

QUARTER: Q1 2020 DATE: 01.01.2020

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	No traffic	0,014%	0,025%
PIS	No traffic	0,000%	0,059%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	81,968	297,546
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,621	85,988
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	149,811	96,659
GET CARD INFORMATION	No traffic	36,188	37,658
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 02.01.2020

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	No traffic	0,084%	0,025%
PIS	No traffic	0,006%	0,035%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	95,866	307,165
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,330	105,091
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	258,304	106,072
GET CARD INFORMATION	No traffic	38,101	39,245
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 03.01.2020

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	No traffic	0,018%	0,016%
PIS	No traffic	0,000%	0,086%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	114,463	342,739
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	117,251	116,417
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	224,745	117,591
GET CARD INFORMATION	No traffic	38,989	40,206
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 04.01.2020

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	No traffic	0,004%	0,005%
PIS	No traffic	0,045%	0,070%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	116,524	360,288
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	119,342	121,485
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	161,367	92,611
GET CARD INFORMATION	No traffic	36,677	38,783
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 05.01.2020

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	No traffic	0,003%	0,007%
PIS	No traffic	0,000%	0,053%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	112,228	297,922
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	113,451	109,923
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	157,688	94,202
GET CARD INFORMATION	No traffic	38,372	37,981
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 06.01.2020

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	No traffic	0,004%	0,000%
PIS	No traffic	0,000%	0,079%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	119,972	282,981
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	119,612	121,735
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	177,338	93,809
GET CARD INFORMATION	No traffic	35,541	37,609
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 07.01.2020

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	No traffic	0,000%	0,033%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	116,769	314,304
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	122,590	113,189
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	109,091	209,636	94,116
GET CARD INFORMATION	No traffic	37,921	39,582
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 08.01.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,016%	0,009%
PIS	No traffic	0,000%	0,084%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	112,254	326,115
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	110,678	119,241
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	110,000	204,803	97,186
GET CARD INFORMATION	No traffic	39,599	47,754
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 09.01.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,019%	0,013%
PIS	No traffic	0,005%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	135,261	356,029
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	131,525	139,335
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	240,137	116,635
GET CARD INFORMATION	No traffic	38,519	42,698
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 10.01.2020

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%	0,034%	0,047%
PIS	No traffic	0,000%	0,035%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	139,278	388,626
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	144,857	146,010
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	89,000	225,166	111,681
GET CARD INFORMATION	No traffic	40,666	43,424
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 11.01.2020

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	No traffic	0,013%	0,005%
PIS	No traffic	0,000%	0,079%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	55,482	512,073
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	56,724	55,841
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	171,215	98,823
GET CARD INFORMATION	No traffic	39,189	41,515
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 12.01.2020

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	No traffic	0,002%	0,001%
PIS	No traffic	0,000%	0,080%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,242	281,185
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,274	63,871
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	177,901	107,089
GET CARD INFORMATION	No traffic	38,493	40,554
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 13.01.2020

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%	0,015%	0,021%
PIS	0,000%	0,000%	0,063%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	199,750	73,795	342,971
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,751	74,469
GET PAYMENT INFORMATION	112,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	100,500	233,773	123,163
GET CARD INFORMATION	No traffic	41,161	43,938
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 14.01.2020

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%	0,015%	0,014%
PIS	No traffic	0,000%	0,067%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	86,657	299,352
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,654	93,381
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	107,692	228,816	114,519
GET CARD INFORMATION	No traffic	44,896	47,401
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 15.01.2020

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%	0,027%	0,027%
PIS	No traffic	0,000%	0,065%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	99,443	380,662
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,892	104,363
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	230,000	221,698	117,271
GET CARD INFORMATION	No traffic	46,005	52,030
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 16.01.2020

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%	0,009%
PIS	No traffic	0,000%	0,045%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	114,034	360,231
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	114,865	121,544
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	166,533	227,087	113,750
GET CARD INFORMATION	No traffic	39,706	43,223
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 17.01.2020

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%	0,014%	0,006%
PIS	No traffic	0,000%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	123,550	321,676
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	129,878	114,465
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	145,000	227,166	105,249
GET CARD INFORMATION	199,000	39,560	41,119
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 18.01.2020

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	6,250%	0,003%	0,002%
PIS	No traffic	0,000%	0,054%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,359	649,427
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,893	60,821
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,200	183,455	101,858
GET CARD INFORMATION	237,000	39,478	40,322
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 19.01.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,011%	0,012%
PIS	No traffic	0,000%	0,158%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	66,388	309,226
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	65,961	74,488
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,250	184,244	112,802
GET CARD INFORMATION	No traffic	38,414	39,996
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 20.01.2020

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%	0,048%	0,026%
PIS	0,000%	0,006%	0,066%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	229,750	140,779	397,542
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,641	83,381
GET PAYMENT INFORMATION	356,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	125,221	319,964	143,806
GET CARD INFORMATION	No traffic	48,862	48,245
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 21.01.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,081%	0,073%
PIS	No traffic	0,000%	0,106%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	92,989	378,157
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,515	99,186
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	131,648	341,554	179,300
GET CARD INFORMATION	No traffic	44,811	43,387
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 22.01.2020

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%	0,020%
PIS	No traffic	0,014%	0,172%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	95,340	356,849
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,912	94,956
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	138,140	226,159	123,386
GET CARD INFORMATION	No traffic	39,821	41,065
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 23.01.2020

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%	0,027%	0,031%
PIS	No traffic	0,000%	0,055%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	113,254	393,150
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	116,682	115,160
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,120	273,924	159,831
GET CARD INFORMATION	No traffic	39,917	46,616
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 24.01.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,986%	99,976%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,014%	0,024%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,141%	0,101%
PIS	No traffic	0,011%	0,080%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	142,263	348,193
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	136,901	128,269
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,176	311,953	151,989
GET CARD INFORMATION	No traffic	47,718	46,454
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 25.01.2020

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%	0,005%	0,004%
PIS	No traffic	0,014%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	120,719	388,898
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	118,596	117,571
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,108	166,905	101,122
GET CARD INFORMATION	No traffic	37,571	40,037
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 26.01.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	No traffic	0,000%	0,045%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	56,544	296,085
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,254	59,322
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	143,218	152,620	99,706
GET CARD INFORMATION	No traffic	37,568	39,661
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 27.01.2020

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%	0,006%
PIS	No traffic	0,000%	0,094%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	68,172	335,892
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,122	70,523
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	144,305	207,761	117,369
GET CARD INFORMATION	160,000	42,096	42,697
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 28.01.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,985%	99,957%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,015%	0,043%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,153%	0,086%	0,046%
PIS	No traffic	0,036%	0,093%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	86,209	358,495
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,849	84,779
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,138	322,029	161,821
GET CARD INFORMATION	155,000	46,337	46,840
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 29.01.2020

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	0,199%	0,014%	0,014%
PIS	No traffic	0,000%	0,056%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	96,384	356,788
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,089	97,699
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	135,329	242,709	126,975
GET CARD INFORMATION	191,000	41,252	42,413
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 30.01.2020

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%	0,013%
PIS	No traffic	0,000%	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	115,654	403,176
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	117,094	116,422
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,098	266,415	137,681
GET CARD INFORMATION	No traffic	41,630	43,303
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 31.01.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,990%	99,989%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,010%	0,011%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,317%	0,057%	0,043%
PIS	No traffic	0,087%	0,088%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	203,747	543,356
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	220,267	225,316
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	167,893	242,475	120,412
GET CARD INFORMATION	No traffic	50,858	47,638
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 01.02.2020

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%	0,026%	0,023%
PIS	No traffic	0,000%	0,047%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	124,842	493,960
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	123,311	130,375
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,073	187,067	103,816
GET CARD INFORMATION	No traffic	39,145	42,087
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 02.02.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,942%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,058%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,009%	0,013%
PIS	No traffic	0,024%	0,308%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	133,660	302,514
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	140,985	131,459
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	142,183	183,866	104,710
GET CARD INFORMATION	No traffic	38,511	38,230
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 03.02.2020

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	189,092	374,713
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	186,911	190,000
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	146,693	246,728	109,877
GET CARD INFORMATION	165,400	43,176	44,205
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 04.02.2020

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	0,336%	0,006%	0,005%
PIS	No traffic	0,004%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	193,304	356,386
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	199,604	193,485
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	143,153	242,041	107,412
GET CARD INFORMATION	160,000	40,583	44,417
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 05.02.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,010%	0,007%
PIS	0,000%	0,000%	0,070%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	286,000	230,636	370,828
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	234,615	234,372
GET PAYMENT INFORMATION	86,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	137,901	237,701	100,567
GET CARD INFORMATION	173,000	40,929	40,904
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 06.02.2020

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	0,317%	0,012%	0,007%
PIS	No traffic	0,000%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	234,943	384,560
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	233,513	239,135
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	134,111	249,849	101,950
GET CARD INFORMATION	159,700	40,458	42,952
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 07.02.2020

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	0,083%	0,011%	0,009%
PIS	No traffic	0,005%	0,060%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	270,191	406,920
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	275,628	247,947
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	143,935	261,813	103,390
GET CARD INFORMATION	152,000	45,289	45,149
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 08.02.2020

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%	0,008%
PIS	No traffic	0,000%	0,099%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,580	507,013
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	61,490	65,543
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	146,248	176,728	101,999
GET CARD INFORMATION	No traffic	41,324	42,617
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 09.02.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,008%	0,004%
PIS	No traffic	0,000%	0,144%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	65,922	285,149
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,584	69,290
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	149,873	167,776	101,738
GET CARD INFORMATION	No traffic	41,483	40,137
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 10.02.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,008%	0,004%
PIS	No traffic	0,000%	0,068%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	79,127	309,200
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,294	79,995
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	144,116	220,258	103,713
GET CARD INFORMATION	No traffic	43,478	42,015
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 11.02.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,007%	0,007%
PIS	No traffic	0,000%	0,094%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	89,120	313,091
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,614	87,385
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,077	219,261	104,224
GET CARD INFORMATION	267,000	40,876	42,055
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 12.02.2020

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%	0,006%
PIS	No traffic	0,027%	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	64,679	311,932
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	66,265	68,191
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	145,026	201,803	98,904
GET CARD INFORMATION	119,600	40,988	43,280
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 13.02.2020

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	74,846	310,134
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,194	79,611
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	144,813	208,399	102,509
GET CARD INFORMATION	186,000	39,340	42,368
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 14.02.2020

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%	0,010%
PIS	No traffic	0,000%	0,035%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	89,783	327,292
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,572	102,240
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	150,822	217,353	103,008
GET CARD INFORMATION	No traffic	40,095	43,631
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 15.02.2020

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	No traffic	0,000%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	60,409	355,552
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,453	61,312
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	149,638	175,533	102,934
GET CARD INFORMATION	No traffic	41,012	42,587
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 16.02.2020

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%	0,006%
PIS	No traffic	0,019%	0,285%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	64,735	257,678
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,988	65,911
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,048	175,523	104,837
GET CARD INFORMATION	No traffic	39,369	40,994
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 17.02.2020

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	0,087%	0,012%	0,008%
PIS	No traffic	0,000%	0,080%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	78,540	298,929
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,638	85,431
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,405	218,835	108,918
GET CARD INFORMATION	No traffic	44,320	43,312
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 18.02.2020

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	0,181%	0,015%	0,008%
PIS	No traffic	0,018%	0,060%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	89,331	311,052
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,078	95,230
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,330	218,991	108,184
GET CARD INFORMATION	206,000	40,511	46,923
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 19.02.2020

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	97,867	312,672
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,659	99,812
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	154,353	214,689	101,616
GET CARD INFORMATION	No traffic	40,297	41,779
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 20.02.2020

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%	0,003%
PIS	No traffic	0,000%	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	113,940	317,922
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	114,954	116,686
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	147,023	219,977	105,698
GET CARD INFORMATION	No traffic	41,675	41,964
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 21.02.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,013%	0,006%
PIS	No traffic	0,006%	0,048%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	122,774	328,920
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	126,569	127,838
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	145,804	227,832	106,985
GET CARD INFORMATION	No traffic	40,772	42,708
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 22.02.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,021%	0,012%
PIS	No traffic	0,099%	0,062%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	122,744	393,626
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	123,227	120,212
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,909	184,609	104,957
GET CARD INFORMATION	No traffic	41,729	43,500
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 23.02.2020

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%	0,005%	0,004%
PIS	No traffic	0,000%	0,055%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	121,878	319,628
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	125,287	123,969
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,646	173,701	103,297
GET CARD INFORMATION	No traffic	39,870	40,685
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 24.02.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,007%	0,004%
PIS	No traffic	0,000%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	151,735	347,044
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	167,660	158,519
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	147,066	232,842	108,797
GET CARD INFORMATION	No traffic	41,708	43,488
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 25.02.2020

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%	0,007%
PIS	No traffic	0,005%	0,065%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	177,301	379,051
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	186,303	175,652
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	161,193	250,593	120,935
GET CARD INFORMATION	No traffic	48,513	48,178
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 26.02.2020

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%	0,014%	0,010%
PIS	No traffic	0,004%	0,046%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	191,110	413,444
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	193,571	193,901
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	147,194	239,735	120,428
GET CARD INFORMATION	No traffic	42,984	45,409
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 27.02.2020

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	0,066%	0,020%	0,013%
PIS	No traffic	0,006%	0,062%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	229,627	426,988
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	243,967	235,552
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,197	260,416	127,334
GET CARD INFORMATION	228,500	45,715	49,970
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 28.02.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,992%	99,962%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,008%	0,038%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,070%	0,032%	0,024%
PIS	No traffic	0,912%	0,669%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	848,972	960,947
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	800,150	640,614
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,487	318,727	134,558
GET CARD INFORMATION	No traffic	54,282	52,708
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 29.02.2020

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%	0,012%
PIS	No traffic	0,000%	0,088%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	206,108	385,600
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	204,443	208,120
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	136,029	189,979	108,116
GET CARD INFORMATION	No traffic	42,444	42,815
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 01.03.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,923%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,077%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,010%	0,009%
PIS	No traffic	0,032%	0,139%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	204,816	331,564
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	209,138	215,818
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	138,016	196,674	111,709
GET CARD INFORMATION	No traffic	40,994	42,263
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 02.03.2020

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	210,091	321,190
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	227,234	200,323
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	135,335	248,975	127,583
GET CARD INFORMATION	No traffic	38,839	40,588
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 03.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,161%	0,023%	0,024%
PIS	No traffic	0,096%	0,094%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	599,249	646,114
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	651,930	611,958
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	154,388	334,482	122,567
GET CARD INFORMATION	No traffic	49,847	54,274
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 04.03.2020

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%	0,020%	0,012%
PIS	No traffic	0,027%	0,112%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	458,188	502,430
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	465,623	422,905
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	158,356	315,329	119,525
GET CARD INFORMATION	No traffic	47,321	46,808
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 05.03.2020

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%	0,014%	0,008%
PIS	No traffic	0,128%	0,110%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	567,710	557,651
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	573,093	482,188
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,600	293,816	111,529
GET CARD INFORMATION	224,750	48,067	51,490
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 06.03.2020

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%	0,008%
PIS	No traffic	0,044%	0,065%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	524,584	546,392
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	521,484	517,623
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	123,273	298,257	108,494
GET CARD INFORMATION	218,812	44,488	47,487
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 07.03.2020

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	60,333	351,499
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	61,769	62,792
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,987	177,323	102,088
GET CARD INFORMATION	No traffic	40,415	42,129
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 08.03.2020

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	0,088%	0,141%	0,190%
PIS	No traffic	0,033%	0,077%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,161	352,518
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,812	65,202
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	201,334	228,162	154,869
GET CARD INFORMATION	No traffic	82,217	87,279
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 09.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,018%	0,012%
PIS	No traffic	0,008%	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	83,102	306,253
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,979	77,557
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	141,807	229,962	107,778
GET CARD INFORMATION	No traffic	43,324	51,191
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 10.03.2020

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%	0,014%	0,007%
PIS	No traffic	0,008%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	92,481	313,734
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,563	108,561
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	168,212	232,545	107,338
GET CARD INFORMATION	No traffic	42,603	44,290
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 11.03.2020

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%	0,008%	0,003%
PIS	No traffic	0,005%	0,062%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	95,194	300,058
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,036	91,449
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	138,758	221,689	99,272
GET CARD INFORMATION	127,750	39,778	40,855
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 12.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,022%	0,008%
PIS	No traffic	0,010%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	91,811	319,916
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,896	86,241
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	138,220	216,021	107,961
GET CARD INFORMATION	No traffic	42,651	47,109
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 13.03.2020

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	82,076	316,596
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,167	75,707
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,547	227,155	111,387
GET CARD INFORMATION	No traffic	42,940	43,093
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 14.03.2020

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	0,067%	0,011%	0,005%
PIS	No traffic	0,000%	0,045%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,155	352,558
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	66,378	62,462
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	154,683	172,534	105,279
GET CARD INFORMATION	No traffic	42,544	44,312
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 15.03.2020

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%	0,005%
PIS	No traffic	0,000%	0,114%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	66,298	259,835
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,140	64,382
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,555	171,766	106,531
GET CARD INFORMATION	No traffic	39,888	40,956
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 16.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,007%	0,006%
PIS	No traffic	0,020%	0,109%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	80,994	284,510
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	82,032	80,000
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	147,355	219,396	105,973
GET CARD INFORMATION	357,000	44,552	45,586
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 17.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,014%	0,008%
PIS	No traffic	0,005%	0,047%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	90,665	277,122
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,044	86,588
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,077	213,491	105,064
GET CARD INFORMATION	205,667	43,246	43,970
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 18.03.2020

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	0,039%	0,010%	0,007%
PIS	No traffic	0,000%	0,054%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	99,258	284,327
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,997	99,842
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,965	218,548	102,724
GET CARD INFORMATION	148,000	41,303	43,832
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 19.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,016%	0,008%
PIS	No traffic	0,006%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	113,220	299,751
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	113,444	110,341
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,411	221,412	107,864
GET CARD INFORMATION	154,000	42,233	45,286
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 20.03.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,983%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,017%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,030%	0,029%
PIS	No traffic	0,005%	0,046%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	130,037	309,226
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	132,742	138,100
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,122	227,966	113,226
GET CARD INFORMATION	169,000	46,396	46,718
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 21.03.2020

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%	0,003%
PIS	No traffic	0,000%	0,116%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	58,498	325,585
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,795	58,067
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,943	173,175	100,316
GET CARD INFORMATION	No traffic	38,971	41,304
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 22.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,001%
PIS	No traffic	0,000%	0,044%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	65,390	264,321
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,808	84,188
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	147,071	164,859	100,002
GET CARD INFORMATION	No traffic	38,690	40,219
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 23.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,007%	0,004%
PIS	No traffic	0,000%	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	77,752	266,252
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,516	73,497
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	154,854	215,940	109,818
GET CARD INFORMATION	158,000	41,369	43,695
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 24.03.2020

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%	0,005%	0,005%
PIS	No traffic	0,000%	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	95,576	285,914
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,120	98,803
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,843	215,096	103,370
GET CARD INFORMATION	169,231	40,683	42,505
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 25.03.2020

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%	0,005%
PIS	No traffic	0,000%	0,046%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	89,237	262,621
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,556	91,296
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	143,269	185,155	106,580
GET CARD INFORMATION	No traffic	38,201	40,205
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 26.03.2020

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%	0,014%	0,007%
PIS	No traffic	0,012%	0,044%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	124,592	323,109
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	120,309	108,491
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,285	223,230	111,534
GET CARD INFORMATION	162,000	43,618	46,364
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 27.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,159%	0,489%	0,042%
PIS	No traffic	0,021%	0,091%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	106,940	473,983
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	119,101	122,590
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,388	264,509	145,960
GET CARD INFORMATION	No traffic	61,487	58,580
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 28.03.2020

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%	0,005%	0,004%
PIS	No traffic	0,000%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	60,420	322,993
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	62,771	63,573
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,778	176,003	112,678
GET CARD INFORMATION	No traffic	43,557	46,620
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable



QUARTER: Q1 2020 DATE: 29.03.2020

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%	0,008%	0,008%
PIS	No traffic	0,000%	0,078%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,848	249,431
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	65,701	72,120
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	161,838	170,245	111,298
GET CARD INFORMATION	No traffic	41,892	44,827
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 30.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,023%	0,015%
PIS	No traffic	0,003%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	81,305	289,386
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,152	88,383
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,419	234,502	127,032
GET CARD INFORMATION	209,889	53,200	55,215
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q1 2020 DATE: 31.03.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,677%	0,035%	0,038%
PIS	No traffic	0,012%	0,062%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	100,736	301,682
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	109,772	111,731
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	206,485	255,083	150,496
GET CARD INFORMATION	No traffic	66,077	63,834
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable