Publication of performance and availability statistics

Eurobank

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,374	63,931
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	65,953	70,829
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	185,752	116,133
GET CARD INFORMATION	No traffic	45,895	47,323
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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

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

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

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	72,225	68,692
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,412	70,737
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	176,547	118,848
GET CARD INFORMATION	No traffic	43,996	45,206
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	106,424	101,998
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	109,449	103,530
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	238,643	139,907
GET CARD INFORMATION	No traffic	55,162	52,652
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,060%	0,043%
PIS	No traffic	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	128,471	122,017
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	131,759	125,624
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	370,254	224,195
GET CARD INFORMATION	No traffic	55,474	54,790
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,012%	0,011%
PIS	No traffic	0,000%	0,007%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	75,818	73,201
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,301	74,469
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	229,686	134,250
GET CARD INFORMATION	No traffic	50,332	50,098
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Publication of performance and availability statistics

Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,016%	0,023%
PIS	No traffic	0,000%	0,007%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	99,304	95,644
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,275	102,474
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	229,874	144,726
GET CARD INFORMATION	No traffic	49,613	50,793
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,984%	99,981%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,016%	0,019%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,028%	0,037%
PIS	0,000%	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	594,000	120,998	115,761
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	124,230	113,752
GET PAYMENT INFORMATION	109,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	255,242	136,050
GET CARD INFORMATION	No traffic	57,198	54,892
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	99,969%	99,899%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,031%	0,101%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,305%	0,153%
PIS	No traffic	0,000%	0,009%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	115,221	110,787
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	118,000	114,561
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	175,331	107,430
GET CARD INFORMATION	No traffic	62,787	45,927
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	116,240	109,394
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	145,870	124,757
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	178,053	106,425
GET CARD INFORMATION	No traffic	42,478	46,256
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,037%	0,039%
PIS	No traffic	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	157,499	151,231
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	166,628	158,946
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	483,400	288,019	157,145
GET CARD INFORMATION	No traffic	53,985	54,304
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	10,000%	0,021%	0,022%
PIS	No traffic	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	198,164	188,184
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	198,393	196,869
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	409,000	230,368	118,909
GET CARD INFORMATION	No traffic	48,659	50,303
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,032%	0,034%
PIS	No traffic	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	251,312	233,485
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	259,612	243,928
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	265,877	139,353
GET CARD INFORMATION	No traffic	53,832	57,646
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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QUARTER: Q3 2019 **DATE: 26.09.2019**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,028%	0,030%
PIS	0,000%	0,041%	0,377%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	349,333	1.638,013	1.836,789
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	1.779,424	309,788
GET PAYMENT INFORMATION	182,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	304,000	963,894	516,568
GET CARD INFORMATION	No traffic	771,691	607,479
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,048%	0,061%
PIS	0,000%	0,000%	0,550%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.071,000	97,827	314,910
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,944	102,034
GET PAYMENT INFORMATION	365,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,000	219,497	138,874
GET CARD INFORMATION	No traffic	55,590	55,592
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,004%	0,005%
PIS	No traffic	0,000%	0,656%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	58,095	404,215
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,675	62,340
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	152,662	101,121
GET CARD INFORMATION	No traffic	42,853	44,726
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,005%	0,002%
PIS	No traffic	0,000%	0,700%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	66,990	235,657
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,794	67,843
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	153,370	107,840
GET CARD INFORMATION	No traffic	42,217	43,018
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,154%	0,067%
PIS	No traffic	0,020%	0,572%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	378,844	612,999
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	512,536	447,732
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	625,296	368,739
GET CARD INFORMATION	No traffic	314,796	282,448
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	99,988%	99,958%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,012%	0,042%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,184%	0,175%
PIS	No traffic	0,000%	0,614%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	146,197	336,950
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	147,479	155,661
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	516,519	296,461
GET CARD INFORMATION	No traffic	69,699	66,331
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,023%	0,018%
PIS	No traffic	0,000%	0,377%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	176,111	305,725
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	190,773	170,780
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	353,967	185,761
GET CARD INFORMATION	No traffic	50,367	52,230
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,989%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,011%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	No traffic	0,165%	0,125%
PIS	No traffic	2,753%	1,248%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	402,408	401,959
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	346,425	339,607
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	280,138	139,334
GET CARD INFORMATION	No traffic	91,187	87,501
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,015%	0,008%
PIS	No traffic	0,005%	0,461%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	191,247	275,992
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	195,804	181,062
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	244,405	110,607
GET CARD INFORMATION	No traffic	48,351	51,838
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,937%	100,000%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,063%	0,000%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,067%	0,004%
PIS	No traffic	0,067%	0,180%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	290,636	434,748
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	60,520	57,611
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	172,064	105,644
GET CARD INFORMATION	No traffic	44,149	45,596
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,016%	0,011%
PIS	No traffic	0,115%	0,330%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	207,139	262,931
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	85,855	64,248
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	187,616	112,040
GET CARD INFORMATION	No traffic	44,351	53,274
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,023%	0,018%
PIS	No traffic	0,086%	0,348%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	249,336	352,581
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,096	85,689
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	238,958	128,723
GET CARD INFORMATION	No traffic	56,121	57,106
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,020%	0,020%
PIS	No traffic	0,078%	0,327%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	246,095	332,352
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	107,241	97,575
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	236,169	128,416
GET CARD INFORMATION	No traffic	50,966	51,300
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,017%	0,016%
PIS	No traffic	0,077%	0,168%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	263,091	345,587
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	127,815	124,464
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	236,418	123,097
GET CARD INFORMATION	No traffic	51,102	50,135
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	No traffic	0,035%	0,034%
PIS	No traffic	0,048%	0,201%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	280,624	364,240
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	136,860	132,829
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	241,444	118,843
GET CARD INFORMATION	No traffic	50,834	57,420
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,024%	0,026%
PIS	No traffic	0,088%	0,177%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	274,258	334,528
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	150,466	153,596
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	250,070	127,108
GET CARD INFORMATION	No traffic	50,287	50,810
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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	0,007%	0,007%
PIS	No traffic	0,033%	0,162%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	411,384	597,740
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,827	55,590
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	168,299	101,675
GET CARD INFORMATION	No traffic	43,739	44,893
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,015%	0,028%
PIS	No traffic	0,037%	0,120%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	217,899	273,756
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	60,811	61,489
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	174,082	113,473
GET CARD INFORMATION	No traffic	44,308	43,824
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,020%	0,019%
PIS	No traffic	0,054%	0,169%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	254,702	359,221
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,284	91,841
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	229,095	126,777
GET CARD INFORMATION	No traffic	51,320	52,966
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,039%	0,037%
PIS	No traffic	0,048%	0,203%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	268,043	384,772
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	113,106	96,555
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	237,246	127,920
GET CARD INFORMATION	No traffic	52,874	51,538
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,029%	0,038%
PIS	No traffic	0,045%	0,304%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	235,872	329,164
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	88,753	77,901
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	223,051	122,979
GET CARD INFORMATION	No traffic	48,073	50,509
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,993%	99,988%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,007%	0,012%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	No traffic	0,028%	0,030%
PIS	No traffic	0,000%	0,436%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	73,570	316,510
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,911	70,566
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	227,885	125,037
GET CARD INFORMATION	No traffic	50,269	48,593
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,022%	0,025%
PIS	No traffic	0,000%	0,281%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	81,346	304,305
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,426	82,822
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	226,718	124,021
GET CARD INFORMATION	No traffic	49,797	47,884
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,002%	0,002%
PIS	No traffic	0,000%	0,176%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	78,050	629,958
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,043	78,152
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	178,682	104,946
GET CARD INFORMATION	No traffic	44,059	44,243
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,009%	0,006%
PIS	No traffic	0,000%	0,345%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	86,516	294,871
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,492	97,963
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	187,800	113,303
GET CARD INFORMATION	No traffic	43,411	48,720
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,028%	0,040%
PIS	0,000%	0,059%	0,189%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	260,000	114,226	378,835
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	126,668	110,311
GET PAYMENT INFORMATION	185,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	130,500	222,504	119,630
GET CARD INFORMATION	No traffic	43,080	48,646
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,034%	0,046%
PIS	No traffic	0,000%	0,318%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	113,845	377,128
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	120,146	127,049
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	229,696	118,379
GET CARD INFORMATION	No traffic	39,228	42,404
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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%	0,052%	0,050%
PIS	No traffic	0,007%	0,153%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	127,802	396,909
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	131,708	127,905
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	233,000	235,030	120,423
GET CARD INFORMATION	No traffic	42,010	40,683
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,049%	0,045%
PIS	No traffic	0,006%	0,196%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	163,088	498,973
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	160,533	166,710
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	274,214	150,015
GET CARD INFORMATION	No traffic	50,798	55,145
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,027%	0,041%
PIS	No traffic	0,005%	0,119%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	203,844	445,368
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	202,531	187,737
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	237,347	121,374
GET CARD INFORMATION	No traffic	43,008	44,732
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,013%	0,016%
PIS	No traffic	0,000%	0,085%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	52,948	643,281
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	56,486	50,951
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	207,466	122,063
GET CARD INFORMATION	No traffic	37,235	36,975
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,007%	0,004%
PIS	No traffic	0,000%	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	62,314	316,317
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,417	72,371
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	180,982	106,600
GET CARD INFORMATION	No traffic	36,302	39,522
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,019%	0,023%
PIS	No traffic	0,000%	0,129%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	62,269	290,394
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,187	67,551
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	172,360	114,940
GET CARD INFORMATION	No traffic	34,100	36,104
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,034%	0,032%
PIS	No traffic	0,027%	0,081%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	91,052	333,215
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,478	92,727
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,667	207,668	116,926
GET CARD INFORMATION	No traffic	47,630	51,467
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,615%	0,192%
PIS	No traffic	0,004%	0,108%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	165,040	354,382
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	161,243	156,222
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	408,454	168,185
GET CARD INFORMATION	No traffic	67,375	60,842
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	98,946%	98,944%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	1,054%	1,056%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,098%	0,111%
PIS	No traffic	0,028%	0,181%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	234,999	442,068
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	235,453	221,065
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	248,462	152,143
GET CARD INFORMATION	No traffic	51,920	48,764
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,703%	99,660%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,297%	0,340%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,063%	0,073%
PIS	No traffic	0,208%	0,207%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	329,476	446,879
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	282,434	294,873
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	238,504	124,019
GET CARD INFORMATION	No traffic	51,182	54,391
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,005%	0,004%
PIS	No traffic	0,000%	0,055%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	65,743	317,594
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,351	72,806
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	164,779	96,699
GET CARD INFORMATION	No traffic	36,022	38,422
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,003%	0,001%
PIS	No traffic	0,058%	0,145%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	90,633	281,828
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,909	96,112
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	174,167	106,832
GET CARD INFORMATION	No traffic	35,333	36,348
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,022%	0,010%
PIS	No traffic	0,008%	0,260%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	91,534	291,865
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,927	97,535
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	224,308	122,446
GET CARD INFORMATION	No traffic	42,422	46,778
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,030%	0,007%
PIS	No traffic	0,009%	0,263%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	119,175	303,444
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	128,379	123,068
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	226,750	106,960
GET CARD INFORMATION	No traffic	41,509	41,134
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,981%	99,995%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,019%	0,005%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,029%	0,015%
PIS	No traffic	0,190%	0,169%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	209,697	341,962
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	222,838	182,858
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	233,499	103,609
GET CARD INFORMATION	No traffic	40,877	41,508
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,015%	0,007%
PIS	0,000%	0,000%	0,200%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	458,000	164,275	331,454
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	164,506	156,500
GET PAYMENT INFORMATION	107,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	120,000	237,331	103,110
GET CARD INFORMATION	170,000	40,576	42,760
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,012%	0,009%
PIS	No traffic	0,000%	0,260%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	193,254	337,546
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	201,627	187,994
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	136,000	239,302	99,138
GET CARD INFORMATION	No traffic	37,942	38,033
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,004%	0,003%
PIS	No traffic	0,000%	0,228%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	51,907	378,869
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	53,257	54,554
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	170,112	96,665
GET CARD INFORMATION	No traffic	37,208	38,435
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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%	0,002%
PIS	No traffic	0,000%	0,081%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	61,512	276,479
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	59,546	84,977
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	174,691	104,949
GET CARD INFORMATION	No traffic	36,171	36,955
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,010%	0,007%
PIS	No traffic	0,000%	0,148%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	75,712	300,894
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,619	79,544
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	185,000	219,935	107,977
GET CARD INFORMATION	No traffic	37,894	42,636
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,031%	0,025%
PIS	No traffic	0,000%	0,168%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	85,055	326,442
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	83,975	107,957
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	223,726	104,579
GET CARD INFORMATION	No traffic	40,932	42,115
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,019%	0,022%
PIS	No traffic	0,000%	0,185%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	60,667	320,417
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,648	62,206
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	207,729	103,454
GET CARD INFORMATION	No traffic	39,393	39,553
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,969%	99,981%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,031%	0,019%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	3,333%	0,136%	0,056%
PIS	0,000%	0,088%	0,284%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	219,750	77,325	340,329
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,430	73,182
GET PAYMENT INFORMATION	81,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	114,600	220,498	105,650
GET CARD INFORMATION	No traffic	68,826	41,883
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,013%	0,012%
PIS	No traffic	0,000%	0,107%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	85,160	332,468
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,864	86,688
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	218,957	101,707
GET CARD INFORMATION	No traffic	37,573	39,465
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,001%	0,001%
PIS	No traffic	0,000%	0,111%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	49,190	518,669
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	58,653	49,904
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	170,703	96,703
GET CARD INFORMATION	No traffic	35,256	36,191
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

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

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	59,371	278,496
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,205	55,250
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	176,391	104,954
GET CARD INFORMATION	No traffic	35,138	35,369
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,015%	0,015%
PIS	0,000%	0,006%	0,087%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	199,500	75,624	298,000
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,671	79,646
GET PAYMENT INFORMATION	99,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	123,000	218,590	102,914
GET CARD INFORMATION	No traffic	36,802	37,368
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q4 2019   **DATE: 19.11.2019**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,033%	0,034%
PIS	No traffic	0,025%	0,238%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	85,967	315,694
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,896	88,629
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	115,750	222,518	109,284
GET CARD INFORMATION	No traffic	37,948	42,541
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,027%	0,029%
PIS	No traffic	0,027%	0,159%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	105,962	365,923
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	106,994	99,376
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	86,200	235,364	118,117
GET CARD INFORMATION	No traffic	43,588	49,912
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,036%	0,021%
PIS	No traffic	0,598%	0,560%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	159,808	584,895
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,329	180,624
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	243,415	130,396
GET CARD INFORMATION	No traffic	59,123	53,214
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,014%	0,013%
PIS	No traffic	0,007%	0,188%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	70,637	341,071
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	74,739	71,664
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	204,261	100,665
GET CARD INFORMATION	No traffic	37,327	39,746
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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	0,008%	0,011%
PIS	No traffic	0,000%	0,267%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	54,818	548,729
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	57,528	56,718
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	161,419	96,398
GET CARD INFORMATION	No traffic	37,750	40,301
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,000%	0,000%
PIS	No traffic	0,000%	0,197%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	60,683	295,802
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,696	64,836
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	185,651	107,303
GET CARD INFORMATION	No traffic	36,324	36,868
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Eurobank

QUARTER: Q4 2019 **DATE: 25.11.2019**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,010%	0,011%
PIS	No traffic	0,017%	0,117%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	76,636	315,509
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	78,752	82,355
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	205,345	107,947
GET CARD INFORMATION	No traffic	37,974	47,440
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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%	0,011%
PIS	No traffic	0,011%	0,141%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	93,061	356,564
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,859	91,934
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	165,250	212,162	105,853
GET CARD INFORMATION	No traffic	39,542	40,020
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

QUARTER: Q4 2019

DATE: 27.11.2019

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	99,929%	99,932%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,071%	0,068%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,094%	0,048%
PIS	No traffic	0,074%	0,144%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	126,484	355,179
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	125,945	148,602
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	234,373	126,042
GET CARD INFORMATION	No traffic	64,742	42,165
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,992%	99,985%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,008%	0,015%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,039%	0,032%
PIS	No traffic	0,013%	0,053%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	138,216	375,094
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	145,946	143,225
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	226,334	123,499
GET CARD INFORMATION	No traffic	40,900	42,484
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Eurobank

QUARTER: Q4 2019
DATE: 29.11.2019

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,009%	0,013%
PIS	No traffic	0,082%	0,135%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	236,288	512,961
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	229,462	209,206
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	247,396	133,455
GET CARD INFORMATION	No traffic	46,878	45,224
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

QUARTER: Q4 2019   **DATE: 30.11.2019**

	UPTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,992%	99,948%

	DOWNTIME		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,008%	0,052%

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,248%	0,217%
PIS	No traffic	0,011%	0,166%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	123,384	395,033
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	123,065	135,717
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	160,544	97,417
GET CARD INFORMATION	No traffic	51,857	46,400
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,983%	99,988%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,017%	0,012%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	No traffic	0,038%	0,053%
PIS	No traffic	0,000%	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	127,229	292,209
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	131,230	130,244
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	167,468	105,095
GET CARD INFORMATION	No traffic	39,255	43,721
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,011%	0,011%
PIS	No traffic	0,019%	0,096%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	207,479	356,484
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	211,613	195,098
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	240,715	110,608
GET CARD INFORMATION	No traffic	38,921	40,750
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,028%	0,024%
PIS	No traffic	0,000%	0,185%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	206,292	341,978
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	216,712	210,943
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	302,192	149,029
GET CARD INFORMATION	No traffic	39,916	41,471
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,010%	0,007%
PIS	No traffic	0,000%	0,052%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	229,317	392,601
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	231,297	229,098
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	239,163	117,344
GET CARD INFORMATION	No traffic	43,505	44,571
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,899%	99,876%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,101%	0,124%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,045%	0,072%
PIS	No traffic	0,000%	0,121%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	263,120	491,836
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	270,701	239,267
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	241,399	97,492
GET CARD INFORMATION	No traffic	39,289	40,424
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,010%	0,007%
PIS	No traffic	0,005%	0,107%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	273,635	409,879
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	273,371	286,389
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	253,538	96,861
GET CARD INFORMATION	No traffic	37,395	38,959
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,011%	0,003%
PIS	No traffic	0,000%	0,145%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	53,762	611,462
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	56,824	55,811
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	161,844	97,001
GET CARD INFORMATION	No traffic	37,680	40,782
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,001%	0,003%
PIS	No traffic	0,000%	0,095%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	59,892	264,250
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	61,911	62,473
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	155,768	97,595
GET CARD INFORMATION	No traffic	36,217	37,197
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

DATE: 09.12.2019

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	0,012%	0,011%
PIS	No traffic	0,000%	0,066%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	74,539	369,745
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,796	82,620
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	209,265	101,084
GET CARD INFORMATION	No traffic	40,799	43,166
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Eurobank

QUARTER: Q4 2019   **DATE: 10.12.2019**

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,018%	0,013%
PIS	No traffic	0,000%	0,080%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	92,885	314,134
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,347	91,474
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	227,587	102,383
GET CARD INFORMATION	No traffic	40,798	42,393
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,833%	99,827%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,167%	0,173%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,109%	0,095%
PIS	No traffic	0,131%	0,112%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	118,243	319,145
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	114,415	109,415
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	229,835	102,716
GET CARD INFORMATION	No traffic	44,695	42,545
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,013%	0,014%
PIS	No traffic	0,032%	0,117%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	59,819	299,714
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	65,990	64,611
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	195,110	105,840
GET CARD INFORMATION	No traffic	43,575	42,190
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,015%	0,014%
PIS	No traffic	0,000%	0,068%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	75,578	303,410
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	80,628	76,175
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	210,728	102,112
GET CARD INFORMATION	No traffic	38,491	39,203
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,003%	0,002%
PIS	No traffic	0,000%	0,072%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	53,941	342,012
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	52,858	58,543
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	168,432	97,766
GET CARD INFORMATION	No traffic	38,868	41,861
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Publication of performance and availability statistics

Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,013%	0,006%
PIS	No traffic	0,034%	0,046%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	60,066	266,961
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	60,838	63,360
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	169,804	98,855
GET CARD INFORMATION	No traffic	39,078	38,702
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

UPTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	100,000%	99,979%	99,978%

DOWNTIME			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
All APIs	0,000%	0,021%	0,022%

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,050%	0,028%
PIS	No traffic	0,004%	0,123%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	78,834	302,376
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	82,516	75,526
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	225,839	108,581
GET CARD INFORMATION	No traffic	41,449	44,161
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

QUARTER: Q4 2019   **DATE: 17.12.2019**

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,995%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,005%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	No traffic	0,027%	0,024%
PIS	No traffic	0,010%	0,117%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	96,660	328,864
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,480	98,903
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	229,470	110,766
GET CARD INFORMATION	No traffic	43,351	43,129
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	2,500%	0,006%	0,005%
PIS	No traffic	0,014%	0,154%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	116,270	352,553
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	119,699	119,868
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	222,229	105,125
GET CARD INFORMATION	No traffic	40,139	41,953
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,007%	0,007%
PIS	No traffic	0,000%	0,087%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	147,445	423,129
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	150,916	144,380
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	157,389	213,787	100,026
GET CARD INFORMATION	No traffic	40,467	42,085
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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Eurobank

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,028%	0,025%
PIS	No traffic	0,006%	0,061%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	201,187	461,386
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	218,778	202,918
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	97,250	239,385	118,768
GET CARD INFORMATION	No traffic	47,141	43,179
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,004%	0,005%
PIS	No traffic	0,021%	0,048%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	149,993	470,387
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	154,055	155,136
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	168,859	94,143
GET CARD INFORMATION	No traffic	36,695	38,233
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,002%	0,002%
PIS	No traffic	0,000%	0,055%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	156,325	316,479
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	152,011	150,686
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	161,361	95,215
GET CARD INFORMATION	No traffic	36,063	37,952
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	0,000%	0,015%	0,015%
PIS	No traffic	0,029%	0,117%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	322,320	555,043
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	340,969	303,118
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	135,400	249,753	115,641
GET CARD INFORMATION	No traffic	44,042	45,789
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,009%	0,010%
PIS	No traffic	0,000%	0,081%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	314,528	454,609
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	313,009	248,597
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	174,250	229,601	96,306
GET CARD INFORMATION	No traffic	40,115	40,046
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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QUARTER: Q4 2019 **DATE: 25.12.2019**

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,008%	0,005%
PIS	No traffic	0,000%	0,068%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	195,839	333,772
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	215,161	203,324
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	170,779	99,481
GET CARD INFORMATION	No traffic	36,086	37,358
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Eurobank

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	No traffic	0,004%	0,008%
PIS	No traffic	0,000%	0,052%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	202,563	323,704
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	208,460	212,464
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	170,021	108,711
GET CARD INFORMATION	No traffic	35,850	37,543
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,007%	0,006%
PIS	No traffic	0,106%	0,126%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	465,749	588,238
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	482,545	433,464
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	236,243	107,632
GET CARD INFORMATION	No traffic	50,636	50,198
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,001%	0,001%
PIS	No traffic	0,000%	0,190%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	209,529	636,487
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	213,791	210,011
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	155,840	89,809
GET CARD INFORMATION	No traffic	36,891	38,091
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

ERROR RESPONSE RATE			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,013%	0,007%
PIS	No traffic	0,000%	0,050%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	218,631	331,839
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	210,044	234,946
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	156,873	95,931
GET CARD INFORMATION	No traffic	35,911	37,594
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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

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

	ERROR RESPONSE RATE		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
AIS	No traffic	0,039%	0,044%
PIS	No traffic	0,165%	0,108%
PIIS	No traffic	Not applicable	Not applicable

	DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC	**APIs**	**e-Banking**	**Mobile**
INITIATE SEPA CREDIT TRANSFER	No traffic	320,948	681,051
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	342,119	272,972
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	244,620	134,599
GET CARD INFORMATION	No traffic	54,048	53,080
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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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	0,037%	0,039%
PIS	No traffic	0,009%	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	93,170	412,548
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,359	102,553
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	No traffic	234,572	127,375
GET CARD INFORMATION	No traffic	41,211	41,404
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

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