

QUARTER: Q3 2023

DATE: 01.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|----------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 100,000% | 99,992% | 99,998% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,000% | 0,008% | 0,002% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,202% | 0,022% | 0,004% |
| PIS | 0,000% | 0,020% | 0,022% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 111,250 | 74,645 | 288,271 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 233,545 | 73,880 | 61,499 |
| GET PAYMENT INFORMATION | 54,901 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 276,432 | 217,146 | 112,828 |
| GET CARD INFORMATION | 261,500 | 45,706 | 46,343 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 02.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|----------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 100,000% | 99,992% | 99,989% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,000% | 0,008% | 0,011% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,000% | 0,005% | 0,004% |
| PIS | 0,000% | 0,009% | 0,015% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 68,875 | 235,228 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 230,889 | 66,643 | 57,205 |
| GET PAYMENT INFORMATION | 67,972 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 239,860 | 197,346 | 111,956 |
| GET CARD INFORMATION | 243,966 | 42,269 | 42,901 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 03.07.2023

| 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% | 0,018% | 0,002% |
| PIS | 0,000% | 0,007% | 0,028% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 161,500 | 91,334 | 245,563 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 312,000 | 94,976 | 74,077 |
| GET PAYMENT INFORMATION | 51,648 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 311,071 | 240,866 | 116,712 |
| GET CARD INFORMATION | 261,053 | 59,817 | 58,877 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 04.07.2023

| 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% | 0,011% | 0,003% |
| PIS | 0,000% | 0,009% | 0,028% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 118,216 | 90,894 | 279,712 |
| INITIATE CROSS BORDER CREDIT TRANSFER | No traffic | 94,569 | 74,696 |
| GET PAYMENT INFORMATION | 48,201 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 311,197 | 240,953 | 109,852 |
| GET CARD INFORMATION | 250,901 | 58,602 | 58,231 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 05.07.2023

| 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% | 0,010% | 0,002% |
| PIS | 0,101% | 0,005% | 0,041% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 160,433 | 88,700 | 283,179 |
| INITIATE CROSS BORDER CREDIT TRANSFER | No traffic | 93,142 | 70,578 |
| GET PAYMENT INFORMATION | 41,587 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 304,255 | 240,518 | 110,067 |
| GET CARD INFORMATION | 258,915 | 55,383 | 54,880 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 06.07.2023

| 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 | 0,009% | 0,010% | 0,002% |
| 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 | 133,542 | 83,462 | 252,388 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 267,571 | 86,513 | 67,033 |
| GET PAYMENT INFORMATION | 52,246 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 297,096 | 234,970 | 110,009 |
| GET CARD INFORMATION | 239,188 | 51,624 | 51,777 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 07.07.2023

| 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% | 0,012% | 0,006% |
| PIS | 0,000% | 0,014% | 0,043% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 135,611 | 84,422 | 263,696 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 247,000 | 88,565 | 70,638 |
| GET PAYMENT INFORMATION | 65,835 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 289,990 | 233,879 | 108,072 |
| GET CARD INFORMATION | 254,624 | 52,422 | 52,209 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 08.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|----------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 100,000% | 99,999% | 99,994% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,000% | 0,001% | 0,006% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,217% | 0,012% | 0,010% |
| PIS | 0,000% | 0,030% | 0,056% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 150,250 | 70,462 | 247,920 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 312,000 | 71,676 | 60,883 |
| GET PAYMENT INFORMATION | 68,628 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 267,794 | 220,727 | 109,383 |
| GET CARD INFORMATION | 260,354 | 43,546 | 44,693 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 09.07.2023

| 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% | 0,018% | 0,036% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 70,818 | 224,576 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 271,333 | 75,235 | 56,672 |
| GET PAYMENT INFORMATION | 63,820 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 244,780 | 205,423 | 111,489 |
| GET CARD INFORMATION | 245,171 | 41,068 | 41,311 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 10.07.2023

| 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% | 0,001% |
| PIS | 0,000% | 0,009% | 0,033% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 151,963 | 86,302 | 280,121 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 262,765 | 90,830 | 68,733 |
| GET PAYMENT INFORMATION | 66,663 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 320,101 | 234,442 | 113,138 |
| GET CARD INFORMATION | 266,101 | 52,955 | 52,310 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 11.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 98,628% | 99,998% | 99,995% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 1,372% | 0,002% | 0,005% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 6,311% | 0,018% | 0,011% |
| PIS | 0,000% | 0,009% | 0,040% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 124,706 | 87,944 | 434,908 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 247,667 | 89,537 | 69,504 |
| GET PAYMENT INFORMATION | 53,180 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 387,598 | 257,972 | 110,676 |
| GET CARD INFORMATION | 274,103 | 52,012 | 52,187 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 12.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 89,560% | 99,999% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 10,440% | 0,001% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 50,770% | 0,058% | 0,010% |
| PIS | 0,000% | 0,084% | 0,151% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 144,905 | 84,592 | 454,946 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 365,800 | 89,558 | 69,023 |
| GET PAYMENT INFORMATION | 122,847 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 1.954,381 | 239,733 | 109,369 |
| GET CARD INFORMATION | 295,758 | 57,195 | 52,855 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 13.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,979% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,021% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,179% | 0,015% | 0,003% |
| PIS | 0,000% | 0,008% | 0,021% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 143,379 | 83,610 | 443,639 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 269,077 | 87,514 | 66,881 |
| GET PAYMENT INFORMATION | 51,735 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 304,633 | 236,321 | 109,479 |
| GET CARD INFORMATION | 241,060 | 50,084 | 49,885 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 14.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,704% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,296% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 1,541% | 0,014% | 0,002% |
| PIS | 0,000% | 0,009% | 0,049% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 121,050 | 85,683 | 445,069 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 279,000 | 91,296 | 67,530 |
| GET PAYMENT INFORMATION | 50,207 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 303,734 | 240,414 | 109,638 |
| GET CARD INFORMATION | 267,056 | 52,754 | 51,925 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 15.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,917% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,083% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,172% | 0,004% | 0,002% |
| PIS | 0,111% | 0,011% | 0,028% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 157,000 | 74,999 | 452,315 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 863,750 | 78,073 | 62,401 |
| GET PAYMENT INFORMATION | 49,267 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 283,950 | 214,142 | 106,818 |
| GET CARD INFORMATION | 267,750 | 41,351 | 42,076 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 16.07.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,089% | 0,018% | 0,012% |
| PIS | 0,000% | 0,033% | 0,044% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 110,000 | 70,696 | 442,268 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 233,800 | 70,141 | 60,049 |
| GET PAYMENT INFORMATION | 60,125 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 245,187 | 202,135 | 109,901 |
| GET CARD INFORMATION | 260,093 | 41,122 | 41,528 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 17.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,938% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,062% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,698% | 0,012% | 0,001% |
| PIS | 0,000% | 0,009% | 0,040% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 159,556 | 89,051 | 421,924 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 271,091 | 96,086 | 69,635 |
| GET PAYMENT INFORMATION | 46,536 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 299,121 | 232,558 | 109,037 |
| GET CARD INFORMATION | 230,971 | 50,616 | 50,115 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 18.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,858% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,142% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,753% | 0,013% | 0,003% |
| PIS | 0,000% | 0,006% | 0,033% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 129,821 | 85,804 | 439,524 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 254,889 | 88,716 | 70,249 |
| GET PAYMENT INFORMATION | 47,586 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 292,838 | 238,756 | 105,232 |
| GET CARD INFORMATION | 220,352 | 48,881 | 48,658 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 19.07.2023

| 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 | 0,118% | 0,009% | 0,034% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 139,561 | 85,258 | 441,682 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 298,000 | 90,809 | 67,207 |
| GET PAYMENT INFORMATION | 48,870 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 295,081 | 226,626 | 106,198 |
| GET CARD INFORMATION | 186,261 | 48,700 | 48,406 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 20.07.2023

| 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% | 0,011% | 0,044% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 127,200 | 88,580 | 454,422 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 240,600 | 94,174 | 69,932 |
| GET PAYMENT INFORMATION | 47,939 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 308,459 | 226,588 | 107,064 |
| GET CARD INFORMATION | 211,861 | 48,470 | 48,678 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 21.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,872% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,128% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,699% | 0,014% | 0,002% |
| PIS | 0,000% | 0,016% | 0,038% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 110,067 | 86,643 | 460,692 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 237,364 | 91,178 | 67,300 |
| GET PAYMENT INFORMATION | 44,990 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 301,789 | 224,827 | 105,936 |
| GET CARD INFORMATION | 254,949 | 49,927 | 49,694 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 22.07.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,351% | 0,003% | 0,001% |
| PIS | 0,000% | 0,008% | 0,050% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 71,282 | 273,180 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 208,600 | 70,913 | 58,192 |
| GET PAYMENT INFORMATION | 40,458 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 262,728 | 195,221 | 100,970 |
| GET CARD INFORMATION | 247,340 | 41,731 | 42,248 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 23.07.2023

| 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% | 0,009% | 0,061% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 70,884 | 447,569 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 270,667 | 68,352 | 57,591 |
| GET PAYMENT INFORMATION | 51,878 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 238,570 | 186,739 | 105,513 |
| GET CARD INFORMATION | 247,684 | 40,241 | 41,166 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 24.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,955% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,045% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,369% | 0,012% | 0,002% |
| PIS | 0,000% | 0,008% | 0,066% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 106,625 | 88,449 | 454,196 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 234,750 | 92,950 | 71,967 |
| GET PAYMENT INFORMATION | 42,116 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 292,279 | 214,904 | 106,591 |
| GET CARD INFORMATION | 227,302 | 51,579 | 51,019 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 25.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,948% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,052% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,206% | 0,010% | 0,002% |
| PIS | 0,000% | 0,013% | 0,047% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 173,556 | 87,827 | 506,742 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 264,750 | 92,846 | 70,736 |
| GET PAYMENT INFORMATION | 44,144 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 307,049 | 219,806 | 104,173 |
| GET CARD INFORMATION | 279,904 | 51,925 | 51,348 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 26.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,967% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,033% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,275% | 0,009% | 0,001% |
| PIS | 0,272% | 0,014% | 0,039% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 121,125 | 87,402 | 542,503 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 237,000 | 90,483 | 69,973 |
| GET PAYMENT INFORMATION | 48,320 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 292,257 | 218,621 | 105,871 |
| GET CARD INFORMATION | 256,983 | 54,404 | 54,168 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 27.07.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,040% | 0,008% | 0,002% |
| PIS | 0,000% | 0,013% | 0,039% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 125,091 | 89,929 | 529,904 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 286,900 | 93,549 | 79,305 |
| GET PAYMENT INFORMATION | 48,220 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 311,058 | 220,535 | 109,064 |
| GET CARD INFORMATION | 249,950 | 55,247 | 54,932 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 28.07.2023

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

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

| | | ERROR RESPONSE RATE | | |
|------------------|--|---------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| AIS | | 0,275% | 0,009% | 0,004% |
| PIS | | 0,279% | 0,009% | 0,024% |
| PIIS | | No traffic | Not applicable | Not applicable |

| | | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|--|----------------------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | | 113,133 | 97,220 | 550,848 |
| INITIATE CROSS BORDER CREDIT TRANSFER | | 251,000 | 103,917 | 76,049 |
| GET PAYMENT INFORMATION | | 50,645 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | | 300,953 | 228,667 | 109,699 |
| GET CARD INFORMATION | | 250,147 | 59,570 | 58,323 |
| SUBMIT FUND CONFIRMATION REQUESTS | | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 29.07.2023

| 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 | 0,000% | 0,003% | 0,004% |
| PIS | 0,000% | 0,007% | 0,037% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 74,015 | 469,084 |
| INITIATE CROSS BORDER CREDIT TRANSFER | No traffic | 74,492 | 63,592 |
| GET PAYMENT INFORMATION | 47,438 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 263,705 | 200,888 | 107,336 |
| GET CARD INFORMATION | 266,186 | 44,450 | 44,905 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 30.07.2023

| 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% | 0,000% |
| PIS | 0,000% | 0,016% | 0,025% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 71,214 | 442,097 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 207,500 | 67,205 | 58,676 |
| GET PAYMENT INFORMATION | 57,417 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 235,794 | 192,745 | 112,773 |
| GET CARD INFORMATION | 238,535 | 42,397 | 43,122 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 31.07.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,956% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,044% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,295% | 0,010% | 0,003% |
| PIS | 0,237% | 0,008% | 0,031% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 154,688 | 125,468 | 489,194 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 270,545 | 131,646 | 96,377 |
| GET PAYMENT INFORMATION | 54,904 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 315,207 | 239,514 | 126,252 |
| GET CARD INFORMATION | 271,014 | 83,458 | 79,226 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 01.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,935% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,065% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,362% | 0,014% | 0,002% |
| PIS | 0,000% | 0,012% | 0,039% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 144,062 | 98,383 | 452,356 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 256,741 | 100,726 | 75,170 |
| GET PAYMENT INFORMATION | 57,890 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 312,042 | 233,591 | 114,998 |
| GET CARD INFORMATION | 272,583 | 59,213 | 58,136 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 02.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,890% | 99,998% | 99,996% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,110% | 0,002% | 0,004% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,262% | 0,011% | 0,003% |
| PIS | 0,000% | 0,004% | 0,033% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 95,500 | 88,903 | 455,915 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 266,000 | 92,203 | 69,596 |
| GET PAYMENT INFORMATION | 54,042 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 291,719 | 223,699 | 108,836 |
| GET CARD INFORMATION | 237,380 | 55,774 | 54,401 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 03.08.2023

| | | UPTIME | | |
|------------------|--|---------|-----------|----------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| All APIs | | 99,927% | 99,999% | 100,000% |

| | | DOWNTIME | | |
|------------------|--|----------|-----------|--------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| All APIs | | 0,073% | 0,001% | 0,000% |

| | | ERROR RESPONSE RATE | | |
|------------------|--|---------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| AIS | | 0,240% | 0,012% | 0,003% |
| PIS | | 0,000% | 0,006% | 0,035% |
| PIIS | | No traffic | Not applicable | Not applicable |

| | | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|--|----------------------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | | 121,867 | 89,120 | 465,029 |
| INITIATE CROSS BORDER CREDIT TRANSFER | | 263,000 | 91,957 | 70,240 |
| GET PAYMENT INFORMATION | | 52,621 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | | 288,809 | 228,146 | 109,750 |
| GET CARD INFORMATION | | 204,706 | 53,834 | 53,540 |
| SUBMIT FUND CONFIRMATION REQUESTS | | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 04.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,881% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,119% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,334% | 0,012% | 0,002% |
| PIS | 0,000% | 0,014% | 0,031% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 155,867 | 89,135 | 478,930 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 238,125 | 92,416 | 70,081 |
| GET PAYMENT INFORMATION | 55,520 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 286,005 | 225,767 | 109,488 |
| GET CARD INFORMATION | 230,354 | 54,094 | 53,939 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 05.08.2023

| 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% | 0,002% |
| PIS | 0,000% | 0,004% | 0,031% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 74,967 | 503,750 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 942,571 | 79,256 | 62,491 |
| GET PAYMENT INFORMATION | 62,267 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 263,045 | 213,096 | 112,213 |
| GET CARD INFORMATION | 252,309 | 43,322 | 43,815 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 06.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,856% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,144% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,635% | 0,001% | 0,002% |
| PIS | 0,399% | 0,028% | 0,023% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 145,000 | 69,203 | 468,884 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 295,333 | 69,733 | 58,442 |
| GET PAYMENT INFORMATION | 61,986 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 234,710 | 192,130 | 110,817 |
| GET CARD INFORMATION | 227,100 | 41,419 | 42,111 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 07.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,914% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,086% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,655% | 0,006% | 0,001% |
| PIS | 0,000% | 0,005% | 0,048% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 159,417 | 86,983 | 422,588 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 316,750 | 91,828 | 70,041 |
| GET PAYMENT INFORMATION | 45,925 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 286,323 | 226,799 | 108,715 |
| GET CARD INFORMATION | 260,817 | 52,880 | 52,363 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 08.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,990% | 99,989% | 99,983% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,010% | 0,011% | 0,017% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,087% | 0,015% | 0,011% |
| PIS | 0,000% | 0,010% | 0,051% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 118,091 | 99,004 | 468,451 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 275,261 | 99,542 | 70,886 |
| GET PAYMENT INFORMATION | 47,050 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 284,708 | 228,163 | 104,958 |
| GET CARD INFORMATION | 254,862 | 49,660 | 49,757 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 09.08.2023

| | | UPTIME | | |
|------------------|--|---------|-----------|----------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| All APIs | | 99,853% | 100,000% | 100,000% |

| | | DOWNTIME | | |
|------------------|--|----------|-----------|--------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| All APIs | | 0,147% | 0,000% | 0,000% |

| | | ERROR RESPONSE RATE | | |
|------------------|--|---------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| AIS | | 0,658% | 0,017% | 0,004% |
| PIS | | 0,000% | 0,013% | 0,042% |
| PIIS | | No traffic | Not applicable | Not applicable |

| | | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|--|----------------------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | | 136,481 | 82,546 | 471,176 |
| INITIATE CROSS BORDER CREDIT TRANSFER | | 254,909 | 86,344 | 68,983 |
| GET PAYMENT INFORMATION | | 50,639 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | | 282,586 | 221,055 | 103,675 |
| GET CARD INFORMATION | | 245,218 | 48,941 | 48,693 |
| SUBMIT FUND CONFIRMATION REQUESTS | | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 10.08.2023

| 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 | 0,217% | 0,013% | 0,003% |
| PIS | 0,000% | 0,016% | 0,061% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 133,977 | 83,425 | 483,112 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 234,087 | 87,140 | 67,131 |
| GET PAYMENT INFORMATION | 44,766 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 286,847 | 218,693 | 105,615 |
| GET CARD INFORMATION | 247,025 | 49,199 | 49,472 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 11.08.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,142% | 0,011% | 0,003% |
| PIS | 0,000% | 0,007% | 0,044% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 117,222 | 86,850 | 485,534 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 302,769 | 91,324 | 69,286 |
| GET PAYMENT INFORMATION | 44,562 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 297,622 | 222,868 | 106,622 |
| GET CARD INFORMATION | 251,868 | 49,805 | 49,981 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 12.08.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,079% | 0,003% | 0,005% |
| PIS | 0,000% | 0,017% | 0,057% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 73,465 | 492,672 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 251,538 | 75,751 | 58,018 |
| GET PAYMENT INFORMATION | 43,583 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 280,494 | 201,445 | 104,270 |
| GET CARD INFORMATION | 244,283 | 42,499 | 43,330 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 13.08.2023

| 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% | 0,004% | 0,002% |
| PIS | 0,044% | 0,012% | 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 | 70,030 | 453,031 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 247,833 | 67,107 | 58,474 |
| GET PAYMENT INFORMATION | 54,127 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 234,609 | 190,810 | 107,238 |
| GET CARD INFORMATION | 250,703 | 41,107 | 41,737 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 14.08.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,123% | 0,009% | 0,001% |
| PIS | 0,000% | 0,007% | 0,014% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 217,455 | 78,508 | 487,260 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 226,826 | 80,518 | 64,337 |
| GET PAYMENT INFORMATION | 45,984 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 277,810 | 211,789 | 100,705 |
| GET CARD INFORMATION | 275,527 | 45,964 | 46,177 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 15.08.2023

| 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% | 0,004% | 0,003% |
| PIS | 0,000% | 0,031% | 0,049% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 71,500 | 67,406 | 483,299 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 222,417 | 67,628 | 54,807 |
| GET PAYMENT INFORMATION | 45,278 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 233,740 | 186,945 | 96,168 |
| GET CARD INFORMATION | 220,105 | 40,902 | 41,604 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 16.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,947% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,053% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,322% | 0,012% | 0,002% |
| PIS | 0,260% | 0,017% | 0,033% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 110,800 | 103,386 | 492,396 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 276,500 | 95,465 | 71,386 |
| GET PAYMENT INFORMATION | 44,483 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 307,117 | 213,506 | 99,282 |
| GET CARD INFORMATION | 284,306 | 45,719 | 46,116 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 17.08.2023

| 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 | 0,024% | 0,013% | 0,004% |
| PIS | 0,000% | 0,004% | 0,021% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 199,500 | 77,465 | 460,002 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 239,154 | 80,443 | 63,449 |
| GET PAYMENT INFORMATION | 45,910 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 277,718 | 214,810 | 100,024 |
| GET CARD INFORMATION | 236,159 | 45,816 | 45,868 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 18.08.2023

| 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 | 0,111% | 0,008% | 0,002% |
| PIS | 0,000% | 0,015% | 0,045% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 109,167 | 78,640 | 467,537 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 216,875 | 85,589 | 64,517 |
| GET PAYMENT INFORMATION | 45,617 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 283,185 | 212,359 | 99,952 |
| GET CARD INFORMATION | 250,226 | 45,625 | 45,995 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 19.08.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,097% | 0,003% | 0,002% |
| PIS | 0,000% | 0,016% | 0,058% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 211,000 | 72,539 | 485,456 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 235,929 | 75,177 | 57,920 |
| GET PAYMENT INFORMATION | 49,091 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 261,303 | 205,153 | 103,547 |
| GET CARD INFORMATION | 254,882 | 42,077 | 43,154 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 20.08.2023

| 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% | 0,006% | 0,002% |
| PIS | 0,000% | 0,024% | 0,024% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 72,488 | 476,364 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 243,750 | 66,788 | 59,375 |
| GET PAYMENT INFORMATION | 63,069 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 236,911 | 193,730 | 107,831 |
| GET CARD INFORMATION | 225,656 | 41,412 | 41,956 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 21.08.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,088% | 0,014% | 0,002% |
| PIS | 0,000% | 0,013% | 0,031% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 148,500 | 82,702 | 436,843 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 267,538 | 87,276 | 64,482 |
| GET PAYMENT INFORMATION | 46,127 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 300,592 | 213,082 | 105,103 |
| GET CARD INFORMATION | 271,977 | 48,896 | 48,406 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 22.08.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,049% | 0,013% | 0,003% |
| 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 | 173,500 | 94,101 | 82,660 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 220,000 | 102,684 | 67,523 |
| GET PAYMENT INFORMATION | 46,271 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 309,324 | 219,257 | 103,046 |
| GET CARD INFORMATION | 242,242 | 47,650 | 47,455 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 23.08.2023

| 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 | 0,006% | 0,017% | 0,004% |
| 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 | 158,750 | 77,060 | 71,494 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 246,667 | 85,976 | 66,587 |
| GET PAYMENT INFORMATION | 45,598 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 300,238 | 214,892 | 101,381 |
| GET CARD INFORMATION | 254,838 | 46,705 | 46,952 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 24.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,884% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,116% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,463% | 0,010% | 0,002% |
| PIS | 0,116% | 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 | 188,556 | 76,216 | 71,034 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 232,857 | 87,195 | 66,176 |
| GET PAYMENT INFORMATION | 47,229 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 307,343 | 213,981 | 103,318 |
| GET CARD INFORMATION | 277,919 | 48,841 | 49,272 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 25.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,971% | 99,988% | 99,988% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,029% | 0,012% | 0,012% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,093% | 0,025% | 0,011% |
| 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 | 117,000 | 77,087 | 73,402 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 447,286 | 87,816 | 71,511 |
| GET PAYMENT INFORMATION | 50,310 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 306,953 | 232,828 | 106,911 |
| GET CARD INFORMATION | 263,247 | 50,452 | 50,034 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 26.08.2023

| | | UPTIME | | |
|------------------|--|---------|-----------|----------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| All APIs | | 99,979% | 100,000% | 100,000% |

| | | DOWNTIME | | |
|------------------|--|----------|-----------|--------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| All APIs | | 0,021% | 0,000% | 0,000% |

| | | ERROR RESPONSE RATE | | |
|------------------|--|---------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| AIS | | 0,080% | 0,003% | 0,004% |
| PIS | | 0,000% | 0,003% | 0,002% |
| PIIS | | No traffic | Not applicable | Not applicable |

| | | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|--|----------------------------------|----------------|----------------|
| REPORTING METRIC | | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | | 186,000 | 72,875 | 65,931 |
| INITIATE CROSS BORDER CREDIT TRANSFER | | 640,125 | 74,156 | 62,628 |
| GET PAYMENT INFORMATION | | 51,886 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | | 277,540 | 216,070 | 108,600 |
| GET CARD INFORMATION | | 273,404 | 42,731 | 43,099 |
| SUBMIT FUND CONFIRMATION REQUESTS | | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 27.08.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,089% | 0,000% | 0,000% |
| PIS | 0,000% | 0,010% | 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 | 69,783 | 63,609 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 239,500 | 70,318 | 60,004 |
| GET PAYMENT INFORMATION | 52,821 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 243,847 | 193,508 | 108,281 |
| GET CARD INFORMATION | 264,255 | 41,681 | 42,111 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 28.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,939% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,061% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,214% | 0,009% | 0,001% |
| 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 | 162,500 | 88,961 | 79,303 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 351,692 | 94,392 | 75,280 |
| GET PAYMENT INFORMATION | 51,070 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 317,405 | 226,738 | 114,029 |
| GET CARD INFORMATION | 276,718 | 56,016 | 55,074 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 29.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,957% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,043% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,154% | 0,010% | 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 | 191,289 | 88,688 | 79,455 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 238,000 | 95,065 | 74,091 |
| GET PAYMENT INFORMATION | 47,279 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 316,901 | 230,413 | 111,644 |
| GET CARD INFORMATION | 285,306 | 56,615 | 56,820 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 30.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,946% | 99,993% | 99,989% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,054% | 0,007% | 0,011% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,217% | 0,014% | 0,009% |
| PIS | 0,000% | 0,020% | 0,006% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 203,154 | 90,678 | 82,708 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 300,625 | 95,516 | 75,304 |
| GET PAYMENT INFORMATION | 48,809 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 333,869 | 228,830 | 114,349 |
| GET CARD INFORMATION | 265,670 | 57,273 | 56,918 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 31.08.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,874% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,126% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,451% | 0,008% | 0,001% |
| PIS | 0,000% | 0,009% | 0,000% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 191,360 | 103,055 | 91,237 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 283,000 | 107,686 | 83,516 |
| GET PAYMENT INFORMATION | 52,642 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 332,728 | 243,051 | 125,196 |
| GET CARD INFORMATION | 309,712 | 67,533 | 65,431 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 01.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,966% | 100,000% | 99,995% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,034% | 0,000% | 0,005% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,134% | 0,006% | 0,005% |
| PIS | 0,580% | 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 | 118,167 | 92,182 | 85,456 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 269,345 | 96,813 | 80,447 |
| GET PAYMENT INFORMATION | 73,259 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 317,006 | 248,374 | 123,731 |
| GET CARD INFORMATION | 271,180 | 58,942 | 57,386 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 02.09.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,070% | 0,003% | 0,002% |
| PIS | 0,000% | 0,012% | 0,003% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 154,000 | 76,349 | 72,603 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 272,200 | 77,115 | 67,540 |
| GET PAYMENT INFORMATION | 48,967 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 286,521 | 219,436 | 111,528 |
| GET CARD INFORMATION | 270,711 | 45,147 | 45,464 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 03.09.2023

| 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% | 0,001% |
| 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 | No traffic | 71,930 | 70,027 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 246,111 | 71,740 | 65,821 |
| GET PAYMENT INFORMATION | 65,745 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 247,279 | 206,119 | 114,752 |
| GET CARD INFORMATION | 240,083 | 43,053 | 43,366 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 04.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,989% | 99,990% | 99,988% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,011% | 0,010% | 0,012% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,295% | 0,009% | 0,007% |
| 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 | 163,667 | 89,183 | 83,156 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 262,250 | 93,135 | 76,475 |
| GET PAYMENT INFORMATION | 48,395 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 324,093 | 236,477 | 113,081 |
| GET CARD INFORMATION | 288,933 | 55,927 | 55,218 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 05.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,984% | 100,000% | 99,997% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,016% | 0,000% | 0,003% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,042% | 0,013% | 0,004% |
| 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 | 160,474 | 100,713 | 90,523 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 261,417 | 101,408 | 82,366 |
| GET PAYMENT INFORMATION | 54,194 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 318,275 | 247,925 | 111,003 |
| GET CARD INFORMATION | 259,323 | 54,558 | 53,887 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 06.09.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,123% | 0,015% | 0,003% |
| PIS | 0,000% | 0,007% | 0,001% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 121,222 | 85,426 | 79,387 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 252,714 | 89,203 | 77,371 |
| GET PAYMENT INFORMATION | 48,060 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 313,966 | 233,016 | 108,175 |
| GET CARD INFORMATION | 277,745 | 50,903 | 50,532 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 07.09.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,238% | 0,014% | 0,002% |
| PIS | 0,000% | 0,017% | 0,003% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 135,800 | 83,815 | 78,678 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 258,000 | 87,536 | 73,878 |
| GET PAYMENT INFORMATION | 53,657 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 312,443 | 235,502 | 108,804 |
| GET CARD INFORMATION | 244,676 | 50,175 | 50,151 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 08.09.2023

| 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 | 0,115% | 0,013% | 0,002% |
| PIS | 0,000% | 0,001% | 0,000% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 174,375 | 86,128 | 78,541 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 631,600 | 89,986 | 75,711 |
| GET PAYMENT INFORMATION | 67,557 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 313,760 | 237,444 | 110,379 |
| GET CARD INFORMATION | 276,646 | 50,974 | 51,044 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 09.09.2023

| 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 | 0,018% | 0,003% | 0,003% |
| PIS | 0,000% | 0,012% | 0,002% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 141,000 | 76,682 | 69,391 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 295,000 | 80,901 | 71,109 |
| GET PAYMENT INFORMATION | 52,528 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 270,219 | 220,385 | 111,076 |
| GET CARD INFORMATION | 273,216 | 44,105 | 44,383 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 10.09.2023

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

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 72,580 | 68,870 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 437,444 | 72,739 | 64,444 |
| GET PAYMENT INFORMATION | 57,486 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 244,279 | 209,137 | 112,724 |
| GET CARD INFORMATION | 233,054 | 42,014 | 42,322 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 11.09.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,263% | 0,011% | 0,001% |
| 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 | 128,600 | 93,024 | 83,211 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 272,455 | 97,604 | 78,337 |
| GET PAYMENT INFORMATION | 51,254 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 320,179 | 231,433 | 109,994 |
| GET CARD INFORMATION | 254,246 | 55,438 | 54,851 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 12.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,967% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,033% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,381% | 0,012% | 0,002% |
| PIS | 0,000% | 0,011% | 0,000% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 145,684 | 90,189 | 80,702 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 268,944 | 95,310 | 77,998 |
| GET PAYMENT INFORMATION | 50,412 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 312,534 | 234,412 | 108,973 |
| GET CARD INFORMATION | 290,859 | 53,782 | 53,716 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 13.09.2023

| 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 | 0,044% | 0,010% | 0,003% |
| PIS | 0,225% | 0,007% | 0,001% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 144,609 | 93,725 | 84,736 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 260,875 | 98,145 | 77,615 |
| GET PAYMENT INFORMATION | 58,801 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 329,138 | 230,409 | 109,704 |
| GET CARD INFORMATION | 268,130 | 51,977 | 51,862 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 14.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,901% | 99,917% | 99,875% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,099% | 0,083% | 0,125% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,191% | 0,038% | 0,021% |
| PIS | 0,092% | 0,037% | 0,038% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 134,167 | 89,957 | 86,879 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 276,538 | 95,484 | 74,914 |
| GET PAYMENT INFORMATION | 52,043 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 308,447 | 234,851 | 110,969 |
| GET CARD INFORMATION | 265,972 | 58,057 | 53,121 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 15.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,959% | 100,000% | 99,995% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,041% | 0,000% | 0,005% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,274% | 0,033% | 0,012% |
| PIS | 0,103% | 0,027% | 0,004% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 147,667 | 92,353 | 82,955 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 253,867 | 95,994 | 76,143 |
| GET PAYMENT INFORMATION | 53,593 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 312,506 | 238,351 | 112,076 |
| GET CARD INFORMATION | 269,300 | 56,638 | 55,282 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 16.09.2023

| 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% | 0,002% |
| PIS | 0,000% | 0,020% | 0,003% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 114,750 | 78,237 | 71,279 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 237,000 | 79,003 | 66,831 |
| GET PAYMENT INFORMATION | 54,263 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 276,596 | 216,906 | 110,037 |
| GET CARD INFORMATION | 266,764 | 44,396 | 45,144 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 17.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,852% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,148% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,334% | 0,001% | 0,000% |
| 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 | 110,000 | 73,920 | 69,242 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 244,000 | 76,194 | 65,322 |
| GET PAYMENT INFORMATION | 66,628 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 244,199 | 208,776 | 110,793 |
| GET CARD INFORMATION | 235,408 | 42,695 | 43,396 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 18.09.2023

| 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 | 0,117% | 0,008% | 0,002% |
| 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 | 165,750 | 91,095 | 80,510 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 245,875 | 95,485 | 77,173 |
| GET PAYMENT INFORMATION | 48,815 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 314,309 | 232,915 | 108,285 |
| GET CARD INFORMATION | 265,222 | 54,224 | 53,349 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 19.09.2023

| 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 | 0,113% | 0,012% | 0,001% |
| 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 | 111,824 | 90,162 | 80,210 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 262,533 | 94,192 | 78,582 |
| GET PAYMENT INFORMATION | 47,573 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 315,727 | 232,154 | 104,449 |
| GET CARD INFORMATION | 260,705 | 52,569 | 51,904 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 20.09.2023

| 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% | 0,003% |
| PIS | 0,124% | 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 | 120,559 | 90,419 | 80,137 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 264,750 | 93,484 | 75,942 |
| GET PAYMENT INFORMATION | 49,857 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 308,151 | 230,106 | 106,539 |
| GET CARD INFORMATION | 277,080 | 52,395 | 51,911 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 21.09.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,072% | 0,009% | 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 | 144,667 | 90,848 | 79,883 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 296,688 | 92,902 | 76,839 |
| GET PAYMENT INFORMATION | 51,209 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 317,587 | 234,867 | 107,101 |
| GET CARD INFORMATION | 272,012 | 51,759 | 51,400 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 22.09.2023

| 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 | 0,134% | 0,010% | 0,001% |
| PIS | 0,115% | 0,006% | 0,004% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 138,000 | 90,209 | 80,924 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 323,609 | 94,740 | 78,061 |
| GET PAYMENT INFORMATION | 54,391 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 299,483 | 228,044 | 107,160 |
| GET CARD INFORMATION | 260,127 | 52,733 | 52,276 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 23.09.2023

| 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% | 0,004% | 0,001% |
| PIS | 0,000% | 0,017% | 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 | 77,656 | 70,396 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 1.012,600 | 77,783 | 69,671 |
| GET PAYMENT INFORMATION | 55,758 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 279,270 | 235,910 | 112,011 |
| GET CARD INFORMATION | 276,074 | 43,897 | 44,208 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023 DATE: 24.09.2023

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

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | No traffic | 72,418 | 66,117 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 322,154 | 71,869 | 65,538 |
| GET PAYMENT INFORMATION | 63,230 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 244,213 | 212,367 | 113,814 |
| GET CARD INFORMATION | 267,535 | 42,207 | 42,762 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 25.09.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,069% | 0,012% | 0,002% |
| PIS | 0,700% | 0,006% | 0,004% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 141,389 | 90,000 | 80,588 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 242,750 | 94,364 | 76,612 |
| GET PAYMENT INFORMATION | 47,388 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 312,869 | 236,278 | 115,724 |
| GET CARD INFORMATION | 268,042 | 54,890 | 53,710 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 26.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,972% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,028% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,188% | 0,010% | 0,002% |
| PIS | 0,152% | 0,010% | 0,002% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 148,444 | 92,412 | 82,357 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 256,000 | 97,076 | 79,453 |
| GET PAYMENT INFORMATION | 49,791 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 323,658 | 242,651 | 116,747 |
| GET CARD INFORMATION | 301,614 | 58,434 | 58,620 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 27.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,959% | 100,000% | 99,997% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,041% | 0,000% | 0,003% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,188% | 0,012% | 0,005% |
| PIS | 0,000% | 0,014% | 0,004% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 169,100 | 93,680 | 84,902 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 261,500 | 98,161 | 81,142 |
| GET PAYMENT INFORMATION | 50,698 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 328,586 | 245,025 | 117,912 |
| GET CARD INFORMATION | 288,062 | 57,347 | 57,981 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 28.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|---------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,953% | 99,999% | 99,999% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,047% | 0,001% | 0,001% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,130% | 0,009% | 0,003% |
| PIS | 0,154% | 0,013% | 0,002% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 199,900 | 98,454 | 88,188 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 295,000 | 102,465 | 83,968 |
| GET PAYMENT INFORMATION | 49,381 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 337,325 | 250,835 | 116,505 |
| GET CARD INFORMATION | 289,383 | 61,550 | 61,001 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 29.09.2023

| REPORTING METRIC | UPTIME | | |
|------------------|---------|-----------|----------|
| | APIs | e-Banking | Mobile |
| All APIs | 99,972% | 100,000% | 100,000% |

| REPORTING METRIC | DOWNTIME | | |
|------------------|----------|-----------|--------|
| | APIs | e-Banking | Mobile |
| All APIs | 0,028% | 0,000% | 0,000% |

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,153% | 0,026% | 0,014% |
| 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 | 342,500 | 206,841 | 150,263 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 1.464,545 | 215,045 | 150,088 |
| GET PAYMENT INFORMATION | 84,915 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 408,554 | 367,837 | 181,323 |
| GET CARD INFORMATION | 375,963 | 142,376 | 130,291 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments:

QUARTER: Q3 2023

DATE: 30.09.2023

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

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

| REPORTING METRIC | ERROR RESPONSE RATE | | |
|------------------|---------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| AIS | 0,027% | 0,008% | 0,009% |
| PIS | 0,220% | 0,014% | 0,000% |
| PIIS | No traffic | Not applicable | Not applicable |

| REPORTING METRIC | DAILY AVERAGE RESPONSE TIME (ms) | | |
|---------------------------------------|----------------------------------|----------------|----------------|
| | APIs | e-Banking | Mobile |
| INITIATE SEPA CREDIT TRANSFER | 137,000 | 79,137 | 73,576 |
| INITIATE CROSS BORDER CREDIT TRANSFER | 256,800 | 76,578 | 68,676 |
| GET PAYMENT INFORMATION | 50,615 | Not applicable | Not applicable |
| GET ACCOUNT INFORMATION | 290,030 | 218,743 | 118,259 |
| GET CARD INFORMATION | 292,286 | 48,422 | 48,897 |
| SUBMIT FUND CONFIRMATION REQUESTS | No traffic | Not applicable | Not applicable |

Comments: