	45,013
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 29.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,006%	0,010%
PIS	No traffic	0,008%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,128	261,146
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,563	70,467
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,573	200,821	112,818
GET CARD INFORMATION	250,918	40,765	43,451
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 30.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,021%	0,011%
PIS	No traffic	0,002%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	77,762	272,869
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,269	71,521
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	217,028	243,219	116,230
GET CARD INFORMATION	260,832	50,109	52,498
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 31.08.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,026%	0,015%
PIS	No traffic	0,002%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	82,509	263,182
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,618	77,691
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	220,246	253,726	120,706
GET CARD INFORMATION	271,073	54,899	55,507
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 01.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,025%	0,025%
PIS	23,077%	0,002%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	145,400	75,009	233,902
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,273	67,105
GET PAYMENT INFORMATION	82,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,991	247,837	116,720
GET CARD INFORMATION	248,065	49,574	52,171
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 02.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,034%	0,016%
PIS	0,000%	0,001%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	74,640	74,430	225,594
INITIATE CROSS BORDER CREDIT TRANSFER	94,333	85,338	69,214
GET PAYMENT INFORMATION	47,423	Not applicable	Not applicable
GET ACCOUNT INFORMATION	206,668	250,969	111,577
GET CARD INFORMATION	258,934	48,004	49,249
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 03.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,032%	0,013%
PIS	5,263%	0,005%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	114,467	75,722	241,855
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,999	106,393
GET PAYMENT INFORMATION	80,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	203,676	257,025	113,962
GET CARD INFORMATION	241,099	48,998	51,313
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 04.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,012%	0,026%
PIS	No traffic	0,007%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,253	280,948
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,983	63,466
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	184,865	219,389	117,637
GET CARD INFORMATION	239,608	48,346	50,252
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 05.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,004%	0,008%
PIS	No traffic	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	No traffic	74,514	217,637
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,441	70,197
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,936	232,248	125,978
GET CARD INFORMATION	262,028	46,711	48,164
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 06.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,041%	0,018%
PIS	0,000%	0,001%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	185,000	80,298	233,184
INITIATE CROSS BORDER CREDIT TRANSFER	143,222	93,830	72,222
GET PAYMENT INFORMATION	89,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	211,161	269,917	122,719
GET CARD INFORMATION	262,076	52,517	53,113
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 07.09.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,994%	99,985%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,006%	0,015%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,035%	0,022%
PIS	0,000%	0,002%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	80,800	76,787	234,609
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,269	69,281
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,158	255,462	115,417
GET CARD INFORMATION	264,636	50,668	52,489
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 08.09.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,981%	99,963%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,019%	0,037%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,214%	0,072%	0,045%
PIS	No traffic	0,007%	0,046%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	75,390	228,939
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,155	68,400
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	203,893	255,737	115,624
GET CARD INFORMATION	251,707	54,686	52,350
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 09.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,032%	0,009%
PIS	0,000%	0,004%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	439,000	77,313	288,550
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,841	71,639
GET PAYMENT INFORMATION	133,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	203,351	258,191	112,865
GET CARD INFORMATION	245,590	49,021	50,553
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 10.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,050%	0,016%
PIS	No traffic	0,038%	0,139%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	76,144	248,307
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,225	78,713
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,714	258,150	114,121
GET CARD INFORMATION	263,263	54,828	55,142
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 11.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,006%	0,011%
PIS	No traffic	0,008%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,962	246,326
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,229	59,100
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,351	218,704	113,078
GET CARD INFORMATION	244,044	47,832	50,369
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 12.09.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	95,051%	90,640%	90,733%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	4,949%	9,360%	9,267%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	1,260%	4,691%	2,328%
PIS	0,000%	0,000%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	686,000	75,463	237,832
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	82,603	66,994
GET PAYMENT INFORMATION	145,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,976	232,076	121,875
GET CARD INFORMATION	245,785	46,631	49,107
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 13.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,025%	0,007%
PIS	33,333%	0,098%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	100,000	86,948	231,046
INITIATE CROSS BORDER CREDIT TRANSFER	145,333	108,791	65,110
GET PAYMENT INFORMATION	102,167	Not applicable	Not applicable
GET ACCOUNT INFORMATION	216,606	261,174	119,810
GET CARD INFORMATION	249,527	54,155	55,858
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 14.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,018%	0,032%	0,012%
PIS	34,615%	0,000%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	88,000	76,605	233,702
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,460	69,779
GET PAYMENT INFORMATION	101,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,453	267,930	116,127
GET CARD INFORMATION	248,063	50,636	53,023
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 15.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,030%	0,007%
PIS	6,452%	0,005%	0,029%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	128,083	79,031	242,740
INITIATE CROSS BORDER CREDIT TRANSFER	101,200	92,973	69,782
GET PAYMENT INFORMATION	72,167	Not applicable	Not applicable
GET ACCOUNT INFORMATION	215,568	265,507	117,505
GET CARD INFORMATION	255,643	53,474	54,445
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 16.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,028%	0,034%	0,019%
PIS	0,000%	0,015%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	87,400	74,617	235,482
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,428	68,288
GET PAYMENT INFORMATION	55,300	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,749	254,406	113,235
GET CARD INFORMATION	289,547	51,737	53,820
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 17.09.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,989%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,011%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,042%	0,067%	0,033%
PIS	0,000%	0,001%	0,046%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	77,250	79,245	238,079
INITIATE CROSS BORDER CREDIT TRANSFER	95,333	89,976	67,118
GET PAYMENT INFORMATION	61,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,022	257,453	115,088
GET CARD INFORMATION	252,922	48,924	50,036
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 18.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,011%	0,018%
PIS	No traffic	0,005%	0,042%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,378	254,542
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,818	58,957
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,302	209,636	108,125
GET CARD INFORMATION	236,871	46,801	48,430
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 19.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,007%	0,010%
PIS	0,000%	0,010%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	320,000	73,369	249,059
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	66,273	62,412
GET PAYMENT INFORMATION	166,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	217,504	214,775	114,678
GET CARD INFORMATION	250,688	43,010	45,808
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 20.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,024%	0,008%
PIS	0,000%	0,183%	0,039%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	73,421	88,304	234,210
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,273	69,197
GET PAYMENT INFORMATION	68,286	Not applicable	Not applicable
GET ACCOUNT INFORMATION	214,219	253,842	110,848
GET CARD INFORMATION	250,737	48,191	50,439
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 21.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,029%	0,010%
PIS	0,000%	0,003%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	75,471	76,071	243,825
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,031	65,885
GET PAYMENT INFORMATION	50,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	215,061	247,919	108,129
GET CARD INFORMATION	252,659	46,600	49,571
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 22.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,025%	0,012%
PIS	21,311%	0,003%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	85,625	75,251	243,179
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,196	66,911
GET PAYMENT INFORMATION	58,375	Not applicable	Not applicable
GET ACCOUNT INFORMATION	206,818	252,355	111,113
GET CARD INFORMATION	237,317	46,823	50,001
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 23.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,026%	0,010%
PIS	0,000%	0,001%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	67,000	79,091	250,628
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,832	69,240
GET PAYMENT INFORMATION	87,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	215,441	259,236	115,497
GET CARD INFORMATION	255,740	48,431	50,367
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 24.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,026%	0,009%
PIS	No traffic	0,003%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	79,605	283,369
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,035	72,235
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	228,206	254,891	117,417
GET CARD INFORMATION	281,002	50,946	53,022
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 25.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,004%	0,002%
PIS	No traffic	0,000%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,656	250,118
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,038	59,306
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,467	195,135	105,578
GET CARD INFORMATION	237,533	42,390	44,729
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 26.09.2021

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	0,103%	0,007%	0,006%
PIS	No traffic	0,000%	0,037%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	69,789	238,340
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,318	65,437
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,450	192,140	114,058
GET CARD INFORMATION	289,230	53,292	53,514
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 27.09.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,305%	99,308%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,695%	0,692%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,035%	0,716%	0,239%
PIS	No traffic	0,002%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	82,310	246,875
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,381	75,343
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	222,237	251,328	118,399
GET CARD INFORMATION	268,398	50,372	51,774
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 28.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,031%	0,009%
PIS	0,000%	0,000%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	77,500	80,156	254,483
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,753	69,037
GET PAYMENT INFORMATION	66,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	228,914	252,062	113,690
GET CARD INFORMATION	267,828	50,720	52,392
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 29.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,017%	0,036%	0,018%
PIS	0,000%	0,001%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	269,500	85,966	260,852
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,409	76,107
GET PAYMENT INFORMATION	67,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	239,481	248,681	113,723
GET CARD INFORMATION	288,295	50,512	52,512
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2021

DATE: 30.09.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,023%	0,008%
PIS	0,000%	0,002%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	80,833	98,657	278,455
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	111,446	81,407
GET PAYMENT INFORMATION	59,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	267,058	264,349	123,352
GET CARD INFORMATION	348,959	54,647	55,872
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: