

QUARTER: Q4 2023

DATE: 01.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,695%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,305%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,000%
PIS	0,512%	0,016%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	77,203	76,528
INITIATE CROSS BORDER CREDIT TRANSFER	254,667	72,530	67,493
GET PAYMENT INFORMATION	61,544	Not applicable	Not applicable
GET ACCOUNT INFORMATION	254,833	221,162	125,443
GET CARD INFORMATION	267,452	44,643	45,826
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 02.10.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,090%	0,007%	0,001%
PIS	0,000%	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	155,188	107,963	95,871
INITIATE CROSS BORDER CREDIT TRANSFER	319,533	114,272	88,282
GET PAYMENT INFORMATION	53,664	Not applicable	Not applicable
GET ACCOUNT INFORMATION	346,120	256,769	119,454
GET CARD INFORMATION	308,550	71,288	68,455
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 03.10.2023

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%	0,013%	0,002%
PIS	0,210%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	114,500	94,084	84,360
INITIATE CROSS BORDER CREDIT TRANSFER	267,545	98,445	75,434
GET PAYMENT INFORMATION	49,434	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,783	247,419	109,679
GET CARD INFORMATION	301,575	57,635	57,092
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 04.10.2023

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,998%	99,996%	99,994%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,002%	0,004%	0,006%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,156%	0,015%	0,008%
PIS		0,000%	0,010%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		185,815	91,462	82,015
INITIATE CROSS BORDER CREDIT TRANSFER		273,667	96,203	74,965
GET PAYMENT INFORMATION		52,285	Not applicable	Not applicable
GET ACCOUNT INFORMATION		325,511	245,598	114,421
GET CARD INFORMATION		286,689	56,180	55,337
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 05.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,983%	100,000%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,017%	0,000%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,139%	0,012%	0,003%
PIS	0,000%	0,014%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	136,200	92,273	81,803
INITIATE CROSS BORDER CREDIT TRANSFER	251,722	98,863	76,060
GET PAYMENT INFORMATION	48,290	Not applicable	Not applicable
GET ACCOUNT INFORMATION	331,196	269,939	133,383
GET CARD INFORMATION	320,100	61,508	60,990
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 06.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,971%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,029%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,136%	0,009%	0,003%
PIS	0,000%	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	126,083	94,118	84,776
INITIATE CROSS BORDER CREDIT TRANSFER	339,737	98,989	78,038
GET PAYMENT INFORMATION	53,299	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,813	278,502	133,469
GET CARD INFORMATION	313,161	62,875	62,154
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 07.10.2023

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	0,007%	0,002%	0,002%
PIS	0,000%	0,016%	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	77,441	70,732
INITIATE CROSS BORDER CREDIT TRANSFER	707,364	79,251	67,514
GET PAYMENT INFORMATION	48,111	Not applicable	Not applicable
GET ACCOUNT INFORMATION	279,655	244,982	127,127
GET CARD INFORMATION	282,022	49,195	49,534
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 08.10.2023

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%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	74,012	70,517
INITIATE CROSS BORDER CREDIT TRANSFER	257,000	74,125	67,734
GET PAYMENT INFORMATION	63,923	Not applicable	Not applicable
GET ACCOUNT INFORMATION	246,122	237,304	129,800
GET CARD INFORMATION	255,000	46,726	47,398
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 09.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,950%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,050%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,173%	0,010%	0,001%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	158,500	92,847	82,374
INITIATE CROSS BORDER CREDIT TRANSFER	263,750	99,773	78,530
GET PAYMENT INFORMATION	47,153	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,618	257,820	130,454
GET CARD INFORMATION	286,154	59,184	58,500
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 10.10.2023

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	0,145%	0,011%	0,002%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	218,900	97,132	84,761
INITIATE CROSS BORDER CREDIT TRANSFER	296,312	103,416	78,893
GET PAYMENT INFORMATION	58,062	Not applicable	Not applicable
GET ACCOUNT INFORMATION	351,113	274,329	130,241
GET CARD INFORMATION	314,135	59,668	59,538
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 11.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,437%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,563%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,030%	0,017%	0,004%
PIS	1,108%	0,028%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	134,050	96,083	83,797
INITIATE CROSS BORDER CREDIT TRANSFER	279,273	98,935	75,985
GET PAYMENT INFORMATION	48,758	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,007	261,582	129,283
GET CARD INFORMATION	337,882	58,271	57,836
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 12.10.2023

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	0,085%	0,013%	0,001%
PIS	0,224%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	164,778	92,774	82,756
INITIATE CROSS BORDER CREDIT TRANSFER	251,500	97,389	75,242
GET PAYMENT INFORMATION	50,788	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,520	261,885	129,453
GET CARD INFORMATION	270,744	57,795	58,141
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 13.10.2023

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	0,049%	0,015%	0,002%
PIS	0,000%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	137,000	95,204	84,433
INITIATE CROSS BORDER CREDIT TRANSFER	259,444	99,472	77,825
GET PAYMENT INFORMATION	53,228	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,228	261,768	129,274
GET CARD INFORMATION	291,979	59,556	59,479
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 14.10.2023

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%	0,012%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	115,000	80,865	73,582
INITIATE CROSS BORDER CREDIT TRANSFER	240,250	85,602	71,336
GET PAYMENT INFORMATION	47,615	Not applicable	Not applicable
GET ACCOUNT INFORMATION	294,557	235,764	126,947
GET CARD INFORMATION	269,915	50,449	51,309
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 15.10.2023

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%	0,028%	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	77,655	72,131
INITIATE CROSS BORDER CREDIT TRANSFER	243,000	77,113	64,084
GET PAYMENT INFORMATION	55,654	Not applicable	Not applicable
GET ACCOUNT INFORMATION	258,473	221,900	128,864
GET CARD INFORMATION	299,897	48,089	48,864
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 16.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,982%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,018%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,040%	0,012%	0,002%
PIS	0,000%	0,016%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	154,812	96,722	86,645
INITIATE CROSS BORDER CREDIT TRANSFER	336,333	100,941	78,416
GET PAYMENT INFORMATION	50,921	Not applicable	Not applicable
GET ACCOUNT INFORMATION	338,898	256,565	131,805
GET CARD INFORMATION	296,457	61,288	60,817
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 17.10.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,070%	0,019%	0,002%
PIS	0,000%	0,003%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	140,833	92,791	81,023
INITIATE CROSS BORDER CREDIT TRANSFER	262,643	97,397	75,990
GET PAYMENT INFORMATION	48,646	Not applicable	Not applicable
GET ACCOUNT INFORMATION	332,239	268,638	126,072
GET CARD INFORMATION	281,333	58,398	58,006
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 18.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,962%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,038%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,029%	0,013%	0,007%
PIS	0,000%	0,011%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	145,217	90,088	80,300
INITIATE CROSS BORDER CREDIT TRANSFER	224,750	94,442	75,065
GET PAYMENT INFORMATION	46,609	Not applicable	Not applicable
GET ACCOUNT INFORMATION	320,343	253,462	124,519
GET CARD INFORMATION	285,851	56,976	57,129
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 19.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,993%	99,999%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,007%	0,001%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,110%	0,011%	0,003%
PIS	0,067%	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	240,086	93,578	82,002
INITIATE CROSS BORDER CREDIT TRANSFER	274,273	97,758	74,129
GET PAYMENT INFORMATION	52,544	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,573	255,166	127,247
GET CARD INFORMATION	300,952	59,321	58,897
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 20.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,925%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,075%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,152%	0,013%	0,004%
PIS	0,305%	0,008%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	150,579	95,733	82,575
INITIATE CROSS BORDER CREDIT TRANSFER	258,444	102,798	76,265
GET PAYMENT INFORMATION	55,374	Not applicable	Not applicable
GET ACCOUNT INFORMATION	331,636	256,777	126,580
GET CARD INFORMATION	295,160	60,417	59,500
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 21.10.2023

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	0,063%	0,004%	0,002%
PIS	0,000%	0,013%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	82,194	70,990
INITIATE CROSS BORDER CREDIT TRANSFER	651,643	84,296	69,064
GET PAYMENT INFORMATION	49,787	Not applicable	Not applicable
GET ACCOUNT INFORMATION	292,836	243,192	127,048
GET CARD INFORMATION	261,288	50,305	50,848
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 22.10.2023

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	0,350%	0,035%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	171,800	79,596	71,449
INITIATE CROSS BORDER CREDIT TRANSFER	249,462	75,879	65,439
GET PAYMENT INFORMATION	60,345	Not applicable	Not applicable
GET ACCOUNT INFORMATION	262,841	229,694	127,518
GET CARD INFORMATION	268,481	49,337	49,610
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 23.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,961%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,039%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,164%	0,015%	0,001%
PIS	0,000%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	142,083	101,017	87,383
INITIATE CROSS BORDER CREDIT TRANSFER	270,688	106,675	79,574
GET PAYMENT INFORMATION	53,080	Not applicable	Not applicable
GET ACCOUNT INFORMATION	347,953	273,110	135,455
GET CARD INFORMATION	287,432	63,898	62,314
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 24.10.2023

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	0,043%	0,021%	0,004%
PIS	0,258%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	136,524	99,466	87,774
INITIATE CROSS BORDER CREDIT TRANSFER	288,208	103,468	80,483
GET PAYMENT INFORMATION	55,712	Not applicable	Not applicable
GET ACCOUNT INFORMATION	335,491	281,032	140,362
GET CARD INFORMATION	279,742	60,665	59,948
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 25.10.2023

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,986%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,014%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,174%	0,013%	0,004%
PIS		0,213%	0,011%	0,002%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		141,500	104,172	90,711
INITIATE CROSS BORDER CREDIT TRANSFER		276,889	110,181	85,583
GET PAYMENT INFORMATION		55,995	Not applicable	Not applicable
GET ACCOUNT INFORMATION		342,031	283,119	141,114
GET CARD INFORMATION		287,384	62,356	61,732
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 26.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,152%	0,013%	0,002%
PIS	0,234%	0,030%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	147,143	100,645	92,252
INITIATE CROSS BORDER CREDIT TRANSFER	279,735	105,577	83,318
GET PAYMENT INFORMATION	52,649	Not applicable	Not applicable
GET ACCOUNT INFORMATION	328,092	280,394	139,536
GET CARD INFORMATION	283,034	64,211	64,715
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 27.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,927%	100,000%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,073%	0,000%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,174%	0,021%	0,009%
PIS	0,321%	0,019%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	225,692	101,213	89,674
INITIATE CROSS BORDER CREDIT TRANSFER	268,250	108,111	85,269
GET PAYMENT INFORMATION	53,605	Not applicable	Not applicable
GET ACCOUNT INFORMATION	345,363	267,334	136,393
GET CARD INFORMATION	262,143	68,345	67,897
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 28.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,880%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,120%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,207%	0,006%	0,003%
PIS	0,000%	0,037%	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	75,650	72,381
INITIATE CROSS BORDER CREDIT TRANSFER	240,800	73,986	65,858
GET PAYMENT INFORMATION	58,623	Not applicable	Not applicable
GET ACCOUNT INFORMATION	254,404	231,595	124,840
GET CARD INFORMATION	282,320	50,614	51,504
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 29.10.2023

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%	0,024%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	122,000	75,572	71,332
INITIATE CROSS BORDER CREDIT TRANSFER	244,250	67,373	63,629
GET PAYMENT INFORMATION	61,861	Not applicable	Not applicable
GET ACCOUNT INFORMATION	250,369	215,740	128,345
GET CARD INFORMATION	260,682	51,932	52,508
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 30.10.2023

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

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

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,373%	0,008%	0,001%
PIS		0,201%	0,020%	0,001%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		213,556	170,747	132,356
INITIATE CROSS BORDER CREDIT TRANSFER		323,278	184,692	122,769
GET PAYMENT INFORMATION		65,661	Not applicable	Not applicable
GET ACCOUNT INFORMATION		396,330	325,530	163,307
GET CARD INFORMATION		363,337	126,588	115,172
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 31.10.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,948%	100,000%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,052%	0,000%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,183%	0,008%	0,005%
PIS	0,000%	0,011%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	139,312	135,200	112,800
INITIATE CROSS BORDER CREDIT TRANSFER	259,667	140,472	105,236
GET PAYMENT INFORMATION	54,521	Not applicable	Not applicable
GET ACCOUNT INFORMATION	348,800	283,347	145,138
GET CARD INFORMATION	317,632	101,400	95,795
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 01.11.2023

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	0,204%	0,010%	0,002%
PIS	0,000%	0,011%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	203,071	100,993	89,722
INITIATE CROSS BORDER CREDIT TRANSFER	280,316	105,445	81,042
GET PAYMENT INFORMATION	50,451	Not applicable	Not applicable
GET ACCOUNT INFORMATION	332,083	264,321	136,677
GET CARD INFORMATION	294,242	71,823	69,942
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 02.11.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,976%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,024%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,116%	0,008%	0,004%
PIS	0,000%	0,010%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	158,106	95,082	83,562
INITIATE CROSS BORDER CREDIT TRANSFER	271,128	100,922	79,784
GET PAYMENT INFORMATION	53,637	Not applicable	Not applicable
GET ACCOUNT INFORMATION	330,076	259,293	128,128
GET CARD INFORMATION	296,202	65,989	64,800
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 03.11.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,901%	99,998%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,099%	0,002%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,155%	0,010%	0,002%
PIS	0,000%	0,016%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	158,471	96,658	84,163
INITIATE CROSS BORDER CREDIT TRANSFER	255,727	102,101	79,041
GET PAYMENT INFORMATION	50,524	Not applicable	Not applicable
GET ACCOUNT INFORMATION	196,222	275,348	127,233
GET CARD INFORMATION	194,800	65,650	64,569
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 04.11.2023

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	0,007%	0,002%	0,002%
PIS	0,000%	0,007%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	132,000	79,983	70,761
INITIATE CROSS BORDER CREDIT TRANSFER	595,214	78,439	67,236
GET PAYMENT INFORMATION	48,026	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,366	238,926	127,474
GET CARD INFORMATION	194,122	51,099	51,659
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 05.11.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,977%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,023%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,154%	0,008%	0,005%
PIS	0,113%	0,008%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	77,686	72,079
INITIATE CROSS BORDER CREDIT TRANSFER	248,562	74,969	67,340
GET PAYMENT INFORMATION	71,027	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,998	234,587	136,217
GET CARD INFORMATION	175,098	50,485	50,550
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 06.11.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,136%	0,011%	0,002%
PIS	0,000%	0,019%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	154,938	105,708	86,604
INITIATE CROSS BORDER CREDIT TRANSFER	291,316	110,294	80,254
GET PAYMENT INFORMATION	47,688	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,671	255,125	133,521
GET CARD INFORMATION	166,129	66,507	65,418
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 07.11.2023

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	0,009%	0,010%	0,004%
PIS	0,000%	0,015%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	141,154	97,608	85,898
INITIATE CROSS BORDER CREDIT TRANSFER	267,286	104,000	78,501
GET PAYMENT INFORMATION	48,856	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,656	262,581	128,331
GET CARD INFORMATION	173,485	63,900	62,561
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 08.11.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,971%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,029%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,153%	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	153,214	94,374	84,195
INITIATE CROSS BORDER CREDIT TRANSFER	272,318	98,970	76,191
GET PAYMENT INFORMATION	48,686	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,984	262,022	128,535
GET CARD INFORMATION	163,901	59,884	59,352
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 09.11.2023

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	0,040%	0,013%	0,001%
PIS	0,000%	0,011%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	134,278	94,068	82,919
INITIATE CROSS BORDER CREDIT TRANSFER	249,500	99,339	77,250
GET PAYMENT INFORMATION	52,330	Not applicable	Not applicable
GET ACCOUNT INFORMATION	174,543	258,748	127,100
GET CARD INFORMATION	187,981	60,058	59,683
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 10.11.2023

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	0,166%	0,014%	0,005%
PIS	0,000%	0,020%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	176,375	97,349	86,388
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,347	88,730
GET PAYMENT INFORMATION	62,738	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,893	260,622	130,048
GET CARD INFORMATION	175,717	63,298	62,354
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 11.11.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,936%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,064%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,212%	0,017%	0,008%
PIS	0,000%	0,028%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	128,500	81,641	76,055
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,564	72,622
GET PAYMENT INFORMATION	83,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,779	240,204	126,535
GET CARD INFORMATION	149,059	51,390	51,487
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 12.11.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,795%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,205%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,483%	0,003%	0,001%
PIS	No traffic	0,047%	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	76,723	71,738
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,755	63,179
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,542	227,310	128,972
GET CARD INFORMATION	222,683	48,793	49,489
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 13.11.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,120%	0,014%	0,003%
PIS	0,000%	0,014%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	150,905	94,670	84,722
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,573	74,843
GET PAYMENT INFORMATION	68,731	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,236	254,605	127,091
GET CARD INFORMATION	173,889	61,593	60,951
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 14.11.2023

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	0,040%	0,016%	0,002%
PIS	0,000%	0,010%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	181,190	90,941	83,021
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,633	73,924
GET PAYMENT INFORMATION	76,618	Not applicable	Not applicable
GET ACCOUNT INFORMATION	173,161	260,245	126,849
GET CARD INFORMATION	157,288	57,664	57,225
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 15.11.2023

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	0,111%	0,009%	0,002%
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	171,000	96,694	85,768
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	101,538	78,076
GET PAYMENT INFORMATION	74,304	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,780	257,754	129,619
GET CARD INFORMATION	163,595	59,753	59,352
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 16.11.2023

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	0,051%	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	372,087	90,813	81,104
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,163	70,986
GET PAYMENT INFORMATION	61,155	Not applicable	Not applicable
GET ACCOUNT INFORMATION	170,248	261,978	127,948
GET CARD INFORMATION	149,486	58,310	58,012
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 17.11.2023

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	0,021%	0,012%	0,002%
PIS	0,000%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	129,957	88,550	78,975
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,447	73,112
GET PAYMENT INFORMATION	62,634	Not applicable	Not applicable
GET ACCOUNT INFORMATION	160,985	257,764	125,183
GET CARD INFORMATION	141,557	57,457	57,275
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 18.11.2023

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	0,008%	0,004%	0,003%
PIS	0,000%	0,014%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	164,818	79,226	71,054
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,572	65,389
GET PAYMENT INFORMATION	130,219	Not applicable	Not applicable
GET ACCOUNT INFORMATION	146,960	248,276	124,503
GET CARD INFORMATION	143,531	50,584	50,326
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 19.11.2023

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	0,085%	0,001%	0,001%
PIS	0,000%	0,026%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	155,000	75,965	70,252
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,266	63,889
GET PAYMENT INFORMATION	75,857	Not applicable	Not applicable
GET ACCOUNT INFORMATION	143,963	228,757	126,972
GET CARD INFORMATION	138,898	48,460	48,906
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 20.11.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,009%	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	164,826	95,324	83,545
INITIATE CROSS BORDER CREDIT TRANSFER	1.415,000	99,089	76,712
GET PAYMENT INFORMATION	72,169	Not applicable	Not applicable
GET ACCOUNT INFORMATION	170,680	253,243	128,504
GET CARD INFORMATION	156,262	62,232	61,199
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 21.11.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,013%	0,002%
PIS	0,000%	0,024%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	266,304	90,226	80,905
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,481	73,115
GET PAYMENT INFORMATION	74,724	Not applicable	Not applicable
GET ACCOUNT INFORMATION	168,862	254,589	124,137
GET CARD INFORMATION	148,148	60,281	59,851
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 22.11.2023

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%	0,017%	0,002%
PIS	0,000%	0,018%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	139,312	91,353	81,184
INITIATE CROSS BORDER CREDIT TRANSFER	774,500	97,145	75,222
GET PAYMENT INFORMATION	76,286	Not applicable	Not applicable
GET ACCOUNT INFORMATION	169,305	251,998	123,658
GET CARD INFORMATION	144,870	59,670	58,981
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 23.11.2023

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%	0,012%	0,002%
PIS	0,000%	0,026%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	274,692	91,045	82,267
INITIATE CROSS BORDER CREDIT TRANSFER	290,000	96,087	73,949
GET PAYMENT INFORMATION	62,065	Not applicable	Not applicable
GET ACCOUNT INFORMATION	163,409	252,818	124,849
GET CARD INFORMATION	150,074	60,428	59,711
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 24.11.2023

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	142,846	97,546	88,227
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,201	79,976
GET PAYMENT INFORMATION	76,100	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,403	250,115	126,982
GET CARD INFORMATION	157,496	69,722	69,097
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 25.11.2023

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	133,600	78,226	74,661
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,905	66,784
GET PAYMENT INFORMATION	71,833	Not applicable	Not applicable
GET ACCOUNT INFORMATION	145,591	218,452	123,346
GET CARD INFORMATION	135,454	51,213	51,938
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 26.11.2023

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	0,065%	0,001%	0,000%
PIS	No traffic	0,003%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	74,886	72,190
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,562	65,769
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	141,321	212,269	129,080
GET CARD INFORMATION	185,570	49,688	50,309
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 27.11.2023

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%	0,012%	0,001%
PIS	0,000%	0,014%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	191,850	98,390	90,070
INITIATE CROSS BORDER CREDIT TRANSFER	529,000	103,180	79,461
GET PAYMENT INFORMATION	79,455	Not applicable	Not applicable
GET ACCOUNT INFORMATION	174,927	245,435	128,619
GET CARD INFORMATION	147,184	68,235	66,479
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 28.11.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,108%	0,006%	0,004%
PIS	0,000%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	150,750	99,472	90,861
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	106,180	83,172
GET PAYMENT INFORMATION	76,133	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,020	249,452	128,013
GET CARD INFORMATION	152,654	70,883	70,169
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 29.11.2023

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%	0,009%	0,003%
PIS	0,000%	0,014%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	147,130	107,569	98,533
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	111,243	87,496
GET PAYMENT INFORMATION	70,058	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,687	254,155	130,605
GET CARD INFORMATION	148,682	78,384	76,512
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 30.11.2023

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%	0,009%	0,004%
PIS	1,333%	0,014%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	156,512	140,271	119,376
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	147,204	109,048
GET PAYMENT INFORMATION	78,430	Not applicable	Not applicable
GET ACCOUNT INFORMATION	201,304	274,952	145,041
GET CARD INFORMATION	165,529	106,145	100,300
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 01.12.2023

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	0,042%	0,011%	0,002%
PIS	0,000%	0,028%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	147,900	107,453	99,207
INITIATE CROSS BORDER CREDIT TRANSFER	351,500	112,883	86,391
GET PAYMENT INFORMATION	72,032	Not applicable	Not applicable
GET ACCOUNT INFORMATION	188,973	268,027	137,441
GET CARD INFORMATION	146,115	76,305	73,658
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 02.12.2023

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%	0,002%
PIS	0,000%	0,034%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	126,000	81,071	77,526
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,087	67,441
GET PAYMENT INFORMATION	74,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,809	232,212	125,323
GET CARD INFORMATION	148,071	53,191	53,534
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 03.12.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,997%	99,828%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,003%	0,172%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,046%	0,027%	0,021%
PIS	0,000%	0,010%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	539,500	77,286	74,985
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,408	69,512
GET PAYMENT INFORMATION	143,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	141,302	235,638	136,001
GET CARD INFORMATION	154,706	52,844	52,945
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 04.12.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,992%	99,990%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,008%	0,010%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,064%	0,016%	0,007%
PIS	0,000%	0,022%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	260,185	104,924	94,396
INITIATE CROSS BORDER CREDIT TRANSFER	1.449,000	110,528	82,495
GET PAYMENT INFORMATION	85,468	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,717	273,962	140,272
GET CARD INFORMATION	166,372	74,633	72,203
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 05.12.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,970%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,030%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,873%	0,049%	0,028%
PIS	0,000%	0,070%	0,028%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	191,429	102,867	91,309
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	109,467	79,718
GET PAYMENT INFORMATION	88,132	Not applicable	Not applicable
GET ACCOUNT INFORMATION	202,910	291,559	128,618
GET CARD INFORMATION	179,173	78,225	77,943
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 06.12.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,017%	0,003%
PIS	0,000%	0,012%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	127,375	95,316	86,103
INITIATE CROSS BORDER CREDIT TRANSFER	355,000	98,918	74,797
GET PAYMENT INFORMATION	82,222	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,561	270,098	128,676
GET CARD INFORMATION	170,780	63,974	62,793
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 07.12.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,011%	0,002%
PIS	0,000%	0,019%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	140,389	95,141	84,267
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	101,699	77,504
GET PAYMENT INFORMATION	71,044	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,893	267,729	127,955
GET CARD INFORMATION	170,844	63,679	62,745
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 08.12.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,991%	99,988%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,009%	0,012%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,167%	0,037%	0,027%
PIS	0,000%	0,043%	0,009%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	152,778	97,535	86,913
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,690	80,055
GET PAYMENT INFORMATION	94,140	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,783	279,413	131,297
GET CARD INFORMATION	178,727	67,233	65,639
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 09.12.2023

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%	0,160%	0,003%
PIS	0,000%	0,008%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	192,000	84,535	77,423
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,060	71,779
GET PAYMENT INFORMATION	89,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	171,946	207,327	129,373
GET CARD INFORMATION	168,699	53,026	53,309
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 10.12.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,408%	0,167%	0,000%
PIS	No traffic	0,016%	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	78,705	75,428
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,221	70,012
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	171,586	195,559	130,085
GET CARD INFORMATION	189,892	51,138	51,725
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 11.12.2023

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%	0,023%	0,002%
PIS	6,736%	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	160,413	103,035	91,715
INITIATE CROSS BORDER CREDIT TRANSFER	1.466,000	108,589	82,230
GET PAYMENT INFORMATION	107,090	Not applicable	Not applicable
GET ACCOUNT INFORMATION	194,441	244,161	130,408
GET CARD INFORMATION	174,590	71,309	69,612
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 12.12.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,014%	0,004%
PIS	2,083%	0,016%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	171,000	104,777	96,534
INITIATE CROSS BORDER CREDIT TRANSFER	1.626,000	105,720	83,008
GET PAYMENT INFORMATION	77,558	Not applicable	Not applicable
GET ACCOUNT INFORMATION	201,925	237,103	126,549
GET CARD INFORMATION	177,335	69,319	68,359
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 13.12.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,018%	0,002%
PIS	0,000%	0,014%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	166,429	103,780	93,670
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	110,359	82,706
GET PAYMENT INFORMATION	74,372	Not applicable	Not applicable
GET ACCOUNT INFORMATION	206,489	233,016	129,362
GET CARD INFORMATION	165,773	67,196	66,540
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 14.12.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,898%	99,974%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,102%	0,026%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,150%	0,092%	0,051%
PIS	0,000%	0,139%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	237,467	107,392	95,110
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	119,442	83,298
GET PAYMENT INFORMATION	226,075	Not applicable	Not applicable
GET ACCOUNT INFORMATION	206,647	424,673	236,565
GET CARD INFORMATION	183,609	78,357	75,983
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 15.12.2023

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%	0,037%	0,011%
PIS	0,000%	0,025%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	233,591	118,906	101,302
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	124,844	95,863
GET PAYMENT INFORMATION	222,491	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,354	452,585	297,035
GET CARD INFORMATION	200,223	81,271	79,020
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 16.12.2023

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%	0,139%	0,004%
PIS	0,000%	0,024%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	209,000	85,129	76,650
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,034	69,151
GET PAYMENT INFORMATION	652,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,135	337,710	235,980
GET CARD INFORMATION	161,361	54,664	55,045
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 17.12.2023

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	0,093%	0,149%	0,003%
PIS	No traffic	0,024%	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	81,871	75,744
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,217	70,326
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	205,880	341,591	222,279
GET CARD INFORMATION	220,450	52,137	52,513
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 18.12.2023

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	261,212	121,795	104,202
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	127,858	94,141
GET PAYMENT INFORMATION	196,982	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,548	436,564	236,498
GET CARD INFORMATION	171,266	84,896	82,671
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 19.12.2023

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	0,011%	0,040%	0,014%
PIS	0,000%	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	152,167	119,459	101,967
INITIATE CROSS BORDER CREDIT TRANSFER	466,000	126,451	92,159
GET PAYMENT INFORMATION	190,206	Not applicable	Not applicable
GET ACCOUNT INFORMATION	220,682	426,526	255,027
GET CARD INFORMATION	177,831	83,885	81,788
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 20.12.2023

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,027%	0,016%
PIS	0,000%	0,012%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	157,500	138,554	116,345
INITIATE CROSS BORDER CREDIT TRANSFER	418,000	144,672	108,714
GET PAYMENT INFORMATION	183,605	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,771	407,932	190,316
GET CARD INFORMATION	190,129	103,692	100,294
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 21.12.2023

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%	0,042%	0,032%
PIS	0,000%	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	190,371	170,275	138,885
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	179,487	128,605
GET PAYMENT INFORMATION	207,590	Not applicable	Not applicable
GET ACCOUNT INFORMATION	259,598	491,722	211,444
GET CARD INFORMATION	218,798	126,432	121,642
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 22.12.2023

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	0,035%	0,014%	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	185,684	133,259	116,539
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	139,069	104,182
GET PAYMENT INFORMATION	175,171	Not applicable	Not applicable
GET ACCOUNT INFORMATION	224,770	391,125	189,376
GET CARD INFORMATION	194,103	98,430	96,229
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 23.12.2023

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%	0,118%	0,004%
PIS	0,000%	0,038%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	136,071	86,397	79,139
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	82,072	70,843
GET PAYMENT INFORMATION	172,784	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,047	304,765	175,637
GET CARD INFORMATION	153,066	57,404	58,323
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 24.12.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,973%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,027%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,135%	0,191%	0,004%
PIS	0,000%	0,053%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	123,500	78,571	73,330
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,963	66,050
GET PAYMENT INFORMATION	167,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	161,698	293,349	174,042
GET CARD INFORMATION	156,337	52,808	53,413
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 25.12.2023

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%	0,153%	0,002%
PIS	No traffic	0,000%	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	82,859	73,063
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	116,889	66,219
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	122,969	271,382	170,424
GET CARD INFORMATION	155,823	46,739	47,158
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 26.12.2023

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%	0,193%	0,004%
PIS	0,000%	0,039%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	115,000	73,782	71,710
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,834	61,857
GET PAYMENT INFORMATION	189,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,919	312,526	183,155
GET CARD INFORMATION	127,729	51,423	52,257
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023 DATE: 27.12.2023

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	0,019%	0,020%	0,009%
PIS	0,000%	0,017%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	169,200	112,065	98,849
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	117,430	87,756
GET PAYMENT INFORMATION	169,591	Not applicable	Not applicable
GET ACCOUNT INFORMATION	182,901	384,082	195,863
GET CARD INFORMATION	160,979	82,088	79,416
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 28.12.2023

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	0,014%	0,024%	0,008%
PIS	0,000%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	175,714	127,245	111,046
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	133,540	101,522
GET PAYMENT INFORMATION	178,158	Not applicable	Not applicable
GET ACCOUNT INFORMATION	208,643	405,041	190,817
GET CARD INFORMATION	176,685	88,643	85,952
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 29.12.2023

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	0,052%	0,019%	0,007%
PIS	0,000%	0,023%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	243,370	186,135	143,174
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	199,204	140,464
GET PAYMENT INFORMATION	229,741	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,098	459,772	225,261
GET CARD INFORMATION	224,590	137,258	124,879
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 30.12.2023

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,947%	99,936%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,053%	0,064%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,049%	0,146%	0,012%
PIS	0,000%	0,021%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	125,250	87,130	80,561
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,714	70,865
GET PAYMENT INFORMATION	159,625	Not applicable	Not applicable
GET ACCOUNT INFORMATION	166,925	376,329	170,971
GET CARD INFORMATION	151,888	58,681	59,186
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2023

DATE: 31.12.2023

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	0,097%	0,218%	0,003%
PIS	0,000%	0,016%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	147,000	82,872	76,777
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	77,646	71,466
GET PAYMENT INFORMATION	191,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	174,201	326,108	176,557
GET CARD INFORMATION	163,659	53,165	53,914
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: