

QUARTER: Q3 2025

DATE: 01.07.2025

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	0,037%	0,001%	0,001%
PIS	0,000%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	479,864	215,540	178,431
INITIATE CROSS BORDER CREDIT TRANSFER	676,114	249,022	170,872
GET PAYMENT INFORMATION	171,906	Not applicable	Not applicable
GET ACCOUNT INFORMATION	445,022	588,220	534,649
GET CARD INFORMATION	674,345	269,864	262,935
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 02.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,001%	0,001%
PIS	0,000%	0,014%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	398,911	193,242	160,850
INITIATE CROSS BORDER CREDIT TRANSFER	667,245	222,682	156,644
GET PAYMENT INFORMATION	155,910	Not applicable	Not applicable
GET ACCOUNT INFORMATION	369,682	555,755	506,611
GET CARD INFORMATION	524,094	243,124	238,832
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 03.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,057%	0,001%	0,001%
PIS	0,000%	0,014%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	416,152	180,780	150,472
INITIATE CROSS BORDER CREDIT TRANSFER	692,363	217,954	141,926
GET PAYMENT INFORMATION	173,782	Not applicable	Not applicable
GET ACCOUNT INFORMATION	508,222	596,885	550,047
GET CARD INFORMATION	1.355,302	249,875	245,935
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 04.07.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	410,061	192,608	157,297
INITIATE CROSS BORDER CREDIT TRANSFER	736,664	222,947	147,783
GET PAYMENT INFORMATION	165,077	Not applicable	Not applicable
GET ACCOUNT INFORMATION	372,860	552,516	509,490
GET CARD INFORMATION	657,157	239,599	236,875
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 05.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,150%	0,000%	0,000%
PIS	0,000%	0,013%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	390,435	127,169	104,588
INITIATE CROSS BORDER CREDIT TRANSFER	632,504	133,152	96,951
GET PAYMENT INFORMATION	201,319	Not applicable	Not applicable
GET ACCOUNT INFORMATION	636,995	503,104	487,349
GET CARD INFORMATION	1.848,710	187,195	187,019
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 06.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,001%	0,000%
PIS	0,023%	0,012%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	381,250	113,983	94,863
INITIATE CROSS BORDER CREDIT TRANSFER	646,491	121,422	96,451
GET PAYMENT INFORMATION	225,309	Not applicable	Not applicable
GET ACCOUNT INFORMATION	312,277	520,477	486,185
GET CARD INFORMATION	362,517	175,951	176,710
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 07.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,048%	0,001%	0,000%
PIS	0,002%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	435,000	183,541	152,804
INITIATE CROSS BORDER CREDIT TRANSFER	705,408	215,517	147,417
GET PAYMENT INFORMATION	227,230	Not applicable	Not applicable
GET ACCOUNT INFORMATION	461,050	566,077	539,783
GET CARD INFORMATION	777,737	239,748	236,939
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 08.07.2025

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	0,151%	0,002%	0,002%
PIS	0,000%	0,015%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	406,625	166,497	135,865
INITIATE CROSS BORDER CREDIT TRANSFER	664,384	203,089	129,254
GET PAYMENT INFORMATION	173,307	Not applicable	Not applicable
GET ACCOUNT INFORMATION	459,143	556,523	518,758
GET CARD INFORMATION	951,664	224,621	221,420
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 09.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,051%	0,001%	0,001%
PIS	0,009%	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	406,526	162,307	131,878
INITIATE CROSS BORDER CREDIT TRANSFER	699,580	193,033	125,962
GET PAYMENT INFORMATION	153,778	Not applicable	Not applicable
GET ACCOUNT INFORMATION	439,623	538,032	499,755
GET CARD INFORMATION	962,712	213,902	212,152
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 10.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,067%	0,001%	0,000%
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	426,300	170,472	138,877
INITIATE CROSS BORDER CREDIT TRANSFER	664,593	205,931	133,990
GET PAYMENT INFORMATION	146,224	Not applicable	Not applicable
GET ACCOUNT INFORMATION	565,150	560,433	511,067
GET CARD INFORMATION	855,236	221,963	220,153
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 11.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,047%	0,000%	0,000%
PIS	0,004%	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	443,120	171,135	138,975
INITIATE CROSS BORDER CREDIT TRANSFER	644,693	203,872	135,902
GET PAYMENT INFORMATION	142,247	Not applicable	Not applicable
GET ACCOUNT INFORMATION	430,189	543,746	503,901
GET CARD INFORMATION	693,046	219,932	215,497
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 12.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,005%	0,003%	0,000%
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	434,900	121,313	101,470
INITIATE CROSS BORDER CREDIT TRANSFER	643,103	143,483	99,286
GET PAYMENT INFORMATION	174,611	Not applicable	Not applicable
GET ACCOUNT INFORMATION	335,451	496,264	481,754
GET CARD INFORMATION	536,767	181,365	182,072
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 13.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,129%	0,000%	0,000%
PIS	0,000%	0,013%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	428,400	110,723	94,981
INITIATE CROSS BORDER CREDIT TRANSFER	638,110	128,962	92,450
GET PAYMENT INFORMATION	206,293	Not applicable	Not applicable
GET ACCOUNT INFORMATION	517,720	502,459	489,626
GET CARD INFORMATION	748,887	173,912	175,251
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 14.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,081%	0,001%	0,000%
PIS	0,003%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	422,641	174,225	144,263
INITIATE CROSS BORDER CREDIT TRANSFER	658,272	206,742	141,772
GET PAYMENT INFORMATION	198,228	Not applicable	Not applicable
GET ACCOUNT INFORMATION	476,825	549,885	511,403
GET CARD INFORMATION	802,160	227,468	222,361
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 15.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,099%	0,000%	0,000%
PIS	0,000%	0,002%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	490,758	202,777	166,719
INITIATE CROSS BORDER CREDIT TRANSFER	719,530	242,738	162,527
GET PAYMENT INFORMATION	189,655	Not applicable	Not applicable
GET ACCOUNT INFORMATION	480,937	577,094	533,033
GET CARD INFORMATION	827,877	251,743	246,446
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 16.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,062%	0,001%	0,000%
PIS	0,000%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	415,966	180,015	146,296
INITIATE CROSS BORDER CREDIT TRANSFER	694,196	212,842	144,709
GET PAYMENT INFORMATION	177,413	Not applicable	Not applicable
GET ACCOUNT INFORMATION	445,447	560,265	517,214
GET CARD INFORMATION	1.029,064	230,711	224,383
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 17.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,000%	0,001%
PIS	0,000%	0,012%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	408,833	156,201	128,253
INITIATE CROSS BORDER CREDIT TRANSFER	679,021	190,502	128,305
GET PAYMENT INFORMATION	168,331	Not applicable	Not applicable
GET ACCOUNT INFORMATION	385,166	525,611	502,477
GET CARD INFORMATION	529,454	212,681	209,764
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 18.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,030%	0,001%	0,002%
PIS	0,000%	0,014%	0,005%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	448,065	163,926	134,647
INITIATE CROSS BORDER CREDIT TRANSFER	685,942	199,042	127,561
GET PAYMENT INFORMATION	164,628	Not applicable	Not applicable
GET ACCOUNT INFORMATION	443,442	570,533	547,089
GET CARD INFORMATION	686,837	228,981	224,945
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 19.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,015%	0,000%	0,001%
PIS	0,004%	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	388,929	112,571	93,261
INITIATE CROSS BORDER CREDIT TRANSFER	646,366	132,038	88,711
GET PAYMENT INFORMATION	201,637	Not applicable	Not applicable
GET ACCOUNT INFORMATION	456,987	549,253	545,558
GET CARD INFORMATION	841,383	197,145	197,474
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 20.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,002%	0,000%
PIS	0,015%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	369,667	101,819	86,602
INITIATE CROSS BORDER CREDIT TRANSFER	643,958	116,021	84,110
GET PAYMENT INFORMATION	236,936	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,764	562,737	556,244
GET CARD INFORMATION	401,311	192,105	194,065
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 21.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,004%	0,000%	0,000%
PIS	0,009%	0,017%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	422,974	163,185	134,755
INITIATE CROSS BORDER CREDIT TRANSFER	633,385	196,030	135,030
GET PAYMENT INFORMATION	216,826	Not applicable	Not applicable
GET ACCOUNT INFORMATION	359,612	559,227	526,536
GET CARD INFORMATION	558,113	230,909	225,983
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 22.07.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,072%	0,000%	0,001%
PIS	0,000%	0,009%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	397,452	156,987	128,123
INITIATE CROSS BORDER CREDIT TRANSFER	668,268	193,490	128,087
GET PAYMENT INFORMATION	168,946	Not applicable	Not applicable
GET ACCOUNT INFORMATION	476,489	560,196	540,242
GET CARD INFORMATION	1.071,971	229,049	226,791
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 23.07.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	392,298	152,671	124,067
INITIATE CROSS BORDER CREDIT TRANSFER	651,954	192,861	117,921
GET PAYMENT INFORMATION	165,496	Not applicable	Not applicable
GET ACCOUNT INFORMATION	360,674	588,748	554,572
GET CARD INFORMATION	560,334	231,005	228,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 24.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,078%	0,001%	0,001%
PIS	0,000%	0,019%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	418,559	167,958	144,314
INITIATE CROSS BORDER CREDIT TRANSFER	701,973	203,319	137,018
GET PAYMENT INFORMATION	194,579	Not applicable	Not applicable
GET ACCOUNT INFORMATION	512,812	607,235	572,706
GET CARD INFORMATION	1.371,987	254,214	252,548
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 25.07.2025

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	0,054%	0,002%	0,002%
PIS	0,000%	0,011%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	411,909	183,848	151,330
INITIATE CROSS BORDER CREDIT TRANSFER	668,948	217,186	144,782
GET PAYMENT INFORMATION	177,604	Not applicable	Not applicable
GET ACCOUNT INFORMATION	446,600	603,958	549,286
GET CARD INFORMATION	961,330	253,197	249,160
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 26.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,081%	0,007%	0,001%
PIS	0,000%	0,013%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	369,636	118,323	98,568
INITIATE CROSS BORDER CREDIT TRANSFER	641,476	132,720	96,040
GET PAYMENT INFORMATION	205,718	Not applicable	Not applicable
GET ACCOUNT INFORMATION	529,235	493,095	488,946
GET CARD INFORMATION	1.089,756	191,423	190,940
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 27.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,001%	0,000%
PIS	0,039%	0,011%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	366,000	109,129	92,822
INITIATE CROSS BORDER CREDIT TRANSFER	620,765	119,870	91,730
GET PAYMENT INFORMATION	230,885	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,026	508,349	499,584
GET CARD INFORMATION	394,055	182,064	182,972
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 28.07.2025

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	0,040%	0,012%	0,014%
PIS	0,000%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	424,657	193,706	159,307
INITIATE CROSS BORDER CREDIT TRANSFER	685,461	225,868	148,559
GET PAYMENT INFORMATION	217,774	Not applicable	Not applicable
GET ACCOUNT INFORMATION	418,988	576,055	560,850
GET CARD INFORMATION	574,411	261,387	255,761
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 29.07.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	433,307	197,091	165,052
INITIATE CROSS BORDER CREDIT TRANSFER	684,000	235,816	160,205
GET PAYMENT INFORMATION	187,253	Not applicable	Not applicable
GET ACCOUNT INFORMATION	403,583	608,121	580,018
GET CARD INFORMATION	559,917	272,819	269,058
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 30.07.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,032%	0,011%	0,014%
PIS	0,009%	0,009%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	445,055	224,430	187,323
INITIATE CROSS BORDER CREDIT TRANSFER	689,024	262,249	181,141
GET PAYMENT INFORMATION	190,230	Not applicable	Not applicable
GET ACCOUNT INFORMATION	414,381	632,294	589,307
GET CARD INFORMATION	560,709	295,236	289,152
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 31.07.2025

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	0,013%	0,016%	0,004%
PIS	0,000%	0,015%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	474,039	266,835	220,143
INITIATE CROSS BORDER CREDIT TRANSFER	718,033	305,583	215,950
GET PAYMENT INFORMATION	201,540	Not applicable	Not applicable
GET ACCOUNT INFORMATION	447,211	679,890	631,273
GET CARD INFORMATION	584,904	338,518	325,773
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 01.08.2025

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	0,141%	0,035%	0,034%
PIS	0,000%	0,117%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	971,232	233,172	189,711
INITIATE CROSS BORDER CREDIT TRANSFER	713,228	265,269	186,992
GET PAYMENT INFORMATION	173,669	Not applicable	Not applicable
GET ACCOUNT INFORMATION	495,664	652,565	594,521
GET CARD INFORMATION	605,088	393,741	332,333
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 02.08.2025

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	0,029%	0,008%	0,004%
PIS	0,741%	0,014%	0,014%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	399,154	133,467	113,922
INITIATE CROSS BORDER CREDIT TRANSFER	647,310	151,813	103,262
GET PAYMENT INFORMATION	194,382	Not applicable	Not applicable
GET ACCOUNT INFORMATION	353,889	527,847	504,394
GET CARD INFORMATION	498,321	209,143	207,104
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 03.08.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,049%	0,015%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	411,000	154,339	116,929
INITIATE CROSS BORDER CREDIT TRANSFER	678,038	134,935	115,221
GET PAYMENT INFORMATION	262,043	Not applicable	Not applicable
GET ACCOUNT INFORMATION	345,895	576,394	556,332
GET CARD INFORMATION	387,607	215,782	217,472
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 04.08.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	457,059	202,381	167,377
INITIATE CROSS BORDER CREDIT TRANSFER	723,374	234,700	159,025
GET PAYMENT INFORMATION	223,806	Not applicable	Not applicable
GET ACCOUNT INFORMATION	393,458	597,509	567,728
GET CARD INFORMATION	500,791	264,208	259,695
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 05.08.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	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	482,761	198,981	162,901
INITIATE CROSS BORDER CREDIT TRANSFER	709,703	240,031	155,958
GET PAYMENT INFORMATION	165,892	Not applicable	Not applicable
GET ACCOUNT INFORMATION	401,127	607,380	564,654
GET CARD INFORMATION	527,321	267,519	261,707
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 06.08.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,001%	0,001%
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	438,872	183,357	147,472
INITIATE CROSS BORDER CREDIT TRANSFER	660,687	214,287	138,893
GET PAYMENT INFORMATION	156,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	383,430	581,196	541,335
GET CARD INFORMATION	513,906	246,981	241,954
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 07.08.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	446,104	189,162	151,152
INITIATE CROSS BORDER CREDIT TRANSFER	698,205	222,220	151,698
GET PAYMENT INFORMATION	160,884	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,214	573,098	528,416
GET CARD INFORMATION	478,366	244,221	239,409
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 08.08.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	400,590	180,753	143,305
INITIATE CROSS BORDER CREDIT TRANSFER	684,565	215,449	139,250
GET PAYMENT INFORMATION	157,232	Not applicable	Not applicable
GET ACCOUNT INFORMATION	363,117	547,712	506,714
GET CARD INFORMATION	477,675	230,239	224,940
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 09.08.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	404,333	125,986	100,548
INITIATE CROSS BORDER CREDIT TRANSFER	644,889	143,012	98,828
GET PAYMENT INFORMATION	174,070	Not applicable	Not applicable
GET ACCOUNT INFORMATION	337,296	493,764	489,550
GET CARD INFORMATION	458,502	185,785	186,469
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 10.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	402,000	114,870	93,963
INITIATE CROSS BORDER CREDIT TRANSFER	652,400	128,175	90,734
GET PAYMENT INFORMATION	202,269	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,024	485,493	492,699
GET CARD INFORMATION	372,548	177,190	177,399
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 11.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	442,727	166,129	134,189
INITIATE CROSS BORDER CREDIT TRANSFER	678,181	194,067	126,509
GET PAYMENT INFORMATION	182,091	Not applicable	Not applicable
GET ACCOUNT INFORMATION	358,839	522,343	503,394
GET CARD INFORMATION	469,685	218,295	216,674
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 12.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	445,897	162,929	133,466
INITIATE CROSS BORDER CREDIT TRANSFER	655,596	188,387	129,248
GET PAYMENT INFORMATION	147,222	Not applicable	Not applicable
GET ACCOUNT INFORMATION	360,002	524,428	502,717
GET CARD INFORMATION	473,051	221,998	220,590
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 13.08.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,027%	0,000%	0,001%
PIS	0,003%	0,028%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	416,654	154,924	124,813
INITIATE CROSS BORDER CREDIT TRANSFER	672,225	181,245	116,695
GET PAYMENT INFORMATION	158,316	Not applicable	Not applicable
GET ACCOUNT INFORMATION	460,216	530,639	495,702
GET CARD INFORMATION	1.018,566	211,758	211,736
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 14.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	437,515	156,402	123,196
INITIATE CROSS BORDER CREDIT TRANSFER	691,989	185,484	120,129
GET PAYMENT INFORMATION	141,112	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,951	547,206	511,441
GET CARD INFORMATION	469,641	219,390	218,218
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 15.08.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	97,937%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	2,063%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	1,376%	0,005%	0,022%
PIS	0,000%	0,314%	0,416%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	406,000	117,581	95,130
INITIATE CROSS BORDER CREDIT TRANSFER	656,795	143,436	91,905
GET PAYMENT INFORMATION	165,081	Not applicable	Not applicable
GET ACCOUNT INFORMATION	369,160	551,997	516,082
GET CARD INFORMATION	481,492	184,876	185,650
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 16.08.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	94,928%	100,000%	99,926%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	5,072%	0,000%	0,074%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	3,443%	0,011%	0,050%
PIS	0,000%	1,117%	1,732%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	404,875	125,630	100,100
INITIATE CROSS BORDER CREDIT TRANSFER	626,700	139,311	95,904
GET PAYMENT INFORMATION	205,158	Not applicable	Not applicable
GET ACCOUNT INFORMATION	376,173	520,221	532,317
GET CARD INFORMATION	477,512	190,649	190,201
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 17.08.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,004%	0,000%
PIS	0,028%	0,030%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	353,750	118,247	95,545
INITIATE CROSS BORDER CREDIT TRANSFER	635,330	130,314	91,380
GET PAYMENT INFORMATION	237,302	Not applicable	Not applicable
GET ACCOUNT INFORMATION	364,762	541,630	536,134
GET CARD INFORMATION	379,193	187,032	187,804
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 18.08.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,008%	0,002%	0,000%
PIS	0,000%	0,028%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	419,355	159,490	130,068
INITIATE CROSS BORDER CREDIT TRANSFER	659,000	196,892	129,356
GET PAYMENT INFORMATION	235,180	Not applicable	Not applicable
GET ACCOUNT INFORMATION	377,333	539,001	511,047
GET CARD INFORMATION	488,112	220,490	216,224
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 19.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	382,857	153,772	122,531
INITIATE CROSS BORDER CREDIT TRANSFER	685,981	184,041	115,633
GET PAYMENT INFORMATION	152,498	Not applicable	Not applicable
GET ACCOUNT INFORMATION	361,881	511,935	486,260
GET CARD INFORMATION	456,991	208,015	205,897
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 20.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	393,091	155,013	122,678
INITIATE CROSS BORDER CREDIT TRANSFER	646,585	182,352	114,455
GET PAYMENT INFORMATION	164,952	Not applicable	Not applicable
GET ACCOUNT INFORMATION	368,385	510,705	494,524
GET CARD INFORMATION	460,433	206,798	206,419
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 21.08.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,004%	0,001%	0,001%
PIS	0,000%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	416,500	149,989	119,706
INITIATE CROSS BORDER CREDIT TRANSFER	640,854	180,653	118,068
GET PAYMENT INFORMATION	149,832	Not applicable	Not applicable
GET ACCOUNT INFORMATION	364,580	505,139	485,508
GET CARD INFORMATION	468,995	204,526	201,949
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 22.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	383,375	152,155	123,577
INITIATE CROSS BORDER CREDIT TRANSFER	663,294	179,018	117,732
GET PAYMENT INFORMATION	145,363	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,592	514,558	487,467
GET CARD INFORMATION	481,854	205,521	202,867
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 23.08.2025

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%	0,000%	0,002%
PIS	0,004%	0,018%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	385,364	124,769	98,501
INITIATE CROSS BORDER CREDIT TRANSFER	613,000	129,842	99,533
GET PAYMENT INFORMATION	178,804	Not applicable	Not applicable
GET ACCOUNT INFORMATION	357,618	489,681	494,056
GET CARD INFORMATION	462,013	182,639	183,045
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 24.08.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	365,500	117,419	96,394
INITIATE CROSS BORDER CREDIT TRANSFER	607,012	128,633	90,886
GET PAYMENT INFORMATION	204,695	Not applicable	Not applicable
GET ACCOUNT INFORMATION	359,655	484,078	493,756
GET CARD INFORMATION	378,677	179,166	179,779
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 25.08.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,013%	0,007%	0,036%
PIS	0,045%	0,092%	0,141%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	480,342	191,030	158,592
INITIATE CROSS BORDER CREDIT TRANSFER	661,071	221,931	156,146
GET PAYMENT INFORMATION	211,766	Not applicable	Not applicable
GET ACCOUNT INFORMATION	406,221	561,124	538,372
GET CARD INFORMATION	594,607	254,322	250,101
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 26.08.2025

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	0,000%	0,001%	0,002%
PIS	0,000%	0,009%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	487,913	197,455	171,444
INITIATE CROSS BORDER CREDIT TRANSFER	694,842	236,203	164,570
GET PAYMENT INFORMATION	164,063	Not applicable	Not applicable
GET ACCOUNT INFORMATION	420,901	605,468	571,703
GET CARD INFORMATION	534,176	275,730	272,099
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 27.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	452,892	201,092	165,192
INITIATE CROSS BORDER CREDIT TRANSFER	702,606	238,944	159,847
GET PAYMENT INFORMATION	165,445	Not applicable	Not applicable
GET ACCOUNT INFORMATION	413,593	607,866	571,826
GET CARD INFORMATION	511,326	268,533	264,939
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 28.08.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,000%	0,000%
PIS	0,099%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	429,721	213,502	173,576
INITIATE CROSS BORDER CREDIT TRANSFER	656,380	238,526	170,487
GET PAYMENT INFORMATION	168,461	Not applicable	Not applicable
GET ACCOUNT INFORMATION	415,510	578,948	537,012
GET CARD INFORMATION	723,851	260,281	253,935
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 29.08.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,002%	0,001%
PIS	0,000%	0,010%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	458,092	266,585	214,777
INITIATE CROSS BORDER CREDIT TRANSFER	703,270	294,839	217,363
GET PAYMENT INFORMATION	181,158	Not applicable	Not applicable
GET ACCOUNT INFORMATION	439,410	627,096	576,325
GET CARD INFORMATION	639,158	305,583	292,558
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 30.08.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	374,048	135,569	114,677
INITIATE CROSS BORDER CREDIT TRANSFER	641,710	141,164	105,568
GET PAYMENT INFORMATION	227,937	Not applicable	Not applicable
GET ACCOUNT INFORMATION	368,994	492,619	486,108
GET CARD INFORMATION	444,538	197,602	198,259
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 31.08.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	399,667	125,619	108,959
INITIATE CROSS BORDER CREDIT TRANSFER	618,297	132,286	104,238
GET PAYMENT INFORMATION	250,059	Not applicable	Not applicable
GET ACCOUNT INFORMATION	361,511	489,473	496,290
GET CARD INFORMATION	382,830	190,945	191,453
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 01.09.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	497,414	241,440	204,271
INITIATE CROSS BORDER CREDIT TRANSFER	702,000	273,357	199,735
GET PAYMENT INFORMATION	228,998	Not applicable	Not applicable
GET ACCOUNT INFORMATION	409,543	622,712	579,753
GET CARD INFORMATION	496,713	294,023	285,943
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 02.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,145%	0,002%	0,001%
PIS	0,000%	0,013%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	424,098	212,347	176,454
INITIATE CROSS BORDER CREDIT TRANSFER	677,175	244,741	168,694
GET PAYMENT INFORMATION	167,345	Not applicable	Not applicable
GET ACCOUNT INFORMATION	400,205	590,067	537,988
GET CARD INFORMATION	522,937	502,273	406,383
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 03.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,070%	0,002%	0,004%
PIS	0,000%	0,007%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	434,833	200,145	165,716
INITIATE CROSS BORDER CREDIT TRANSFER	657,520	231,218	158,001
GET PAYMENT INFORMATION	160,478	Not applicable	Not applicable
GET ACCOUNT INFORMATION	396,863	581,220	538,140
GET CARD INFORMATION	484,098	318,438	296,044
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 04.09.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	417,796	195,356	159,163
INITIATE CROSS BORDER CREDIT TRANSFER	656,558	227,568	150,781
GET PAYMENT INFORMATION	151,173	Not applicable	Not applicable
GET ACCOUNT INFORMATION	395,158	589,708	545,055
GET CARD INFORMATION	463,881	249,270	243,958
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 05.09.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	457,659	207,070	166,595
INITIATE CROSS BORDER CREDIT TRANSFER	673,853	240,099	159,569
GET PAYMENT INFORMATION	153,619	Not applicable	Not applicable
GET ACCOUNT INFORMATION	410,747	598,195	551,290
GET CARD INFORMATION	481,455	261,911	252,215
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 06.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,000%
PIS	0,003%	0,051%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	394,938	132,460	107,967
INITIATE CROSS BORDER CREDIT TRANSFER	630,756	145,880	104,254
GET PAYMENT INFORMATION	160,200	Not applicable	Not applicable
GET ACCOUNT INFORMATION	372,618	519,915	498,135
GET CARD INFORMATION	438,531	192,844	192,116
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 07.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	0,050%	0,014%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	364,000	121,061	99,981
INITIATE CROSS BORDER CREDIT TRANSFER	658,667	131,563	96,372
GET PAYMENT INFORMATION	199,042	Not applicable	Not applicable
GET ACCOUNT INFORMATION	360,305	505,227	505,856
GET CARD INFORMATION	369,247	182,338	183,236
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 08.09.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	428,259	179,070	146,157
INITIATE CROSS BORDER CREDIT TRANSFER	710,330	212,811	137,763
GET PAYMENT INFORMATION	192,314	Not applicable	Not applicable
GET ACCOUNT INFORMATION	383,058	550,188	532,226
GET CARD INFORMATION	477,954	234,648	230,078
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 09.09.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	428,189	168,690	136,538
INITIATE CROSS BORDER CREDIT TRANSFER	691,980	202,953	134,843
GET PAYMENT INFORMATION	151,626	Not applicable	Not applicable
GET ACCOUNT INFORMATION	379,447	548,830	515,812
GET CARD INFORMATION	453,169	224,954	221,626
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 10.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,001%	0,001%
PIS	0,006%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	435,735	172,105	138,916
INITIATE CROSS BORDER CREDIT TRANSFER	673,909	202,955	132,550
GET PAYMENT INFORMATION	159,670	Not applicable	Not applicable
GET ACCOUNT INFORMATION	377,569	540,001	503,180
GET CARD INFORMATION	474,488	223,599	220,186
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 11.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,001%	0,001%
PIS	0,006%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	418,303	164,549	135,497
INITIATE CROSS BORDER CREDIT TRANSFER	683,663	196,475	134,509
GET PAYMENT INFORMATION	156,918	Not applicable	Not applicable
GET ACCOUNT INFORMATION	374,532	543,810	509,595
GET CARD INFORMATION	447,582	220,183	218,957
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 12.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,001%	0,002%
PIS	0,006%	0,004%	0,007%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	416,167	174,566	139,859
INITIATE CROSS BORDER CREDIT TRANSFER	689,280	206,944	134,502
GET PAYMENT INFORMATION	160,817	Not applicable	Not applicable
GET ACCOUNT INFORMATION	393,344	560,082	509,057
GET CARD INFORMATION	447,401	225,631	221,030
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 13.09.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,300%	99,360%	99,514%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,700%	0,640%	0,486%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	1,072%	0,390%	0,437%
PIS	0,869%	1,011%	1,212%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	371,286	129,915	108,619
INITIATE CROSS BORDER CREDIT TRANSFER	627,495	156,192	102,324
GET PAYMENT INFORMATION	191,119	Not applicable	Not applicable
GET ACCOUNT INFORMATION	366,942	509,034	492,060
GET CARD INFORMATION	441,544	188,414	189,309
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 14.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,002%	0,000%
PIS	0,083%	0,023%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	373,833	118,977	100,743
INITIATE CROSS BORDER CREDIT TRANSFER	631,011	136,381	98,397
GET PAYMENT INFORMATION	214,931	Not applicable	Not applicable
GET ACCOUNT INFORMATION	363,394	522,172	501,739
GET CARD INFORMATION	374,494	182,507	183,019
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 15.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,040%	0,002%	0,002%
PIS	1,592%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	459,947	197,215	161,959
INITIATE CROSS BORDER CREDIT TRANSFER	684,214	229,560	151,070
GET PAYMENT INFORMATION	215,607	Not applicable	Not applicable
GET ACCOUNT INFORMATION	453,326	586,732	545,595
GET CARD INFORMATION	544,236	251,392	245,931
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 16.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,000%	0,001%
PIS	0,000%	0,006%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	431,071	184,491	150,445
INITIATE CROSS BORDER CREDIT TRANSFER	785,054	219,282	149,523
GET PAYMENT INFORMATION	148,699	Not applicable	Not applicable
GET ACCOUNT INFORMATION	404,092	583,930	557,270
GET CARD INFORMATION	518,679	248,650	246,235
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 17.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,000%	0,000%
PIS	0,004%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	445,000	176,600	143,566
INITIATE CROSS BORDER CREDIT TRANSFER	677,571	207,617	140,091
GET PAYMENT INFORMATION	156,568	Not applicable	Not applicable
GET ACCOUNT INFORMATION	413,248	608,535	573,653
GET CARD INFORMATION	525,691	246,072	244,124
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 18.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,001%	0,000%
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	420,735	170,001	138,505
INITIATE CROSS BORDER CREDIT TRANSFER	685,867	199,031	134,210
GET PAYMENT INFORMATION	152,149	Not applicable	Not applicable
GET ACCOUNT INFORMATION	414,041	588,477	563,146
GET CARD INFORMATION	496,849	239,992	238,112
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 19.09.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	425,314	166,538	135,445
INITIATE CROSS BORDER CREDIT TRANSFER	644,456	201,573	133,927
GET PAYMENT INFORMATION	139,632	Not applicable	Not applicable
GET ACCOUNT INFORMATION	398,599	571,685	539,602
GET CARD INFORMATION	516,571	231,003	228,980
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 20.09.2025

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,008%	0,001%	0,002%
PIS	0,000%	0,017%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	457,000	121,972	99,906
INITIATE CROSS BORDER CREDIT TRANSFER	660,765	140,644	100,890
GET PAYMENT INFORMATION	172,378	Not applicable	Not applicable
GET ACCOUNT INFORMATION	377,593	561,464	557,240
GET CARD INFORMATION	471,114	201,248	201,794
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 21.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,001%
PIS	0,071%	0,034%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	457,000	116,753	96,052
INITIATE CROSS BORDER CREDIT TRANSFER	626,769	131,656	96,126
GET PAYMENT INFORMATION	218,734	Not applicable	Not applicable
GET ACCOUNT INFORMATION	387,919	543,004	554,764
GET CARD INFORMATION	410,543	195,379	195,522
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 22.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,001%
PIS	0,003%	0,009%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	428,781	177,718	145,223
INITIATE CROSS BORDER CREDIT TRANSFER	653,697	209,148	132,752
GET PAYMENT INFORMATION	188,793	Not applicable	Not applicable
GET ACCOUNT INFORMATION	399,831	559,017	534,412
GET CARD INFORMATION	505,949	233,197	227,646
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 23.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,000%	0,001%
PIS	0,058%	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	403,423	170,557	139,580
INITIATE CROSS BORDER CREDIT TRANSFER	738,239	201,267	144,259
GET PAYMENT INFORMATION	144,950	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,263	535,082	504,594
GET CARD INFORMATION	466,704	220,087	216,961
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 24.09.2025

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	412,949	175,864	143,003
INITIATE CROSS BORDER CREDIT TRANSFER	679,604	202,520	146,214
GET PAYMENT INFORMATION	146,078	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,322	549,557	503,591
GET CARD INFORMATION	482,977	227,375	224,242
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 25.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,001%	0,000%
PIS	0,004%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	423,266	185,263	161,252
INITIATE CROSS BORDER CREDIT TRANSFER	653,547	209,468	164,575
GET PAYMENT INFORMATION	160,957	Not applicable	Not applicable
GET ACCOUNT INFORMATION	395,240	585,234	560,836
GET CARD INFORMATION	527,868	242,789	242,680
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 26.09.2025

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

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

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	413,289	210,804	172,874
INITIATE CROSS BORDER CREDIT TRANSFER	683,951	238,682	171,682
GET PAYMENT INFORMATION	158,934	Not applicable	Not applicable
GET ACCOUNT INFORMATION	398,540	590,338	542,476
GET CARD INFORMATION	501,860	255,244	252,286
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 27.09.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,988%	99,952%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,012%	0,048%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,022%	0,006%	0,011%
PIS	0,004%	0,013%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	359,364	128,273	109,864
INITIATE CROSS BORDER CREDIT TRANSFER	644,349	137,107	105,151
GET PAYMENT INFORMATION	174,803	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,531	496,925	500,534
GET CARD INFORMATION	474,495	192,446	193,862
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 28.09.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,960%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,040%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,035%	0,004%	0,001%
PIS	0,075%	0,008%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	406,333	120,868	105,616
INITIATE CROSS BORDER CREDIT TRANSFER	659,269	124,462	103,924
GET PAYMENT INFORMATION	226,399	Not applicable	Not applicable
GET ACCOUNT INFORMATION	420,475	497,182	500,884
GET CARD INFORMATION	553,106	187,014	186,879
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 29.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,017%	0,002%	0,002%
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	464,849	253,636	213,664
INITIATE CROSS BORDER CREDIT TRANSFER	733,992	268,389	207,072
GET PAYMENT INFORMATION	215,760	Not applicable	Not applicable
GET ACCOUNT INFORMATION	423,191	622,001	589,555
GET CARD INFORMATION	510,151	293,608	288,225
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q3 2025

DATE: 30.09.2025

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,006%	0,001%
PIS	0,011%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	511,922	319,786	263,446
INITIATE CROSS BORDER CREDIT TRANSFER	733,929	319,607	254,535
GET PAYMENT INFORMATION	198,330	Not applicable	Not applicable
GET ACCOUNT INFORMATION	460,751	688,294	639,128
GET CARD INFORMATION	582,181	342,888	335,561
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: