

QUARTER: Q1 2023 DATE: 01.01.2023

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	56,125	239,321
INITIATE CROSS BORDER CREDIT TRANSFER	260,200	47,924	44,980
GET PAYMENT INFORMATION	74,861	Not applicable	Not applicable
GET ACCOUNT INFORMATION	217,908	201,205	106,367
GET CARD INFORMATION	217,625	38,309	38,956
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 02.01.2023

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	0,000%	0,012%	0,002%
PIS	0,000%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	92,250	66,114	224,195
INITIATE CROSS BORDER CREDIT TRANSFER	244,500	69,092	52,503
GET PAYMENT INFORMATION	74,946	Not applicable	Not applicable
GET ACCOUNT INFORMATION	251,000	273,090	110,889
GET CARD INFORMATION	230,026	45,705	45,702
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 03.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,010%	0,002%
PIS	0,000%	0,004%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	205,308	69,885	238,177
INITIATE CROSS BORDER CREDIT TRANSFER	246,500	72,470	54,235
GET PAYMENT INFORMATION	88,091	Not applicable	Not applicable
GET ACCOUNT INFORMATION	262,799	299,562	111,469
GET CARD INFORMATION	247,367	47,912	47,673
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 04.01.2023

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%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	112,333	69,183	235,221
INITIATE CROSS BORDER CREDIT TRANSFER	244,500	72,482	52,556
GET PAYMENT INFORMATION	79,471	Not applicable	Not applicable
GET ACCOUNT INFORMATION	254,459	228,300	111,643
GET CARD INFORMATION	213,878	45,862	45,766
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 05.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,018%	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	84,500	69,381	243,615
INITIATE CROSS BORDER CREDIT TRANSFER	269,000	74,040	52,908
GET PAYMENT INFORMATION	64,067	Not applicable	Not applicable
GET ACCOUNT INFORMATION	255,076	227,963	111,770
GET CARD INFORMATION	212,863	46,818	46,452
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 06.01.2023

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	0,383%	0,002%	0,001%
PIS	0,000%	0,010%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	76,000	57,364	222,582
INITIATE CROSS BORDER CREDIT TRANSFER	237,429	54,353	45,453
GET PAYMENT INFORMATION	74,829	Not applicable	Not applicable
GET ACCOUNT INFORMATION	218,976	189,078	102,594
GET CARD INFORMATION	196,727	38,492	39,115
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 07.01.2023

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	0,084%	0,002%	0,001%
PIS	0,000%	0,000%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	127,000	57,972	245,575
INITIATE CROSS BORDER CREDIT TRANSFER	227,000	54,849	46,749
GET PAYMENT INFORMATION	62,467	Not applicable	Not applicable
GET ACCOUNT INFORMATION	230,958	201,069	107,570
GET CARD INFORMATION	229,204	38,899	39,408
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 08.01.2023

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%	0,000%
PIS	0,000%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	56,750	204,543
INITIATE CROSS BORDER CREDIT TRANSFER	250,500	55,496	45,106
GET PAYMENT INFORMATION	74,188	Not applicable	Not applicable
GET ACCOUNT INFORMATION	222,474	191,757	111,073
GET CARD INFORMATION	226,765	38,359	39,032
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 09.01.2023

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	0,017%	0,016%	0,003%
PIS	0,000%	0,003%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	168,667	69,507	212,003
INITIATE CROSS BORDER CREDIT TRANSFER	295,200	73,780	52,405
GET PAYMENT INFORMATION	97,290	Not applicable	Not applicable
GET ACCOUNT INFORMATION	259,948	226,858	114,985
GET CARD INFORMATION	239,128	48,915	48,089
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 10.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,015%	0,003%
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	166,750	70,128	244,856
INITIATE CROSS BORDER CREDIT TRANSFER	239,571	74,531	53,335
GET PAYMENT INFORMATION	81,588	Not applicable	Not applicable
GET ACCOUNT INFORMATION	263,011	238,982	114,397
GET CARD INFORMATION	240,902	47,250	47,376
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 11.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,021%	0,005%
PIS	1,220%	0,004%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	169,231	68,898	239,034
INITIATE CROSS BORDER CREDIT TRANSFER	268,556	72,850	50,438
GET PAYMENT INFORMATION	82,029	Not applicable	Not applicable
GET ACCOUNT INFORMATION	251,187	225,506	110,980
GET CARD INFORMATION	234,969	43,900	44,432
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 12.01.2023

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	0,006%	0,021%	0,004%
PIS	0,000%	0,006%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	167,316	72,072	251,944
INITIATE CROSS BORDER CREDIT TRANSFER	273,462	75,599	56,246
GET PAYMENT INFORMATION	85,106	Not applicable	Not applicable
GET ACCOUNT INFORMATION	262,237	226,014	111,848
GET CARD INFORMATION	244,873	44,231	45,289
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 13.01.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,997%	99,985%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,003%	0,015%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,020%	0,006%
PIS	0,000%	0,007%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	128,120	70,785	244,473
INITIATE CROSS BORDER CREDIT TRANSFER	274,182	74,401	57,188
GET PAYMENT INFORMATION	89,654	Not applicable	Not applicable
GET ACCOUNT INFORMATION	257,474	236,564	110,184
GET CARD INFORMATION	217,772	47,686	48,244
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 14.01.2023

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	0,105%	0,003%	0,001%
PIS	0,000%	0,020%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	59,826	250,550
INITIATE CROSS BORDER CREDIT TRANSFER	382,333	59,390	49,897
GET PAYMENT INFORMATION	77,493	Not applicable	Not applicable
GET ACCOUNT INFORMATION	235,538	199,758	107,513
GET CARD INFORMATION	232,922	39,042	39,952
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 15.01.2023

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	56,882	221,742
INITIATE CROSS BORDER CREDIT TRANSFER	273,200	53,170	46,760
GET PAYMENT INFORMATION	78,902	Not applicable	Not applicable
GET ACCOUNT INFORMATION	228,514	194,251	112,160
GET CARD INFORMATION	216,086	38,116	38,643
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 16.01.2023

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

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

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,353%	0,031%	0,001%
PIS		1,316%	0,007%	0,005%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		296,105	68,788	233,750
INITIATE CROSS BORDER CREDIT TRANSFER		213,045	73,441	54,066
GET PAYMENT INFORMATION		98,239	Not applicable	Not applicable
GET ACCOUNT INFORMATION		267,346	246,298	113,573
GET CARD INFORMATION		245,354	46,145	45,763
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 17.01.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,989%	99,985%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,011%	0,015%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,018%	0,008%
PIS	0,000%	0,021%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	328,300	68,020	232,865
INITIATE CROSS BORDER CREDIT TRANSFER	271,833	71,654	52,722
GET PAYMENT INFORMATION	65,077	Not applicable	Not applicable
GET ACCOUNT INFORMATION	274,179	241,944	110,349
GET CARD INFORMATION	225,883	44,895	44,320
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 18.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,025%	0,012%	0,002%
PIS	0,000%	0,003%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	175,000	66,802	234,749
INITIATE CROSS BORDER CREDIT TRANSFER	272,125	71,068	52,428
GET PAYMENT INFORMATION	64,241	Not applicable	Not applicable
GET ACCOUNT INFORMATION	270,208	222,213	109,225
GET CARD INFORMATION	228,165	43,356	43,571
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 19.01.2023

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%	0,015%	0,001%
PIS	0,000%	0,014%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	163,857	66,681	238,273
INITIATE CROSS BORDER CREDIT TRANSFER	287,700	70,354	52,432
GET PAYMENT INFORMATION	66,352	Not applicable	Not applicable
GET ACCOUNT INFORMATION	269,871	223,970	109,683
GET CARD INFORMATION	235,681	43,630	43,623
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 20.01.2023

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	0,019%	0,016%	0,007%
PIS	0,386%	0,004%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	282,667	68,824	245,831
INITIATE CROSS BORDER CREDIT TRANSFER	307,500	72,748	51,962
GET PAYMENT INFORMATION	65,812	Not applicable	Not applicable
GET ACCOUNT INFORMATION	270,516	230,825	108,947
GET CARD INFORMATION	246,312	45,624	45,538
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 21.01.2023

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	0,190%	0,003%	0,002%
PIS	0,000%	0,017%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,761	258,925
INITIATE CROSS BORDER CREDIT TRANSFER	283,625	54,315	48,547
GET PAYMENT INFORMATION	60,344	Not applicable	Not applicable
GET ACCOUNT INFORMATION	236,823	196,886	103,385
GET CARD INFORMATION	229,653	39,789	40,768
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 22.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,015%	0,003%
PIS	0,000%	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	78,000	57,559	230,914
INITIATE CROSS BORDER CREDIT TRANSFER	247,800	57,394	47,557
GET PAYMENT INFORMATION	71,061	Not applicable	Not applicable
GET ACCOUNT INFORMATION	229,618	192,208	107,238
GET CARD INFORMATION	224,051	38,311	38,963
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 23.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,023%	0,014%	0,001%
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	173,000	69,132	239,960
INITIATE CROSS BORDER CREDIT TRANSFER	247,929	72,602	52,973
GET PAYMENT INFORMATION	67,540	Not applicable	Not applicable
GET ACCOUNT INFORMATION	279,389	229,345	112,597
GET CARD INFORMATION	252,810	45,479	45,023
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 24.01.2023

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%	0,013%	0,002%
PIS	0,271%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	152,500	68,404	246,179
INITIATE CROSS BORDER CREDIT TRANSFER	285,111	72,027	54,139
GET PAYMENT INFORMATION	78,325	Not applicable	Not applicable
GET ACCOUNT INFORMATION	274,117	229,178	109,815
GET CARD INFORMATION	241,353	44,763	44,553
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 25.01.2023

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%	0,018%	0,002%
PIS	0,000%	0,008%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	113,800	70,509	257,734
INITIATE CROSS BORDER CREDIT TRANSFER	320,000	75,247	56,580
GET PAYMENT INFORMATION	61,219	Not applicable	Not applicable
GET ACCOUNT INFORMATION	274,773	228,256	110,201
GET CARD INFORMATION	262,673	45,579	45,967
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 26.01.2023

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%	0,015%	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	142,385	74,308	284,751
INITIATE CROSS BORDER CREDIT TRANSFER	296,625	78,083	57,483
GET PAYMENT INFORMATION	70,088	Not applicable	Not applicable
GET ACCOUNT INFORMATION	286,867	233,342	113,963
GET CARD INFORMATION	237,552	51,957	52,578
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 27.01.2023

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	0,099%	0,013%	0,001%
PIS	0,283%	0,006%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	208,421	74,745	280,108
INITIATE CROSS BORDER CREDIT TRANSFER	289,500	78,036	57,724
GET PAYMENT INFORMATION	72,678	Not applicable	Not applicable
GET ACCOUNT INFORMATION	290,052	234,124	116,150
GET CARD INFORMATION	261,573	53,284	53,070
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 28.01.2023

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	0,105%	0,001%	0,001%
PIS	0,000%	0,006%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,344	269,877
INITIATE CROSS BORDER CREDIT TRANSFER	279,667	59,246	50,705
GET PAYMENT INFORMATION	60,490	Not applicable	Not applicable
GET ACCOUNT INFORMATION	246,370	192,280	109,318
GET CARD INFORMATION	231,613	42,145	42,292
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 29.01.2023

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%	0,009%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	59,412	236,453
INITIATE CROSS BORDER CREDIT TRANSFER	247,000	58,239	47,447
GET PAYMENT INFORMATION	76,580	Not applicable	Not applicable
GET ACCOUNT INFORMATION	236,547	190,121	115,868
GET CARD INFORMATION	243,407	40,111	40,695
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 30.01.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,012%	0,004%
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	116,652	79,035	267,691
INITIATE CROSS BORDER CREDIT TRANSFER	190,167	81,436	60,138
GET PAYMENT INFORMATION	72,319	Not applicable	Not applicable
GET ACCOUNT INFORMATION	303,127	253,664	126,052
GET CARD INFORMATION	263,397	58,879	57,799
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 31.01.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,868%	99,866%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,132%	0,134%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,039%	0,117%	0,089%
PIS	0,000%	0,112%	0,069%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	188,889	87,186	289,633
INITIATE CROSS BORDER CREDIT TRANSFER	317,833	93,193	63,593
GET PAYMENT INFORMATION	144,884	Not applicable	Not applicable
GET ACCOUNT INFORMATION	329,595	302,435	141,834
GET CARD INFORMATION	506,950	72,012	69,140
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 01.02.2023

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%	0,013%	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	162,818	77,068	244,064
INITIATE CROSS BORDER CREDIT TRANSFER	274,727	80,943	57,601
GET PAYMENT INFORMATION	97,498	Not applicable	Not applicable
GET ACCOUNT INFORMATION	300,320	253,273	129,944
GET CARD INFORMATION	348,899	52,168	51,488
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 02.02.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,015%	0,003%
PIS	0,000%	0,013%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	178,500	75,283	238,563
INITIATE CROSS BORDER CREDIT TRANSFER	271,800	77,971	56,636
GET PAYMENT INFORMATION	67,847	Not applicable	Not applicable
GET ACCOUNT INFORMATION	324,033	243,354	117,755
GET CARD INFORMATION	280,968	48,882	48,776
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 03.02.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,015%	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	169,067	73,572	243,373
INITIATE CROSS BORDER CREDIT TRANSFER	328,000	77,870	56,467
GET PAYMENT INFORMATION	74,832	Not applicable	Not applicable
GET ACCOUNT INFORMATION	295,287	244,619	119,010
GET CARD INFORMATION	275,063	49,640	49,127
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 04.02.2023

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	0,121%	0,004%	0,003%
PIS	0,000%	0,015%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,512	257,711
INITIATE CROSS BORDER CREDIT TRANSFER	316,500	62,023	50,724
GET PAYMENT INFORMATION	63,376	Not applicable	Not applicable
GET ACCOUNT INFORMATION	260,486	212,789	112,784
GET CARD INFORMATION	246,432	40,919	41,641
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 05.02.2023

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%	0,023%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	202,000	58,220	213,483
INITIATE CROSS BORDER CREDIT TRANSFER	278,429	54,571	49,828
GET PAYMENT INFORMATION	71,444	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,616	234,740	116,930
GET CARD INFORMATION	238,826	39,426	39,778
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 06.02.2023

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	0,043%	0,012%	0,002%
PIS	0,000%	0,001%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	153,600	71,030	220,553
INITIATE CROSS BORDER CREDIT TRANSFER	270,364	76,042	55,241
GET PAYMENT INFORMATION	93,373	Not applicable	Not applicable
GET ACCOUNT INFORMATION	288,307	233,788	115,936
GET CARD INFORMATION	242,946	46,646	46,708
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 07.02.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,019%	0,004%
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	225,900	74,822	265,591
INITIATE CROSS BORDER CREDIT TRANSFER	273,900	79,168	62,058
GET PAYMENT INFORMATION	106,672	Not applicable	Not applicable
GET ACCOUNT INFORMATION	292,588	243,472	115,681
GET CARD INFORMATION	251,728	47,889	47,482
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 08.02.2023

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	0,000%	0,018%	0,003%
PIS	0,000%	0,004%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	149,818	72,824	235,525
INITIATE CROSS BORDER CREDIT TRANSFER	255,500	76,397	57,954
GET PAYMENT INFORMATION	79,341	Not applicable	Not applicable
GET ACCOUNT INFORMATION	291,366	236,872	112,612
GET CARD INFORMATION	244,582	46,861	46,467
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 09.02.2023

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	0,006%	0,022%	0,003%
PIS	0,000%	0,008%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	133,818	71,436	241,120
INITIATE CROSS BORDER CREDIT TRANSFER	278,000	75,383	56,506
GET PAYMENT INFORMATION	73,310	Not applicable	Not applicable
GET ACCOUNT INFORMATION	289,949	236,730	110,353
GET CARD INFORMATION	228,592	46,100	46,951
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 10.02.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,022%	0,002%
PIS	0,000%	0,009%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	149,130	72,740	254,835
INITIATE CROSS BORDER CREDIT TRANSFER	256,200	77,430	58,869
GET PAYMENT INFORMATION	87,381	Not applicable	Not applicable
GET ACCOUNT INFORMATION	278,222	240,168	116,047
GET CARD INFORMATION	244,500	48,163	48,350
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 11.02.2023

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	0,190%	0,013%	0,001%
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	No traffic	60,614	255,434
INITIATE CROSS BORDER CREDIT TRANSFER	308,857	62,679	49,586
GET PAYMENT INFORMATION	78,175	Not applicable	Not applicable
GET ACCOUNT INFORMATION	248,524	261,314	115,568
GET CARD INFORMATION	245,538	39,608	40,406
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 12.02.2023

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%	0,005%	0,002%
PIS	0,000%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,172	219,417
INITIATE CROSS BORDER CREDIT TRANSFER	248,429	55,074	46,979
GET PAYMENT INFORMATION	117,820	Not applicable	Not applicable
GET ACCOUNT INFORMATION	233,987	242,906	115,924
GET CARD INFORMATION	220,873	38,353	39,054
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 13.02.2023

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%	0,001%
PIS	0,000%	0,009%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	156,500	70,007	225,604
INITIATE CROSS BORDER CREDIT TRANSFER	264,600	74,536	53,281
GET PAYMENT INFORMATION	106,048	Not applicable	Not applicable
GET ACCOUNT INFORMATION	288,222	232,637	115,332
GET CARD INFORMATION	242,902	46,219	45,927
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 14.02.2023

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%	0,019%	0,003%
PIS	0,000%	0,008%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	223,538	73,629	239,226
INITIATE CROSS BORDER CREDIT TRANSFER	326,333	76,965	56,897
GET PAYMENT INFORMATION	89,770	Not applicable	Not applicable
GET ACCOUNT INFORMATION	286,366	246,286	116,689
GET CARD INFORMATION	255,417	45,178	45,376
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 15.02.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,833%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,167%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,026%	0,002%
PIS	5,114%	0,002%	0,034%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	115,568	71,162	230,425
INITIATE CROSS BORDER CREDIT TRANSFER	121,360	75,363	54,645
GET PAYMENT INFORMATION	61,776	Not applicable	Not applicable
GET ACCOUNT INFORMATION	268,283	238,871	118,046
GET CARD INFORMATION	245,462	46,030	46,264
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 16.02.2023

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%	0,018%	0,001%
PIS	0,000%	0,006%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	191,750	71,671	237,950
INITIATE CROSS BORDER CREDIT TRANSFER	283,333	75,078	54,307
GET PAYMENT INFORMATION	83,873	Not applicable	Not applicable
GET ACCOUNT INFORMATION	277,003	237,691	114,931
GET CARD INFORMATION	239,824	43,607	44,005
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 17.02.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,945%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,055%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,217%	0,022%	0,001%
PIS	0,000%	0,008%	0,118%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	143,000	70,752	237,359
INITIATE CROSS BORDER CREDIT TRANSFER	246,000	73,787	53,666
GET PAYMENT INFORMATION	76,507	Not applicable	Not applicable
GET ACCOUNT INFORMATION	279,694	237,017	113,042
GET CARD INFORMATION	247,901	44,054	44,175
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 18.02.2023

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	0,123%	0,002%	0,003%
PIS	0,000%	0,009%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	326,000	60,123	255,346
INITIATE CROSS BORDER CREDIT TRANSFER	260,571	58,058	49,217
GET PAYMENT INFORMATION	82,762	Not applicable	Not applicable
GET ACCOUNT INFORMATION	242,939	214,395	109,287
GET CARD INFORMATION	253,281	39,657	40,319
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 19.02.2023

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%	0,022%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	315,692	58,449	227,957
INITIATE CROSS BORDER CREDIT TRANSFER	239,000	54,228	47,402
GET PAYMENT INFORMATION	91,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,036	209,559	112,036
GET CARD INFORMATION	241,203	37,895	39,000
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 20.02.2023

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%	0,007%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	204,125	70,930	240,701
INITIATE CROSS BORDER CREDIT TRANSFER	218,200	75,741	54,872
GET PAYMENT INFORMATION	69,900	Not applicable	Not applicable
GET ACCOUNT INFORMATION	283,890	236,469	115,411
GET CARD INFORMATION	227,656	45,641	45,777
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 21.02.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,093%	0,062%	0,015%
PIS	0,000%	0,027%	0,032%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	196,667	71,093	247,879
INITIATE CROSS BORDER CREDIT TRANSFER	273,857	75,350	55,393
GET PAYMENT INFORMATION	199,950	Not applicable	Not applicable
GET ACCOUNT INFORMATION	281,462	249,614	117,789
GET CARD INFORMATION	248,558	49,834	47,821
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 22.02.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,017%	0,003%
PIS	0,000%	0,002%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	173,412	72,596	259,671
INITIATE CROSS BORDER CREDIT TRANSFER	212,000	76,039	54,973
GET PAYMENT INFORMATION	102,474	Not applicable	Not applicable
GET ACCOUNT INFORMATION	286,379	232,763	112,559
GET CARD INFORMATION	250,500	46,946	47,089
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 23.02.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,022%	0,012%	0,002%
PIS	0,000%	0,007%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	151,824	72,593	284,268
INITIATE CROSS BORDER CREDIT TRANSFER	254,438	76,479	55,569
GET PAYMENT INFORMATION	110,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	291,025	237,321	115,000
GET CARD INFORMATION	294,072	50,145	50,420
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 24.02.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,014%	0,004%
PIS	0,000%	0,006%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	170,733	76,442	279,359
INITIATE CROSS BORDER CREDIT TRANSFER	277,500	81,551	58,357
GET PAYMENT INFORMATION	143,125	Not applicable	Not applicable
GET ACCOUNT INFORMATION	304,632	240,033	119,428
GET CARD INFORMATION	310,903	52,959	52,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 25.02.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,886%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,114%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,363%	0,003%	0,002%
PIS	0,000%	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,041	267,939
INITIATE CROSS BORDER CREDIT TRANSFER	240,500	60,786	52,198
GET PAYMENT INFORMATION	80,208	Not applicable	Not applicable
GET ACCOUNT INFORMATION	263,032	184,202	108,099
GET CARD INFORMATION	254,636	42,154	43,110
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 26.02.2023

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	0,167%	0,003%	0,000%
PIS	0,000%	0,007%	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	61,440	237,984
INITIATE CROSS BORDER CREDIT TRANSFER	245,875	58,997	50,103
GET PAYMENT INFORMATION	80,429	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,531	187,355	112,746
GET CARD INFORMATION	253,570	39,138	39,820
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 27.02.2023

		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%	0,006%	0,001%
PIS		0,000%	0,004%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		81,463	59,602	223,110
INITIATE CROSS BORDER CREDIT TRANSFER		247,200	56,212	49,779
GET PAYMENT INFORMATION		58,489	Not applicable	Not applicable
GET ACCOUNT INFORMATION		241,394	189,448	109,573
GET CARD INFORMATION		270,437	41,259	41,826
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

**Comments:**

QUARTER: Q1 2023 DATE: 28.02.2023

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%	0,019%	0,004%
PIS	0,000%	0,005%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	186,500	108,137	314,616
INITIATE CROSS BORDER CREDIT TRANSFER	365,250	113,421	74,558
GET PAYMENT INFORMATION	159,917	Not applicable	Not applicable
GET ACCOUNT INFORMATION	349,081	303,929	158,532
GET CARD INFORMATION	323,012	86,198	80,072
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 01.03.2023

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%	0,223%	0,083%
PIS	0,000%	0,012%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	135,286	79,838	256,204
INITIATE CROSS BORDER CREDIT TRANSFER	370,750	81,986	60,951
GET PAYMENT INFORMATION	209,323	Not applicable	Not applicable
GET ACCOUNT INFORMATION	304,996	367,400	180,310
GET CARD INFORMATION	255,824	51,975	51,634
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 02.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,023%	0,007%
PIS	0,000%	0,017%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	200,250	73,728	246,375
INITIATE CROSS BORDER CREDIT TRANSFER	274,667	77,009	55,645
GET PAYMENT INFORMATION	104,983	Not applicable	Not applicable
GET ACCOUNT INFORMATION	295,814	250,567	123,124
GET CARD INFORMATION	262,993	49,924	49,781
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 03.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,013%	0,002%
PIS	0,000%	0,010%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	166,867	75,931	265,035
INITIATE CROSS BORDER CREDIT TRANSFER	316,286	82,713	57,448
GET PAYMENT INFORMATION	141,376	Not applicable	Not applicable
GET ACCOUNT INFORMATION	303,397	246,316	110,399
GET CARD INFORMATION	296,227	54,642	54,355
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 04.03.2023

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	0,103%	0,234%	0,004%
PIS	0,000%	0,007%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,573	266,982
INITIATE CROSS BORDER CREDIT TRANSFER	324,000	63,824	50,549
GET PAYMENT INFORMATION	96,714	Not applicable	Not applicable
GET ACCOUNT INFORMATION	267,934	193,735	102,774
GET CARD INFORMATION	267,508	43,908	43,685
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 05.03.2023

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%	0,015%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,724	222,588
INITIATE CROSS BORDER CREDIT TRANSFER	285,375	55,905	48,841
GET PAYMENT INFORMATION	93,887	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,871	174,608	110,751
GET CARD INFORMATION	255,151	41,633	41,987
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 06.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,020%	0,004%
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	212,200	72,618	228,355
INITIATE CROSS BORDER CREDIT TRANSFER	291,000	77,956	56,276
GET PAYMENT INFORMATION	138,288	Not applicable	Not applicable
GET ACCOUNT INFORMATION	290,959	243,301	118,690
GET CARD INFORMATION	263,185	52,027	51,796
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 07.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,019%	0,005%
PIS	0,000%	0,004%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	147,100	71,527	230,055
INITIATE CROSS BORDER CREDIT TRANSFER	350,857	75,447	56,023
GET PAYMENT INFORMATION	175,232	Not applicable	Not applicable
GET ACCOUNT INFORMATION	288,714	256,947	121,973
GET CARD INFORMATION	312,892	49,223	48,907
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 08.03.2023

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%	0,001%
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	191,214	69,248	231,438
INITIATE CROSS BORDER CREDIT TRANSFER	295,636	73,216	53,626
GET PAYMENT INFORMATION	135,606	Not applicable	Not applicable
GET ACCOUNT INFORMATION	280,949	230,850	114,696
GET CARD INFORMATION	277,603	45,071	45,630
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 09.03.2023

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	0,005%	0,022%	0,004%
PIS	0,000%	0,004%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	122,000	69,869	241,865
INITIATE CROSS BORDER CREDIT TRANSFER	258,444	74,130	54,572
GET PAYMENT INFORMATION	89,925	Not applicable	Not applicable
GET ACCOUNT INFORMATION	286,336	239,077	114,611
GET CARD INFORMATION	275,088	46,042	46,342
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 10.03.2023

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%	0,013%	0,002%
PIS	0,977%	0,008%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	174,200	73,762	280,117
INITIATE CROSS BORDER CREDIT TRANSFER	327,600	75,980	57,998
GET PAYMENT INFORMATION	82,795	Not applicable	Not applicable
GET ACCOUNT INFORMATION	288,564	241,996	116,311
GET CARD INFORMATION	238,653	47,263	47,545
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 11.03.2023

		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		0,100%	0,005%	0,002%
PIS		0,000%	0,004%	0,009%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		187,000	64,110	258,637
INITIATE CROSS BORDER CREDIT TRANSFER		305,000	62,249	51,590
GET PAYMENT INFORMATION		73,531	Not applicable	Not applicable
GET ACCOUNT INFORMATION		255,926	208,255	106,408
GET CARD INFORMATION		261,317	40,232	40,740
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 12.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,004%	0,001%
PIS	0,000%	0,014%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,543	226,710
INITIATE CROSS BORDER CREDIT TRANSFER	279,000	60,284	52,832
GET PAYMENT INFORMATION	88,302	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,160	217,500	115,686
GET CARD INFORMATION	238,649	39,878	39,878
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 13.03.2023

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	0,005%	0,030%	0,004%
PIS	0,000%	0,003%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	214,750	73,763	237,570
INITIATE CROSS BORDER CREDIT TRANSFER	261,250	77,617	57,150
GET PAYMENT INFORMATION	89,211	Not applicable	Not applicable
GET ACCOUNT INFORMATION	289,723	250,860	121,998
GET CARD INFORMATION	273,471	47,535	47,137
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 14.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,039%	0,008%
PIS	1,238%	0,003%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	195,545	75,161	243,228
INITIATE CROSS BORDER CREDIT TRANSFER	303,333	79,225	55,720
GET PAYMENT INFORMATION	91,170	Not applicable	Not applicable
GET ACCOUNT INFORMATION	303,169	259,564	120,101
GET CARD INFORMATION	273,112	46,457	46,919
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 15.03.2023

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%	0,003%
PIS	0,000%	0,006%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	177,875	72,309	240,813
INITIATE CROSS BORDER CREDIT TRANSFER	242,200	75,646	53,758
GET PAYMENT INFORMATION	88,619	Not applicable	Not applicable
GET ACCOUNT INFORMATION	284,845	238,894	118,143
GET CARD INFORMATION	276,063	46,950	46,944
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 16.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,015%	0,001%
PIS	0,225%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	154,400	69,958	235,593
INITIATE CROSS BORDER CREDIT TRANSFER	270,818	73,649	53,942
GET PAYMENT INFORMATION	70,071	Not applicable	Not applicable
GET ACCOUNT INFORMATION	277,066	238,192	115,220
GET CARD INFORMATION	324,115	45,100	45,247
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 17.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,060%	0,057%	0,016%
PIS	0,432%	0,005%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	202,474	72,923	243,340
INITIATE CROSS BORDER CREDIT TRANSFER	346,000	78,325	56,484
GET PAYMENT INFORMATION	92,199	Not applicable	Not applicable
GET ACCOUNT INFORMATION	277,180	279,500	126,430
GET CARD INFORMATION	260,612	46,676	46,261
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 18.03.2023

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	0,171%	0,006%	0,003%
PIS	0,000%	0,010%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	130,000	62,674	261,921
INITIATE CROSS BORDER CREDIT TRANSFER	266,143	59,935	51,467
GET PAYMENT INFORMATION	55,655	Not applicable	Not applicable
GET ACCOUNT INFORMATION	262,399	205,568	106,315
GET CARD INFORMATION	250,341	40,617	41,477
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 19.03.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,982%	99,977%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,018%	0,023%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,015%	0,008%
PIS	0,000%	0,000%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	60,148	236,180
INITIATE CROSS BORDER CREDIT TRANSFER	269,909	52,445	51,562
GET PAYMENT INFORMATION	60,960	Not applicable	Not applicable
GET ACCOUNT INFORMATION	222,811	229,322	110,333
GET CARD INFORMATION	250,457	40,346	40,157
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 20.03.2023

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%	0,063%	0,002%
PIS	0,495%	0,006%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	178,300	72,769	240,423
INITIATE CROSS BORDER CREDIT TRANSFER	254,273	75,142	55,533
GET PAYMENT INFORMATION	74,154	Not applicable	Not applicable
GET ACCOUNT INFORMATION	292,820	241,637	116,599
GET CARD INFORMATION	255,393	47,181	46,544
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 21.03.2023

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%	0,067%	0,006%
PIS	0,279%	0,008%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	151,500	72,362	245,568
INITIATE CROSS BORDER CREDIT TRANSFER	257,583	75,972	54,703
GET PAYMENT INFORMATION	84,768	Not applicable	Not applicable
GET ACCOUNT INFORMATION	285,924	256,073	123,920
GET CARD INFORMATION	255,382	45,678	45,895
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 22.03.2023

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%	0,065%	0,001%
PIS	0,423%	0,001%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	145,755	70,783	240,468
INITIATE CROSS BORDER CREDIT TRANSFER	333,087	73,366	54,021
GET PAYMENT INFORMATION	75,138	Not applicable	Not applicable
GET ACCOUNT INFORMATION	291,522	240,507	112,131
GET CARD INFORMATION	417,691	44,630	44,724
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 23.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,061%	0,003%
PIS	0,073%	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	139,556	71,734	261,194
INITIATE CROSS BORDER CREDIT TRANSFER	204,167	74,656	55,274
GET PAYMENT INFORMATION	67,692	Not applicable	Not applicable
GET ACCOUNT INFORMATION	293,101	244,900	113,366
GET CARD INFORMATION	465,116	45,064	45,266
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 24.03.2023

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%	0,013%	0,001%
PIS	0,295%	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	135,824	71,796	271,924
INITIATE CROSS BORDER CREDIT TRANSFER	370,929	76,206	56,158
GET PAYMENT INFORMATION	80,491	Not applicable	Not applicable
GET ACCOUNT INFORMATION	282,119	237,576	113,619
GET CARD INFORMATION	260,016	46,914	47,534
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 25.03.2023

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	0,146%	0,001%	0,000%
PIS	0,000%	0,023%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,560	252,542
INITIATE CROSS BORDER CREDIT TRANSFER	297,500	60,023	49,594
GET PAYMENT INFORMATION	55,870	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,670	201,489	102,889
GET CARD INFORMATION	249,873	39,066	39,457
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 26.03.2023

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%	0,007%	0,001%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	282,500	58,578	236,057
INITIATE CROSS BORDER CREDIT TRANSFER	241,429	58,958	48,226
GET PAYMENT INFORMATION	66,030	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,925	195,819	109,127
GET CARD INFORMATION	235,936	39,637	40,095
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023

DATE: 27.03.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,992%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,008%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,014%	0,005%
PIS	0,069%	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	142,800	73,188	246,925
INITIATE CROSS BORDER CREDIT TRANSFER	580,750	75,084	56,410
GET PAYMENT INFORMATION	61,328	Not applicable	Not applicable
GET ACCOUNT INFORMATION	292,253	231,365	116,598
GET CARD INFORMATION	252,389	49,488	49,416
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 28.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,015%	0,003%
PIS	0,072%	0,008%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	152,105	71,316	259,850
INITIATE CROSS BORDER CREDIT TRANSFER	262,600	75,107	57,866
GET PAYMENT INFORMATION	68,871	Not applicable	Not applicable
GET ACCOUNT INFORMATION	287,646	235,353	111,186
GET CARD INFORMATION	233,587	50,412	50,841
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 29.03.2023

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%	0,014%	0,001%
PIS	0,072%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	197,353	71,714	256,254
INITIATE CROSS BORDER CREDIT TRANSFER	278,500	74,562	56,435
GET PAYMENT INFORMATION	62,831	Not applicable	Not applicable
GET ACCOUNT INFORMATION	285,087	231,434	112,124
GET CARD INFORMATION	222,917	50,993	51,091
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q1 2023 DATE: 30.03.2023

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%	0,009%	0,002%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	172,889	74,318	270,718
INITIATE CROSS BORDER CREDIT TRANSFER	306,000	78,476	56,862
GET PAYMENT INFORMATION	68,596	Not applicable	Not applicable
GET ACCOUNT INFORMATION	285,538	235,398	113,460
GET CARD INFORMATION	291,007	53,843	54,249
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2023 DATE: 31.03.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,066%	0,026%	0,005%
PIS	0,639%	0,004%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	145,607	83,130	279,979
INITIATE CROSS BORDER CREDIT TRANSFER	316,111	86,227	61,139
GET PAYMENT INFORMATION	81,215	Not applicable	Not applicable
GET ACCOUNT INFORMATION	303,079	260,480	129,778
GET CARD INFORMATION	292,757	63,538	61,846
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: