

QUARTER: Q4 2020

DATE: 01.10.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,032%	0,038%	0,035%
PIS	55,556%	0,018%	0,047%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	506,625	154,994	351,445
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	185,648	200,452
GET PAYMENT INFORMATION	235,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	179,121	255,905	123,236
GET CARD INFORMATION	257,932	53,348	57,423
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 02.10.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,961%	99,945%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,039%	0,055%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,046%	0,033%	0,045%
PIS	0,000%	0,015%	0,047%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	219,000	111,612	296,080
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	138,067	140,175
GET PAYMENT INFORMATION	169,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	172,780	261,065	115,589
GET CARD INFORMATION	244,934	51,108	53,542
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 03.10.2020

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	0,008%	0,018%	0,019%
PIS	No traffic	0,017%	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	59,740	325,600
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,592	71,962
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	165,772	188,553	107,562
GET CARD INFORMATION	237,282	46,035	47,196
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 04.10.2020

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	0,079%	0,001%	0,001%
PIS	No traffic	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	No traffic	64,087	254,572
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,640	76,418
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	221,220	186,116	110,692
GET CARD INFORMATION	297,516	42,182	44,515
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 05.10.2020

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	0,002%	0,023%	0,017%
PIS	0,000%	0,017%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	232,000	94,050	286,818
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	116,830	147,150
GET PAYMENT INFORMATION	74,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	175,081	245,258	119,287
GET CARD INFORMATION	253,525	51,361	52,428
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 06.10.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,980%	99,906%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,020%	0,094%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,035%	0,068%	0,072%
PIS	0,000%	0,009%	0,081%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	429,000	122,549	312,270
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	151,570	131,114
GET PAYMENT INFORMATION	69,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	173,139	245,602	110,380
GET CARD INFORMATION	251,561	52,157	54,606
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 07.10.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,017%	0,037%	0,031%
PIS	0,000%	0,003%	0,080%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	265,600	96,965	286,694
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	116,001	108,547
GET PAYMENT INFORMATION	64,533	Not applicable	Not applicable
GET ACCOUNT INFORMATION	173,629	240,696	108,277
GET CARD INFORMATION	259,352	49,756	49,603
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 08.10.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,972%	99,944%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,028%	0,056%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,039%	0,052%
PIS	6,667%	0,000%	0,034%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	300,857	106,138	298,684
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	120,920	120,048
GET PAYMENT INFORMATION	84,429	Not applicable	Not applicable
GET ACCOUNT INFORMATION	166,591	235,153	105,967
GET CARD INFORMATION	246,292	47,124	48,429
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 09.10.2020

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	0,009%	0,014%	0,009%
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	350,000	96,373	310,324
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	130,003	154,327
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	169,857	243,042	107,240
GET CARD INFORMATION	246,637	47,593	49,889
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 10.10.2020

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	0,005%	0,003%	0,007%
PIS	No traffic	0,055%	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	56,421	317,366
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,311	66,952
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	164,488	187,107	108,563
GET CARD INFORMATION	238,707	46,325	48,881
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 11.10.2020

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	0,009%	0,013%	0,011%
PIS	No traffic	0,013%	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	62,373	267,219
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,910	70,670
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	176,103	184,681	108,473
GET CARD INFORMATION	262,909	44,558	48,801
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 12.10.2020

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	0,014%	0,021%	0,013%
PIS	0,000%	0,003%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	493,500	77,037	278,615
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,756	87,837
GET PAYMENT INFORMATION	137,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,738	243,667	115,045
GET CARD INFORMATION	272,004	49,724	52,511
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 13.10.2020

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	0,018%	0,013%	0,012%
PIS	0,000%	0,010%	0,047%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	389,000	90,120	322,190
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	105,501	99,462
GET PAYMENT INFORMATION	78,909	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,775	240,799	107,573
GET CARD INFORMATION	289,489	47,977	51,198
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 14.10.2020

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	0,031%	0,020%	0,014%
PIS	No traffic	0,007%	0,058%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	77,129	283,514
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,699	91,691
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	191,278	235,658	112,978
GET CARD INFORMATION	300,936	49,936	51,404
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 15.10.2020

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	0,048%	0,016%	0,009%
PIS	0,000%	0,003%	0,092%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	337,100	88,873	318,846
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	113,019	108,454
GET PAYMENT INFORMATION	95,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,290	241,326	109,164
GET CARD INFORMATION	281,426	48,230	50,582
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 16.10.2020

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	0,013%	0,019%	0,015%
PIS	2,817%	0,009%	0,036%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	252,952	116,417	330,123
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	140,539	100,677
GET PAYMENT INFORMATION	78,234	Not applicable	Not applicable
GET ACCOUNT INFORMATION	169,213	247,214	111,498
GET CARD INFORMATION	269,298	49,626	51,518
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 17.10.2020

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	0,012%	0,006%	0,006%
PIS	No traffic	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	No traffic	59,322	310,879
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,318	63,237
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	165,524	187,002	99,335
GET CARD INFORMATION	235,185	44,265	45,574
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 18.10.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,907%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,093%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,093%	0,025%	0,035%
PIS	33,333%	0,069%	0,474%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	451,750	63,267	261,148
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,385	69,053
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	198,155	181,402	100,556
GET CARD INFORMATION	264,380	43,537	46,427
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 19.10.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,068%	0,086%	0,052%
PIS	11,765%	0,023%	0,041%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	154,000	77,318	295,086
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,443	81,677
GET PAYMENT INFORMATION	72,083	Not applicable	Not applicable
GET ACCOUNT INFORMATION	177,254	236,001	108,552
GET CARD INFORMATION	244,819	50,172	50,680
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 20.10.2020

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	0,015%	0,022%	0,008%
PIS	6,250%	0,014%	0,050%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	264,636	90,320	326,968
INITIATE CROSS BORDER CREDIT TRANSFER	441,500	112,031	100,356
GET PAYMENT INFORMATION	69,867	Not applicable	Not applicable
GET ACCOUNT INFORMATION	172,309	232,856	100,820
GET CARD INFORMATION	251,547	45,270	47,996
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 21.10.2020

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	0,009%	0,014%	0,009%
PIS	13,333%	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	183,857	109,785	323,525
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	130,352	121,192
GET PAYMENT INFORMATION	71,167	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,305	238,617	103,345
GET CARD INFORMATION	270,905	45,719	48,215
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 22.10.2020

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	0,021%	0,037%	0,030%
PIS	No traffic	0,011%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	129,648	336,913
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	152,157	146,325
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,082	240,697	106,414
GET CARD INFORMATION	283,260	47,828	49,791
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 23.10.2020

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%	0,018%	0,007%
PIS	0,000%	0,012%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	360,000	160,601	382,252
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	180,782	211,215
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,531	238,050	101,673
GET CARD INFORMATION	298,598	46,468	48,577
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 24.10.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,930%	99,921%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,070%	0,079%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,065%	0,224%	0,100%
PIS	No traffic	0,110%	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	60,097	341,382
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,341	142,745
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	128,762	179,133	105,431
GET CARD INFORMATION	152,609	52,610	51,535
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 25.10.2020

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	0,009%	0,014%	0,017%
PIS	No traffic	0,000%	0,029%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,610	301,304
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,321	76,120
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	138,407	176,759	103,868
GET CARD INFORMATION	373,185	40,308	43,569
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 26.10.2020

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	0,005%	0,022%	0,016%
PIS	0,000%	0,006%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	725,000	86,008	327,940
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,151	90,781
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	147,161	221,448	110,089
GET CARD INFORMATION	142,789	48,895	51,937
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 27.10.2020

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	0,026%	0,043%	0,038%
PIS	0,000%	0,033%	0,068%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	647,000	112,018	356,739
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	134,741	162,307
GET PAYMENT INFORMATION	140,800	Not applicable	Not applicable
GET ACCOUNT INFORMATION	153,361	228,404	111,376
GET CARD INFORMATION	167,723	50,463	53,358
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 28.10.2020

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%	0,008%	0,011%
PIS	No traffic	0,014%	0,051%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	116,176	317,228
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	138,657	135,940
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,310	177,997	99,326
GET CARD INFORMATION	153,833	42,700	44,046
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 29.10.2020

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	0,028%	0,140%	0,053%
PIS	No traffic	0,012%	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	280,325	480,103
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	323,641	311,835
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,956	262,740	117,743
GET CARD INFORMATION	179,897	53,370	55,585
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 30.10.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,963%	99,957%	99,994%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,037%	0,043%	0,006%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,040%	0,072%	0,058%
PIS	0,000%	0,012%	0,041%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	528,000	103,146	354,295
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	124,190	101,728
GET PAYMENT INFORMATION	66,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	149,881	254,110	127,564
GET CARD INFORMATION	179,002	59,835	63,125
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 31.10.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,017%	0,027%	0,026%
PIS	No traffic	0,012%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	77,767	335,170
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,807	91,174
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	125,510	180,795	106,218
GET CARD INFORMATION	156,762	43,538	46,844
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 01.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,981%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,019%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,032%	0,053%	0,044%
PIS	No traffic	0,014%	0,043%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	87,963	256,898
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,712	110,138
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	136,749	181,412	113,232
GET CARD INFORMATION	161,042	43,738	49,141
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 02.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,987%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,013%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,054%	0,054%	0,045%
PIS	13,043%	0,011%	0,039%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	478,000	132,611	332,935
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	152,868	131,047
GET PAYMENT INFORMATION	146,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,580	252,479	113,575
GET CARD INFORMATION	165,556	49,801	52,443
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 03.11.2020

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	0,128%	0,067%	0,087%
PIS	0,000%	0,016%	0,039%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	396,000	115,343	298,723
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	135,403	149,538
GET PAYMENT INFORMATION	72,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	131,723	258,328	110,791
GET CARD INFORMATION	159,152	49,880	53,072
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 04.11.2020

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	0,088%	0,067%	0,096%
PIS	0,000%	0,015%	0,072%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	548,000	137,509	314,374
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	159,677	146,962
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	129,231	253,304	106,275
GET CARD INFORMATION	153,832	49,221	52,458
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 05.11.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,108%	0,099%	0,125%
PIS	0,000%	0,009%	0,065%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	715,667	156,334	342,873
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	186,123	188,351
GET PAYMENT INFORMATION	85,125	Not applicable	Not applicable
GET ACCOUNT INFORMATION	131,718	269,453	109,352
GET CARD INFORMATION	159,903	52,321	55,203
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 06.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,987%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,013%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,321%	0,152%	0,272%
PIS	0,000%	0,027%	0,056%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	399,000	199,145	397,620
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	238,687	234,055
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	137,494	279,054	107,777
GET CARD INFORMATION	163,324	53,390	60,791
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 07.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,985%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,015%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,263%	0,184%	0,272%
PIS	100,000%	0,035%	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	63,176	273,596
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,530	68,834
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	127,873	187,441	110,168
GET CARD INFORMATION	158,985	48,191	55,021
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 08.11.2020

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	0,004%	0,009%	0,015%
PIS	100,000%	0,027%	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	75,914	235,128
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	82,983	76,670
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,691	191,528	109,775
GET CARD INFORMATION	161,896	42,287	44,260
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 09.11.2020

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	0,010%	0,057%	0,068%
PIS	0,000%	0,007%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	500,000	104,019	270,457
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	132,260	96,470
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	130,303	235,669	111,703
GET CARD INFORMATION	161,430	48,559	52,086
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 10.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,035%	0,096%	0,142%
PIS	0,000%	0,016%	0,054%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	339,889	122,801	289,783
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	140,942	127,131
GET PAYMENT INFORMATION	91,286	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,059	247,441	111,148
GET CARD INFORMATION	160,902	50,856	55,184
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 11.11.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,071%	0,119%
PIS	0,000%	0,011%	0,046%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	369,706	108,802	281,794
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	127,541	122,521
GET PAYMENT INFORMATION	69,727	Not applicable	Not applicable
GET ACCOUNT INFORMATION	126,781	232,864	101,337
GET CARD INFORMATION	155,864	47,472	51,120
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 12.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,996%	99,989%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,004%	0,011%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,085%	0,125%	0,184%
PIS	6,667%	0,025%	0,071%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	275,750	94,470	289,186
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	112,919	104,310
GET PAYMENT INFORMATION	73,800	Not applicable	Not applicable
GET ACCOUNT INFORMATION	131,256	236,864	111,056
GET CARD INFORMATION	159,898	49,532	53,505
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 13.11.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,069%	0,108%	0,161%
PIS	No traffic	0,012%	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	82,462	286,474
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,591	81,225
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	131,113	236,456	109,132
GET CARD INFORMATION	162,049	51,649	57,287
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 14.11.2020

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	0,013%	0,044%	0,066%
PIS	0,000%	0,017%	0,043%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	435,667	66,806	296,847
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,971	71,533
GET PAYMENT INFORMATION	72,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	122,518	175,101	103,416
GET CARD INFORMATION	151,756	41,340	45,749
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 15.11.2020

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	0,010%	0,006%	0,009%
PIS	No traffic	0,028%	0,111%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	77,728	240,570
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,726	102,466
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,811	176,339	107,332
GET CARD INFORMATION	159,728	39,473	42,398
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 16.11.2020

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	0,027%	0,061%	0,070%
PIS	0,000%	0,007%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	383,000	112,357	290,667
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	129,968	103,973
GET PAYMENT INFORMATION	77,833	Not applicable	Not applicable
GET ACCOUNT INFORMATION	129,924	242,831	112,217
GET CARD INFORMATION	161,405	48,796	50,784
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 17.11.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,064%	0,106%	0,160%
PIS	12,500%	0,012%	0,064%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	420,250	91,628	271,953
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	106,399	105,305
GET PAYMENT INFORMATION	86,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	127,438	234,668	103,780
GET CARD INFORMATION	156,871	46,526	51,715
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 18.11.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,117%	0,164%	0,159%
PIS	20,000%	0,013%	0,071%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	387,833	109,418	286,418
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	123,989	117,767
GET PAYMENT INFORMATION	73,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	130,010	265,320	114,846
GET CARD INFORMATION	159,447	47,643	51,938
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 19.11.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,036%	0,099%	0,082%
PIS	0,000%	0,016%	0,061%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	363,500	73,600	271,922
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,180	76,818
GET PAYMENT INFORMATION	73,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	130,205	237,633	108,950
GET CARD INFORMATION	163,722	48,749	51,927
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 20.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,992%	99,986%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,008%	0,014%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,105%	0,091%	0,146%
PIS	4,000%	0,009%	0,038%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	366,333	92,243	279,628
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	118,468	152,277
GET PAYMENT INFORMATION	78,444	Not applicable	Not applicable
GET ACCOUNT INFORMATION	143,031	251,604	112,930
GET CARD INFORMATION	169,741	48,606	54,740
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 21.11.2020

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	0,014%	0,124%	0,158%
PIS	0,000%	0,051%	0,039%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	399,500	63,329	301,196
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,736	73,667
GET PAYMENT INFORMATION	85,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	126,876	192,911	112,198
GET CARD INFORMATION	171,580	47,943	54,486
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 22.11.2020

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	0,013%	0,016%	0,016%
PIS	0,000%	0,024%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	85,000	105,752	271,673
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,667	94,368
GET PAYMENT INFORMATION	49,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,579	194,995	111,760
GET CARD INFORMATION	177,787	42,589	45,085
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 23.11.2020

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	0,135%	0,090%	0,098%
PIS	0,000%	0,048%	0,059%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	73,000	101,517	309,100
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	119,446	106,315
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,542	249,359	122,084
GET CARD INFORMATION	187,367	53,279	55,936
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 24.11.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,075%	0,113%	0,144%
PIS	11,111%	0,012%	0,051%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	406,444	109,865	329,358
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	131,855	134,680
GET PAYMENT INFORMATION	84,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	146,901	257,148	121,483
GET CARD INFORMATION	189,943	57,168	59,841
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 25.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,995%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,005%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,120%	0,107%	0,150%
PIS	0,000%	0,033%	0,102%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	435,000	87,597	334,920
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,184	95,069
GET PAYMENT INFORMATION	73,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	134,388	230,019	116,816
GET CARD INFORMATION	182,826	51,253	56,663
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 26.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,989%	99,972%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,011%	0,028%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,169%	0,176%	0,230%
PIS	0,000%	0,034%	0,062%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	446,000	124,878	407,813
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	157,268	112,174
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	135,489	245,130	126,771
GET CARD INFORMATION	193,573	60,935	65,049
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 27.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,980%	99,982%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,020%	0,018%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,236%	0,319%	0,367%
PIS	No traffic	0,030%	0,085%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	81,056	369,655
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,407	94,076
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	157,188	260,294	134,866
GET CARD INFORMATION	210,124	76,901	79,129
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 28.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,991%	99,986%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,009%	0,014%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,077%	0,170%	0,193%
PIS	No traffic	0,030%	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	83,453	350,799
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,039	113,542
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	125,235	180,205	106,583
GET CARD INFORMATION	175,405	48,166	51,573
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 29.11.2020

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	0,039%	0,069%	0,032%
PIS	No traffic	0,015%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	76,616	284,228
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,378	90,047
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	156,933	178,767	114,993
GET CARD INFORMATION	192,654	49,227	47,267
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 30.11.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,972%	99,974%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,028%	0,026%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,382%	0,384%	0,490%
PIS	0,000%	0,032%	0,115%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	206,000	107,502	279,847
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	126,615	138,257
GET PAYMENT INFORMATION	80,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	164,772	281,385	150,128
GET CARD INFORMATION	217,840	83,480	92,563
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020 DATE: 01.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,960%	99,861%	99,566%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,040%	0,139%	0,434%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,326%	0,344%	0,478%
PIS	0,000%	0,021%	0,094%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	391,750	147,810	339,498
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	168,860	145,188
GET PAYMENT INFORMATION	103,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	148,863	255,327	121,021
GET CARD INFORMATION	197,688	65,227	75,265
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 02.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,997%	99,979%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,003%	0,021%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,378%	0,157%	0,232%
PIS	1,739%	0,029%	0,084%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	443,700	217,109	374,548
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	232,617	273,909
GET PAYMENT INFORMATION	76,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	144,816	265,162	117,998
GET CARD INFORMATION	191,986	56,037	62,238
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 03.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,194%	0,177%	0,214%
PIS	No traffic	0,032%	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	248,117	375,502
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	265,120	255,543
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	141,882	281,364	117,337
GET CARD INFORMATION	189,569	53,554	59,911
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 04.12.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,133%	0,188%	0,275%
PIS	30,556%	0,023%	0,065%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	339,389	164,565	304,616
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	193,024	225,812
GET PAYMENT INFORMATION	75,143	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,145	277,074	113,617
GET CARD INFORMATION	185,767	56,459	62,693
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 05.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,983%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,017%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,049%	0,205%	0,201%
PIS	33,333%	0,006%	0,073%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	608,000	58,596	255,634
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,619	66,789
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	133,990	186,267	109,828
GET CARD INFORMATION	175,897	47,775	53,847
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 06.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,977%	99,927%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,023%	0,073%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,065%	0,155%	0,092%
PIS	No traffic	0,015%	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	67,374	216,181
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,375	78,381
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	136,100	177,063	109,274
GET CARD INFORMATION	178,436	40,616	44,366
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 07.12.2020

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	0,122%	0,137%	0,143%
PIS	12,500%	0,006%	0,081%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	180,000	92,606	250,733
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	109,826	103,205
GET PAYMENT INFORMATION	114,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	158,464	254,563	123,471
GET CARD INFORMATION	194,705	54,229	55,913
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 08.12.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,173%	0,156%	0,223%
PIS	0,000%	0,011%	0,100%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	219,000	117,427	281,457
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	134,551	122,065
GET PAYMENT INFORMATION	72,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,605	258,004	109,893
GET CARD INFORMATION	188,192	54,693	58,486
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 09.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,070%	0,103%	0,116%
PIS	No traffic	0,016%	0,061%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	141,838	297,217
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	160,539	168,373
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,595	266,867	116,407
GET CARD INFORMATION	183,582	52,179	55,146
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 10.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,990%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,010%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,192%	0,197%	0,208%
PIS	25,000%	0,030%	0,058%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	93,667	67,763	250,504
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	81,487	70,429
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	138,489	244,877	115,228
GET CARD INFORMATION	186,247	55,065	60,452
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 11.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,989%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,011%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,052%	0,162%	0,222%
PIS	No traffic	0,014%	0,102%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	77,537	263,256
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,151	87,018
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	144,713	242,728	107,074
GET CARD INFORMATION	191,443	54,568	59,009
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 12.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,997%	99,987%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,003%	0,013%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,100%	0,259%	0,329%
PIS	No traffic	0,028%	0,071%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	66,531	281,203
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,909	72,674
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	126,055	180,169	102,583
GET CARD INFORMATION	172,713	51,640	55,867
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 13.12.2020

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	0,015%	0,006%	0,006%
PIS	0,000%	0,015%	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	79,037	232,221
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,774	86,083
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	134,059	179,750	104,459
GET CARD INFORMATION	181,434	38,192	41,638
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 14.12.2020

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	0,033%	0,082%	0,079%
PIS	7,143%	0,004%	0,036%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	409,000	122,300	286,651
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	144,100	136,284
GET PAYMENT INFORMATION	105,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	148,117	252,092	113,080
GET CARD INFORMATION	198,056	49,323	52,939
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 15.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,983%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,017%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,149%	0,257%	0,317%
PIS	0,000%	0,019%	0,101%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	740,000	93,693	265,829
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	116,328	107,363
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,618	277,199	118,166
GET CARD INFORMATION	198,860	61,279	64,608
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 16.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,973%	99,959%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,027%	0,041%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,224%	0,307%	0,359%
PIS	0,000%	0,028%	0,085%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	628,667	112,139	273,191
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	131,279	125,050
GET PAYMENT INFORMATION	90,379	Not applicable	Not applicable
GET ACCOUNT INFORMATION	159,410	257,343	108,181
GET CARD INFORMATION	195,238	54,859	63,516
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 17.12.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,047%	0,029%
PIS	0,000%	0,002%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	430,794	138,551	302,683
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	161,653	165,760
GET PAYMENT INFORMATION	87,033	Not applicable	Not applicable
GET ACCOUNT INFORMATION	161,368	268,361	108,835
GET CARD INFORMATION	190,639	46,031	48,811
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 18.12.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,021%	0,049%	0,044%
PIS	0,000%	0,010%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	924,167	186,527	371,020
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	207,592	225,152
GET PAYMENT INFORMATION	99,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	150,120	294,648	120,955
GET CARD INFORMATION	204,734	51,939	55,297
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 19.12.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,062%	0,034%	0,055%
PIS	No traffic	0,000%	0,036%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	128,669	316,053
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	168,877	171,611
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	120,424	196,926	106,445
GET CARD INFORMATION	177,964	43,213	49,755
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 20.12.2020

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	0,010%	0,087%	0,035%
PIS	No traffic	0,015%	0,274%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	128,481	277,266
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	170,975	182,497
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	123,691	205,240	109,448
GET CARD INFORMATION	181,346	41,157	44,704
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 21.12.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,030%	0,078%	0,108%
PIS	0,000%	0,006%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	671,667	221,954	415,167
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	292,357	250,154
GET PAYMENT INFORMATION	86,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	155,687	351,052	153,158
GET CARD INFORMATION	217,846	76,421	79,596
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 22.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	99,999%	99,994%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,001%	0,006%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,101%	0,060%	0,063%
PIS	0,000%	0,006%	0,052%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	506,500	79,051	271,992
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,903	86,713
GET PAYMENT INFORMATION	72,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	137,413	250,438	111,133
GET CARD INFORMATION	201,528	57,316	59,573
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 23.12.2020

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	0,011%	0,032%	0,031%
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	82,794	279,009
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,006	94,188
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	139,690	242,117	110,370
GET CARD INFORMATION	198,171	51,822	55,498
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 24.12.2020

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	0,053%	0,035%	0,039%
PIS	No traffic	0,007%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	112,305	301,939
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	121,465	120,591
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	131,076	245,841	108,664
GET CARD INFORMATION	191,209	48,772	51,556
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 25.12.2020

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	0,006%	0,020%	0,031%
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	108,444	285,895
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	109,306	146,809
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	118,605	166,912	100,605
GET CARD INFORMATION	174,199	41,793	46,922
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 26.12.2020

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	0,001%	0,002%	0,002%
PIS	No traffic	0,019%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	132,400	318,713
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	183,255	156,967
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	118,808	180,364	104,965
GET CARD INFORMATION	174,161	38,804	41,594
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 27.12.2020

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	180,102	342,536
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	193,222	232,565
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	136,098	192,545	111,275
GET CARD INFORMATION	192,424	40,497	43,810
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:



QUARTER: Q4 2020

DATE: 28.12.2020

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,068%	0,043%
PIS	No traffic	0,010%	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	158,145	317,231
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	177,548	212,960
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,096	256,296	117,689
GET CARD INFORMATION	196,450	52,619	53,567
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 29.12.2020

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	0,023%	0,050%	0,047%
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	145,800	313,846
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	153,529	155,631
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	140,975	274,649	116,487
GET CARD INFORMATION	201,084	53,668	53,896
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 30.12.2020

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,994%	99,988%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,006%	0,012%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,020%	0,050%	0,043%
PIS	No traffic	0,014%	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	147,560	374,387
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	190,944	156,110
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	142,516	245,597	119,398
GET CARD INFORMATION	207,666	55,022	56,161
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2020

DATE: 31.12.2020

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	0,158%	0,039%	0,038%
PIS	No traffic	0,005%	0,085%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	220,837	396,129
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	222,631	146,352
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	142,741	254,564	120,657
GET CARD INFORMATION	203,190	54,167	56,811
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: