QUARTER: Q3 2022 **DATE: 01.07.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,012%	0,001%
PIS	0,000%	0,005%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	140,200	73,741	211,774
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,237	59,356
GET PAYMENT INFORMATION	62,429	Not applicable	Not applicable
GET ACCOUNT INFORMATION	372,247	222,786	107,012
GET CARD INFORMATION	387,884	43,506	45,414
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 02.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,032%	0,001%	0,001%
PIS	No traffic	0,003%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	57,383	193,282
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,313	47,185
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	286,210	176,444	99,322
GET CARD INFORMATION	228,542	38,033	40,976
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 03.07.2022**

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	151,000	61,396	184,883
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,381	50,109
GET PAYMENT INFORMATION	89,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	313,635	184,383	109,038
GET CARD INFORMATION	426,721	36,982	40,313
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 04.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,999%	99,995%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,001%	0,005%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,014%	0,003%
PIS	0,000%	0,004%	0,011%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	190,200	71,098	197,641
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,622	57,301
GET PAYMENT INFORMATION	58,833	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,998	222,219	105,402
GET CARD INFORMATION	413,713	43,475	46,377
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 05.07.2022
UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,007%	0,022%	0,004%
PIS	0,000%	0,005%	0,005%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	205,750	70,061	208,708
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,866	55,379
GET PAYMENT INFORMATION	62,818	Not applicable	Not applicable
GET ACCOUNT INFORMATION	335,368	224,913	101,871
GET CARD INFORMATION	361,325	43,260	46,972
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 06.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,987%	99,985%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,013%	0,015%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,029%	0,011%
PIS	0,000%	0,006%	0,008%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	94,750	69,719	212,425
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,372	54,478
GET PAYMENT INFORMATION	52,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	339,227	216,518	102,125
GET CARD INFORMATION	439,468	43,601	45,914
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   DATE: 07.07.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,020%	0,023%	0,008%
PIS	0,000%	0,006%	0,011%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	271,636	69,557	241,890
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,235	53,780
GET PAYMENT INFORMATION	77,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	341,817	219,536	102,664
GET CARD INFORMATION	389,500	42,417	45,447
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 08.07.2022**

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	87,250	70,911	219,619
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,943	54,973
GET PAYMENT INFORMATION	62,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	331,763	219,900	103,753
GET CARD INFORMATION	401,584	42,293	44,950
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 09.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

REPORTING METRIC	**ERROR RESPONSE RATE**		
	APIs	**e-Banking**	**Mobile**
AIS	0,018%	0,002%	0,001%
PIS	29,412%	0,003%	0,012%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

REPORTING METRIC	**DAILY AVERAGE RESPONSE TIME (ms)**		
	APIs	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	175,500	60,191	214,125
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	62,140	50,560
GET PAYMENT INFORMATION	185,875	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	298,239	183,932	101,188
GET CARD INFORMATION	380,302	37,761	38,136
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q3 2022   DATE: 10.07.2022

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	120,000	63,390	204,357
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,212	51,628
GET PAYMENT INFORMATION	83,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	303,326	186,266	108,522
GET CARD INFORMATION	364,795	36,552	37,253
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 11.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,015%	0,002%
PIS	0,000%	0,004%	0,010%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	144,500	73,400	220,267
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,749	58,492
GET PAYMENT INFORMATION	75,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	336,325	227,419	111,188
GET CARD INFORMATION	434,260	44,426	44,481
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022 **DATE: 12.07.2022**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,012%	0,005%
PIS	1,042%	0,009%	0,011%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	190,269	75,869	233,783
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,079	61,199
GET PAYMENT INFORMATION	102,203	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,170	238,487	113,129
GET CARD INFORMATION	416,521	43,703	44,285
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022

DATE: 13.07.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,019%	0,007%
PIS	2,632%	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	133,714	69,774	227,627
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,583	55,612
GET PAYMENT INFORMATION	65,925	Not applicable	Not applicable
GET ACCOUNT INFORMATION	318,317	213,584	104,334
GET CARD INFORMATION	394,802	43,356	43,334
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,014%	0,003%
PIS	0,000%	0,013%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	187,120	72,295	233,577
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,486	58,153
GET PAYMENT INFORMATION	72,818	Not applicable	Not applicable
GET ACCOUNT INFORMATION	316,935	213,995	104,033
GET CARD INFORMATION	489,030	43,987	44,558
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 15.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,014%	0,002%
PIS	2,765%	0,005%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	153,982	77,303	254,824
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,547	60,858
GET PAYMENT INFORMATION	68,981	Not applicable	Not applicable
GET ACCOUNT INFORMATION	344,085	216,245	98,445
GET CARD INFORMATION	487,045	48,030	48,070
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 16.07.2022**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,024%	0,002%	0,001%
PIS	0,000%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	158,500	57,914	223,482
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,911	48,515
GET PAYMENT INFORMATION	100,633	Not applicable	Not applicable
GET ACCOUNT INFORMATION	288,957	159,569	88,840
GET CARD INFORMATION	384,792	36,663	37,127
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 17.07.2022**

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,334	214,988
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,045	50,391
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	303,086	172,049	99,568
GET CARD INFORMATION	237,314	35,820	36,297
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 18.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,012%	0,002%
PIS	1,961%	0,006%	0,009%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	126,000	69,110	213,712
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	75,611	54,834
GET PAYMENT INFORMATION	62,886	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	319,671	206,182	102,590
GET CARD INFORMATION	434,537	42,539	42,541
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022 DATE: 19.07.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,016%	0,001%
PIS	0,000%	0,005%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	131,000	68,245	217,323
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,005	54,462
GET PAYMENT INFORMATION	67,867	Not applicable	Not applicable
GET ACCOUNT INFORMATION	334,014	212,836	98,063
GET CARD INFORMATION	553,065	41,615	42,983
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 20.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,004%	0,016%	0,002%
PIS	0,000%	0,018%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	151,000	68,673	219,272
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,652	54,553
GET PAYMENT INFORMATION	72,312	Not applicable	Not applicable
GET ACCOUNT INFORMATION	316,472	210,240	97,770
GET CARD INFORMATION	448,954	42,105	45,040
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 21.07.2022**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,016%	0,003%
PIS	0,000%	0,007%	0,014%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	150,227	67,486	222,123
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,732	53,345
GET PAYMENT INFORMATION	66,517	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,368	215,851	100,973
GET CARD INFORMATION	502,047	42,425	44,979
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

 EUROBANK

QUARTER: Q3 2022   **DATE: 22.07.2022**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,014%	0,002%
PIS	4,878%	0,003%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	300,000	69,708	227,754
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,940	54,692
GET PAYMENT INFORMATION	70,189	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,245	214,819	101,565
GET CARD INFORMATION	518,848	42,318	45,205
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022 | **DATE: 23.07.2022**

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	143,000	59,302	229,500
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	56,954	51,433
GET PAYMENT INFORMATION	66,222	Not applicable	Not applicable
GET ACCOUNT INFORMATION	293,139	180,991	96,121
GET CARD INFORMATION	345,074	38,382	41,623
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 24.07.2022**

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	64,042	221,318
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	60,266	51,716
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	301,777	178,420	104,519
GET CARD INFORMATION	254,635	38,045	40,909
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 25.07.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,007%	0,012%	0,003%
PIS	3,947%	0,004%	0,014%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	234,348	70,167	225,250
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	74,029	56,393
GET PAYMENT INFORMATION	68,040	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	343,988	210,728	103,628
GET CARD INFORMATION	525,855	44,161	45,528
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q3 2022   **DATE: 26.07.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,007%	0,011%	0,002%
PIS	0,000%	0,011%	0,018%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	259,429	69,416	249,675
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,382	55,927
GET PAYMENT INFORMATION	65,143	Not applicable	Not applicable
GET ACCOUNT INFORMATION	356,254	212,987	103,551
GET CARD INFORMATION	710,195	44,505	47,627
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

| QUARTER: Q3 2022 | | | DATE: 27.07.2022 |

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,010%	0,002%
PIS	0,000%	0,005%	0,011%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	254,600	70,720	238,391
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	74,392	56,026
GET PAYMENT INFORMATION	73,267	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	331,736	210,187	105,078
GET CARD INFORMATION	395,860	44,998	47,668
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 28.07.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,015%	0,002%
PIS	0,000%	0,008%	0,014%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	245,421	74,951	244,455
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,854	58,978
GET PAYMENT INFORMATION	70,049	Not applicable	Not applicable
GET ACCOUNT INFORMATION	342,195	224,386	105,029
GET CARD INFORMATION	506,818	46,330	49,020
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 29.07.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,010%	0,062%	0,037%
PIS	0,000%	0,004%	0,012%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	135,667	80,430	257,359
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	83,123	62,182
GET PAYMENT INFORMATION	64,071	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	386,792	231,900	116,425
GET CARD INFORMATION	576,619	48,958	50,916
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 30.07.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,023%	0,002%	0,001%
PIS	No traffic	0,000%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	60,001	225,223
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,407	49,486
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	295,237	176,048	102,121
GET CARD INFORMATION	229,341	39,487	41,981
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 31.07.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	63,842	208,053
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,280	53,128
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,977	184,326	112,186
GET CARD INFORMATION	241,347	38,091	41,004
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 01.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	132,000	74,552	220,071
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,561	58,672
GET PAYMENT INFORMATION	64,875	Not applicable	Not applicable
GET ACCOUNT INFORMATION	341,041	226,539	112,187
GET CARD INFORMATION	336,993	45,853	48,490
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 02.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,018%	0,015%	0,002%
PIS	0,000%	0,011%	0,000%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	131,364	72,770	213,928
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,561	57,753
GET PAYMENT INFORMATION	69,480	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,753	237,008	103,433
GET CARD INFORMATION	347,874	44,346	46,519
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 03.08.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,223%	0,017%	0,003%
PIS	0,000%	0,009%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	110,750	70,403	223,504
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,179	56,803
GET PAYMENT INFORMATION	60,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,006	226,432	103,830
GET CARD INFORMATION	418,390	45,187	47,582
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   DATE: 04.08.2022

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,991%	99,983%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,009%	0,017%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,238%	0,015%	0,006%
PIS	0,000%	0,011%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	144,833	70,464	228,972
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,510	56,310
GET PAYMENT INFORMATION	60,643	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,759	232,110	103,782
GET CARD INFORMATION	446,480	44,100	46,301
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 05.08.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,060%	0,017%	0,002%
PIS	0,000%	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	160,857	72,764	232,920
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,199	55,951
GET PAYMENT INFORMATION	67,351	Not applicable	Not applicable
GET ACCOUNT INFORMATION	345,580	232,966	105,944
GET CARD INFORMATION	580,849	45,040	46,724
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 06.08.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,034%	0,002%	0,001%
PIS	0,000%	0,004%	0,008%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	223,000	60,776	221,712
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	61,392	48,067
GET PAYMENT INFORMATION	300,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	297,957	205,349	105,548
GET CARD INFORMATION	297,769	40,804	44,336
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022 **DATE: 07.08.2022**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,002%	0,001%
PIS	No traffic	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	No traffic	66,076	219,257
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	63,058	58,716
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,239	194,375	112,004
GET CARD INFORMATION	241,456	39,135	41,802
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 08.08.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,013%	0,002%
PIS	0,000%	0,008%	0,001%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	196,818	71,804	228,527
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	75,395	55,107
GET PAYMENT INFORMATION	75,556	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	325,426	228,061	102,875
GET CARD INFORMATION	479,838	43,472	45,770
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 09.08.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,011%	0,127%	0,003%
PIS	0,000%	0,007%	0,012%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	134,500	70,669	237,475
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,215	54,381
GET PAYMENT INFORMATION	56,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	332,652	262,698	98,893
GET CARD INFORMATION	463,924	43,139	45,614
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 10.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,998%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,014%	0,004%
PIS	0,000%	0,008%	0,007%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	114,222	70,487	244,291
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	74,852	55,308
GET PAYMENT INFORMATION	60,158	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	319,123	219,002	95,866
GET CARD INFORMATION	372,315	43,243	46,239
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 11.08.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,020%	0,003%
PIS	0,000%	0,001%	0,010%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	122,000	70,934	247,387
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,888	56,447
GET PAYMENT INFORMATION	57,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	325,462	216,089	97,288
GET CARD INFORMATION	437,670	41,254	44,301
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 12.08.2022**

	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	0,012%	0,014%	0,004%
PIS	0,000%	0,007%	0,006%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	121,125	69,029	243,462
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	73,860	53,225
GET PAYMENT INFORMATION	65,556	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	323,804	216,470	99,087
GET CARD INFORMATION	420,688	41,612	44,685
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 13.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,236%	0,001%	0,001%
PIS	0,000%	0,013%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	146,300	59,253	245,495
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,814	46,654
GET PAYMENT INFORMATION	57,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	295,050	176,348	95,636
GET CARD INFORMATION	288,542	38,153	40,707
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 14.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,069%	0,000%	0,000%
PIS	0,000%	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	No traffic	64,306	211,764
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,487	55,625
GET PAYMENT INFORMATION	89,968	Not applicable	Not applicable
GET ACCOUNT INFORMATION	305,252	181,641	102,152
GET CARD INFORMATION	300,038	37,151	40,087
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   DATE: 15.08.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	0,000%	0,027%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	115,750	56,808	193,560
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,401	47,433
GET PAYMENT INFORMATION	48,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	283,773	183,672	96,229
GET CARD INFORMATION	294,704	37,023	40,111
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 16.08.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,012%	0,015%	0,004%
PIS	0,000%	0,002%	0,017%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	115,556	65,563	209,899
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,045	50,688
GET PAYMENT INFORMATION	60,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	314,328	203,564	96,981
GET CARD INFORMATION	432,507	41,174	44,364
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 17.08.2022

	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	99,927%	99,956%	99,912%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,073%	0,044%	0,088%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,060%	0,032%	0,026%
PIS	0,000%	0,006%	0,011%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	121,167	66,372	210,574
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,715	51,970
GET PAYMENT INFORMATION	61,615	Not applicable	Not applicable
GET ACCOUNT INFORMATION	323,235	202,675	94,618
GET CARD INFORMATION	423,705	41,416	43,375
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Date and time of copy: 10/03/2022 09:05:43

QUARTER: Q3 2022   **DATE: 18.08.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,004%	0,021%	0,003%
PIS	0,000%	0,008%	0,011%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	106,273	65,080	213,933
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	68,839	52,150
GET PAYMENT INFORMATION	58,154	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	315,585	202,271	95,669
GET CARD INFORMATION	366,423	40,362	42,835
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 19.08.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,004%	0,014%	0,003%
PIS	0,000%	0,006%	0,008%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	117,571	64,869	217,665
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,583	50,507
GET PAYMENT INFORMATION	60,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,872	201,391	99,022
GET CARD INFORMATION	498,776	40,590	43,495
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 20.08.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,038%	0,002%	0,001%
PIS	No traffic	0,015%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	58,172	218,156
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,132	46,660
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	296,989	189,595	94,734
GET CARD INFORMATION	232,653	37,501	40,611
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 21.08.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,005%	0,001%	0,001%
PIS	No traffic	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	No traffic	64,239	216,361
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,874	53,342
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	313,317	189,849	103,697
GET CARD INFORMATION	255,996	37,237	39,896
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022

DATE: 22.08.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,017%	0,003%
PIS	6,383%	0,004%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	188,536	68,669	220,327
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,847	52,210
GET PAYMENT INFORMATION	61,350	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,478	201,346	100,933
GET CARD INFORMATION	435,555	41,593	44,486
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　DATE: 23.08.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,011%	0,018%	0,003%
PIS	0,000%	0,006%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	116,000	68,741	223,736
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,730	52,726
GET PAYMENT INFORMATION	62,535	Not applicable	Not applicable
GET ACCOUNT INFORMATION	346,964	207,698	96,487
GET CARD INFORMATION	525,409	42,616	44,566
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   DATE: 24.08.2022

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,007%	0,019%	0,003%
PIS	0,000%	0,004%	0,016%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	246,125	67,492	231,558
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,921	53,497
GET PAYMENT INFORMATION	53,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	361,348	204,492	98,186
GET CARD INFORMATION	498,356	41,407	43,951
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 25.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,994%	99,991%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,006%	0,009%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,010%	0,018%	0,008%
PIS	0,000%	0,006%	0,011%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	117,579	67,889	250,795
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	71,258	52,873
GET PAYMENT INFORMATION	63,571	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	346,891	207,314	101,876
GET CARD INFORMATION	464,237	42,177	45,776
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

Publication of performance and availability statistics

EUROBANK

QUARTER: Q3 2022   **DATE: 26.08.2022**

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%	0,045%	0,003%
PIS	0,000%	0,007%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	325,714	69,713	247,743
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,014	55,970
GET PAYMENT INFORMATION	46,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	369,931	226,999	103,003
GET CARD INFORMATION	452,591	41,824	44,644
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

QUARTER: Q3 2022   DATE: 27.08.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,028%	0,002%	0,001%
PIS	0,000%	0,013%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	126,750	59,743	233,804
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,498	48,587
GET PAYMENT INFORMATION	66,042	Not applicable	Not applicable
GET ACCOUNT INFORMATION	341,377	187,405	100,420
GET CARD INFORMATION	411,787	39,846	41,470
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 28.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	63,479	223,098
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,781	53,308
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	357,152	184,071	108,573
GET CARD INFORMATION	248,492	38,923	41,219
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 29.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,998%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,013%	0,004%
PIS	0,000%	0,005%	0,005%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	120,312	73,745	293,894
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	80,570	55,478
GET PAYMENT INFORMATION	60,462	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	378,942	209,663	106,756
GET CARD INFORMATION	493,899	44,815	47,395
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 30.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,014%	0,004%
PIS	0,000%	0,006%	0,014%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	120,625	75,230	255,000
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,477	57,653
GET PAYMENT INFORMATION	67,688	Not applicable	Not applicable
GET ACCOUNT INFORMATION	410,741	217,902	107,258
GET CARD INFORMATION	518,076	46,189	49,030
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 31.08.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,010%	0,003%
PIS	0,000%	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	167,769	80,024	249,628
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,674	59,259
GET PAYMENT INFORMATION	68,742	Not applicable	Not applicable
GET ACCOUNT INFORMATION	388,814	233,494	114,094
GET CARD INFORMATION	542,545	47,572	49,527
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 01.09.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

REPORTING METRIC	**ERROR RESPONSE RATE**		
	APIs	**e-Banking**	**Mobile**
AIS	0,009%	0,015%	0,002%
PIS	0,000%	0,008%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	**DAILY AVERAGE RESPONSE TIME (ms)**		
	APIs	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	81,500	73,993	234,053
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,890	58,659
GET PAYMENT INFORMATION	57,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	387,637	223,480	115,153
GET CARD INFORMATION	513,023	43,806	46,585
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 02.09.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,023%	0,013%	0,002%
PIS	0,000%	0,005%	0,005%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	149,400	73,537	219,943
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,465	57,149
GET PAYMENT INFORMATION	109,632	Not applicable	Not applicable
GET ACCOUNT INFORMATION	369,976	243,331	105,645
GET CARD INFORMATION	486,527	43,022	45,166
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

QUARTER: Q3 2022   **DATE: 03.09.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,082%	0,003%	0,001%
PIS	No traffic	0,006%	0,009%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	62,526	220,546
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,066	50,380
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	336,857	201,338	105,211
GET CARD INFORMATION	252,214	38,957	42,382
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

QUARTER: Q3 2022			DATE: 04.09.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,001%
PIS	No traffic	0,022%	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	64,591	202,465
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,127	53,647
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	343,036	199,311	114,891
GET CARD INFORMATION	254,994	38,102	41,252
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

QUARTER: Q3 2022 **DATE: 05.09.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,015%	0,002%
PIS	0,000%	0,007%	0,006%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	123,167	71,239	221,809
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,305	57,287
GET PAYMENT INFORMATION	61,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	343,406	220,038	106,734
GET CARD INFORMATION	474,147	44,940	47,522
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 06.09.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,017%	0,002%
PIS	0,000%	0,006%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	248,800	73,377	229,030
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,001	56,565
GET PAYMENT INFORMATION	65,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	342,139	223,473	104,342
GET CARD INFORMATION	477,620	43,547	45,558
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 07.09.2022
UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,996%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	239,625	69,514	227,519
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,200	54,848
GET PAYMENT INFORMATION	63,900	Not applicable	Not applicable
GET ACCOUNT INFORMATION	308,149	222,564	103,854
GET CARD INFORMATION	444,144	43,974	45,933
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 08.09.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,014%	0,003%
PIS	0,000%	0,005%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	135,417	68,714	232,145
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,516	52,404
GET PAYMENT INFORMATION	68,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	300,881	230,689	102,636
GET CARD INFORMATION	430,160	42,184	44,589
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 09.09.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,995%	99,995%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,020%	0,015%	0,004%
PIS	3,030%	0,002%	0,004%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	122,333	69,853	237,280
INITIATE CROSS BORDER CREDIT TRANSFER	3.649,000	73,667	55,714
GET PAYMENT INFORMATION	62,789	Not applicable	Not applicable
GET ACCOUNT INFORMATION	313,343	224,705	104,894
GET CARD INFORMATION	440,103	42,935	46,422
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 10.09.2022
	UPTIME		
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,027%	0,005%	0,006%
PIS	0,000%	0,000%	0,013%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	214,000	58,573	222,745
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,723	49,437
GET PAYMENT INFORMATION	411,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	288,524	196,787	99,856
GET CARD INFORMATION	396,679	38,935	42,053
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 11.09.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,002%	0,001%
PIS	No traffic	0,018%	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	63,039	206,263
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,341	52,640
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	304,677	198,067	110,135
GET CARD INFORMATION	244,554	37,855	40,387
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 12.09.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,019%	0,001%
PIS	0,000%	0,003%	0,015%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	128,194	69,714	236,279
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,532	55,679
GET PAYMENT INFORMATION	68,955	Not applicable	Not applicable
GET ACCOUNT INFORMATION	324,765	212,605	105,545
GET CARD INFORMATION	462,968	43,620	45,843
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

EUROBANK

QUARTER: Q3 2022

DATE: 13.09.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,020%	0,003%
PIS	0,000%	0,002%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	131,318	68,526	234,425
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,253	52,891
GET PAYMENT INFORMATION	66,256	Not applicable	Not applicable
GET ACCOUNT INFORMATION	327,829	212,150	101,705
GET CARD INFORMATION	485,676	42,625	45,304
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Date and time of copy: 10/03/2022 09:05:43

Publication of performance and availability statistics

EUROBANK

QUARTER: Q3 2022 **DATE: 14.09.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,017%	0,003%
PIS	0,000%	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	155,083	69,290	228,694
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,359	55,220
GET PAYMENT INFORMATION	55,769	Not applicable	Not applicable
GET ACCOUNT INFORMATION	331,686	215,242	102,129
GET CARD INFORMATION	443,946	40,796	43,976
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 15.09.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,015%	0,005%
PIS	0,000%	0,005%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	235,944	69,557	235,103
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,009	53,768
GET PAYMENT INFORMATION	68,286	Not applicable	Not applicable
GET ACCOUNT INFORMATION	341,238	219,104	107,379
GET CARD INFORMATION	515,369	42,682	45,427
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

EUROBANK

QUARTER: Q3 2022			DATE: 16.09.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	99,994%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,006%	0,015%	0,006%
PIS	0,000%	0,003%	0,011%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	122,083	68,891	233,871
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,302	52,611
GET PAYMENT INFORMATION	49,182	Not applicable	Not applicable
GET ACCOUNT INFORMATION	340,592	216,212	105,680
GET CARD INFORMATION	518,625	43,262	45,251
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Date and time of copy: 10/03/2022 09:05:43

Publication of performance and availability statistics

EUROBANK

QUARTER: Q3 2022 **DATE: 17.09.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,041%	0,001%	0,001%
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	150,000	58,131	232,434
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,297	47,835
GET PAYMENT INFORMATION	78,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	311,500	184,942	102,815
GET CARD INFORMATION	415,287	38,677	41,126
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 18.09.2022**

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	60,894	211,102
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	61,694	49,274
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,512	188,239	106,332
GET CARD INFORMATION	254,456	37,928	40,687
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 19.09.2022**

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	135,333	67,895	218,077
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,636	51,239
GET PAYMENT INFORMATION	50,340	Not applicable	Not applicable
GET ACCOUNT INFORMATION	315,990	205,439	103,250
GET CARD INFORMATION	424,329	41,879	44,201
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

 EUROBANK

QUARTER: Q3 2022   **DATE: 20.09.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,014%	0,013%	0,002%
PIS	0,000%	0,004%	0,003%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	107,667	68,004	213,658
INITIATE CROSS BORDER CREDIT TRANSFER	4.080,000	70,704	53,187
GET PAYMENT INFORMATION	67,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	322,480	210,610	98,964
GET CARD INFORMATION	427,152	42,074	43,818
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 21.09.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	281,308	69,382	219,850
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,754	57,679
GET PAYMENT INFORMATION	71,240	Not applicable	Not applicable
GET ACCOUNT INFORMATION	335,134	209,834	101,406
GET CARD INFORMATION	474,449	42,245	44,414
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022   **DATE: 22.09.2022**

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,017%	0,003%
PIS	0,000%	0,001%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	149,917	69,499	222,650
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,939	53,615
GET PAYMENT INFORMATION	62,593	Not applicable	Not applicable
GET ACCOUNT INFORMATION	341,049	208,600	102,950
GET CARD INFORMATION	527,112	42,146	44,591
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022 **DATE: 23.09.2022**

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	0,016%	0,023%	0,006%
PIS	0,000%	0,002%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	121,111	70,406	234,979
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,460	57,923
GET PAYMENT INFORMATION	97,562	Not applicable	Not applicable
GET ACCOUNT INFORMATION	340,690	212,540	106,792
GET CARD INFORMATION	474,640	42,924	45,183
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022			DATE: 24.09.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,037%	0,002%	0,001%
PIS	0,000%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	203,000	59,341	222,357
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	60,474	48,158
GET PAYMENT INFORMATION	219,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,134	195,396	101,704
GET CARD INFORMATION	427,578	38,963	41,605
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

EUROBANK

QUARTER: Q3 2022   **DATE: 25.09.2022**

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	63,658	214,696
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,101	49,632
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	344,786	189,571	108,448
GET CARD INFORMATION	258,404	37,298	40,238
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

QUARTER: Q3 2022			DATE: 26.09.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,011%	0,001%
PIS	0,000%	0,007%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	123,000	73,676	256,734
INITIATE CROSS BORDER CREDIT TRANSFER	332,000	83,075	56,299
GET PAYMENT INFORMATION	76,643	Not applicable	Not applicable
GET ACCOUNT INFORMATION	352,059	209,177	105,889
GET CARD INFORMATION	512,058	43,204	46,616
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 27.09.2022
	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	100,000%	100,000%

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,003%	0,119%	0,002%
PIS	0,000%	0,008%	0,003%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	162,929	70,821	244,207
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,638	56,491
GET PAYMENT INFORMATION	71,724	Not applicable	Not applicable
GET ACCOUNT INFORMATION	361,748	232,387	94,130
GET CARD INFORMATION	511,813	42,528	45,690
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2022			DATE: 28.09.2022

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,014%	0,002%
PIS	0,000%	0,008%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	129,875	69,599	237,508
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,373	54,507
GET PAYMENT INFORMATION	60,800	Not applicable	Not applicable
GET ACCOUNT INFORMATION	360,032	193,735	97,347
GET CARD INFORMATION	523,487	43,644	46,339
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

Publication of performance and availability statistics

QUARTER: Q3 2022   **DATE: 29.09.2022**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,008%	0,095%	0,001%
PIS	0,000%	0,004%	0,014%
PIIS	**No traffic**	**Not applicable**	**Not applicable**

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	134,286	71,971	248,176
INITIATE CROSS BORDER CREDIT TRANSFER	**No traffic**	76,752	56,120
GET PAYMENT INFORMATION	65,385	**Not applicable**	**Not applicable**
GET ACCOUNT INFORMATION	360,361	206,371	103,255
GET CARD INFORMATION	553,592	46,253	48,439
SUBMIT FUND CONFIRMATION REQUESTS	**No traffic**	**Not applicable**	**Not applicable**

Comments:

QUARTER: Q3 2022			DATE: 30.09.2022

UPTIME

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

DOWNTIME

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

ERROR RESPONSE RATE

REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,006%	0,090%	0,002%
PIS	0,000%	0,007%	0,007%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)

REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	163,133	80,788	251,138
INITIATE CROSS BORDER CREDIT TRANSFER	3.294,000	84,912	59,868
GET PAYMENT INFORMATION	73,188	Not applicable	Not applicable
GET ACCOUNT INFORMATION	356,025	222,201	113,666
GET CARD INFORMATION	516,650	48,791	51,167
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: