

QUARTER: Q4 2021

DATE: 01.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,022%	0,013%
PIS	0,000%	0,003%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	69,667	80,453	237,555
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,758	69,456
GET PAYMENT INFORMATION	90,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	224,527	259,095	122,295
GET CARD INFORMATION	279,407	53,360	53,365
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 02.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,004%	0,004%
PIS	0,000%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	70,417	63,191	229,093
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,295	58,833
GET PAYMENT INFORMATION	51,905	Not applicable	Not applicable
GET ACCOUNT INFORMATION	184,734	184,566	106,596
GET CARD INFORMATION	233,053	43,689	45,771
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 03.10.2021

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	75,936	223,801
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,173	98,494
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	220,368	218,472	126,658
GET CARD INFORMATION	275,709	46,206	48,299
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 04.10.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,049%	0,043%
PIS	0,000%	0,001%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	132,000	82,067	235,024
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,529	74,122
GET PAYMENT INFORMATION	73,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	232,330	272,275	128,728
GET CARD INFORMATION	289,496	58,438	59,464
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 05.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,029%	0,009%
PIS	0,000%	0,019%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	329,000	86,271	241,787
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,196	71,447
GET PAYMENT INFORMATION	80,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	228,904	269,540	121,702
GET CARD INFORMATION	306,184	53,037	54,707
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 06.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,023%	0,038%	0,013%
PIS	0,000%	0,016%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,500	109,045	262,329
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	113,161	87,466
GET PAYMENT INFORMATION	70,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	244,633	334,633	152,108
GET CARD INFORMATION	310,101	52,215	54,205
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 07.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,028%	0,009%
PIS	16,667%	0,000%	0,019%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	102,625	82,596	241,773
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,685	78,293
GET PAYMENT INFORMATION	72,571	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,891	273,752	127,251
GET CARD INFORMATION	311,005	53,510	55,580
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 08.10.2021

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	0,023%	0,029%	0,015%
PIS	0,000%	0,008%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	89,167	84,457	245,240
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	101,869	72,699
GET PAYMENT INFORMATION	72,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	226,686	269,702	122,158
GET CARD INFORMATION	303,422	52,429	53,711
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 09.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,004%	0,003%
PIS	0,000%	0,007%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	103,000	62,157	251,798
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,348	57,017
GET PAYMENT INFORMATION	97,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,060	221,033	118,620
GET CARD INFORMATION	275,932	45,733	48,537
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 10.10.2021

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	0,003%	0,004%	0,002%
PIS	0,000%	0,007%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	74,000	70,613	231,844
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,359	63,058
GET PAYMENT INFORMATION	75,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	215,644	224,705	126,996
GET CARD INFORMATION	274,114	44,510	46,430
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 11.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,016%	0,010%
PIS	0,000%	0,000%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	86,667	81,863	256,632
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,831	78,700
GET PAYMENT INFORMATION	64,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	244,838	276,830	124,342
GET CARD INFORMATION	340,320	53,048	54,156
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 12.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,024%	0,010%
PIS	0,000%	0,000%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	119,500	77,186	262,450
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,274	70,352
GET PAYMENT INFORMATION	89,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,468	269,961	119,843
GET CARD INFORMATION	294,914	51,137	52,936
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 13.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,027%	0,009%
PIS	0,000%	0,010%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	84,000	73,927	254,851
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,079	68,086
GET PAYMENT INFORMATION	82,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,657	256,411	114,869
GET CARD INFORMATION	258,196	48,223	51,092
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 14.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,021%	0,011%
PIS	0,000%	0,001%	0,029%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	83,500	74,672	247,609
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	84,030	63,017
GET PAYMENT INFORMATION	73,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	210,977	257,064	114,607
GET CARD INFORMATION	264,919	46,890	49,355
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 15.10.2021

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	0,017%	0,054%	0,010%
PIS	0,000%	0,003%	0,031%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	80,000	83,435	267,034
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,865	80,094
GET PAYMENT INFORMATION	67,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	233,246	267,617	118,992
GET CARD INFORMATION	290,229	49,035	49,548
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 16.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,004%	0,003%
PIS	No traffic	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,727	258,408
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,294	57,848
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,029	220,395	115,944
GET CARD INFORMATION	246,933	42,002	45,197
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 17.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,002%	0,001%
PIS	0,000%	0,004%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	72,000	71,672	239,965
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,841	60,082
GET PAYMENT INFORMATION	61,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	205,548	225,972	123,999
GET CARD INFORMATION	237,091	40,166	42,509
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 18.10.2021

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	0,002%	0,024%	0,009%
PIS	0,000%	0,001%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	91,000	83,625	263,766
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,826	72,023
GET PAYMENT INFORMATION	92,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	220,024	256,888	116,440
GET CARD INFORMATION	277,905	48,014	50,157
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 19.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,043%	0,012%
PIS	0,000%	0,003%	0,049%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	71,500	80,212	263,143
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,000	70,267
GET PAYMENT INFORMATION	81,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	221,285	254,808	112,693
GET CARD INFORMATION	270,453	49,505	50,122
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 20.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,019%	0,008%
PIS	0,000%	0,000%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	88,000	82,107	264,874
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,359	70,543
GET PAYMENT INFORMATION	87,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	221,623	254,281	114,808
GET CARD INFORMATION	261,183	45,628	47,709
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 21.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,038%	0,015%
PIS	0,000%	0,001%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	409,500	81,438	268,874
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,447	70,203
GET PAYMENT INFORMATION	112,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	220,793	259,802	116,682
GET CARD INFORMATION	296,591	45,915	48,900
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 22.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,023%	0,011%
PIS	0,000%	0,005%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	187,667	86,247	278,751
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,178	84,931
GET PAYMENT INFORMATION	124,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	226,185	264,208	116,347
GET CARD INFORMATION	274,581	48,152	49,942
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 23.10.2021

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	0,003%	0,004%	0,003%
PIS	0,000%	0,018%	0,027%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	65,673	261,642
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,323	59,862
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	191,498	226,317	121,807
GET CARD INFORMATION	240,793	45,675	48,288
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 24.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,002%	0,002%
PIS	No traffic	0,000%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	72,085	249,751
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,475	71,373
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	210,540	222,521	129,388
GET CARD INFORMATION	264,249	44,984	47,286
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 25.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,058%	0,013%
PIS	0,000%	0,002%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	297,250	91,609	287,266
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,231	82,709
GET PAYMENT INFORMATION	114,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	244,151	271,900	124,528
GET CARD INFORMATION	316,868	53,621	54,203
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 26.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,021%	0,009%
PIS	0,000%	0,004%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	106,667	85,031	296,789
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,562	76,656
GET PAYMENT INFORMATION	78,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	238,313	263,327	117,660
GET CARD INFORMATION	326,971	51,070	52,807
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 27.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,019%	0,008%
PIS	0,000%	0,002%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	248,667	87,966	299,329
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,109	79,569
GET PAYMENT INFORMATION	82,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	243,427	257,094	118,902
GET CARD INFORMATION	307,145	51,334	53,798
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 28.10.2021

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	0,002%	0,002%	0,003%
PIS	No traffic	0,001%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	66,919	247,048
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,096	61,626
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	195,691	205,218	112,673
GET CARD INFORMATION	251,296	43,736	46,769
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 29.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,021%	0,012%
PIS	0,000%	0,001%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	251,000	116,318	329,849
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	124,918	90,863
GET PAYMENT INFORMATION	88,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	285,933	279,037	131,596
GET CARD INFORMATION	366,336	59,246	59,643
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 30.10.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,002%	0,003%
PIS	No traffic	0,007%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	63,728	248,830
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	64,846	63,957
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	191,650	202,738	116,036
GET CARD INFORMATION	246,324	44,920	46,358
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 31.10.2021

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

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	369,000	71,459	228,335
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	72,211	66,056
GET PAYMENT INFORMATION	115,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	218,318	212,098	129,636
GET CARD INFORMATION	266,145	43,141	45,183
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 01.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,029%	0,015%
PIS	0,000%	0,002%	0,030%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	180,000	85,606	248,051
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,268	72,617
GET PAYMENT INFORMATION	94,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	247,871	261,757	127,785
GET CARD INFORMATION	300,577	54,998	56,167
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 02.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,023%	0,015%
PIS	0,000%	0,002%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	91,500	81,927	251,698
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,939	83,342
GET PAYMENT INFORMATION	80,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	233,788	259,550	120,954
GET CARD INFORMATION	294,271	53,323	53,755
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 03.11.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,993%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,007%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,013%	0,047%	0,024%
PIS	0,000%	0,015%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	355,333	85,080	237,852
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,828	74,895
GET PAYMENT INFORMATION	86,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,097	258,789	120,787
GET CARD INFORMATION	299,597	55,425	53,695
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 04.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,017%	0,022%	0,016%
PIS	0,000%	0,001%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,000	79,046	231,957
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,993	69,458
GET PAYMENT INFORMATION	79,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,016	260,771	120,382
GET CARD INFORMATION	273,939	49,230	50,547
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 05.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,020%	0,011%
PIS	0,000%	0,007%	0,039%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	185,000	80,093	234,292
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,485	68,467
GET PAYMENT INFORMATION	90,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	222,123	265,997	119,778
GET CARD INFORMATION	264,747	50,752	51,527
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 06.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,004%	0,004%
PIS	No traffic	0,000%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	62,171	222,952
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,190	58,209
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,092	205,464	121,786
GET CARD INFORMATION	241,159	43,240	45,848
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 07.11.2021

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	0,002%	0,002%	0,001%
PIS	No traffic	0,000%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	68,779	212,476
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	69,492	64,490
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	220,986	225,505	129,820
GET CARD INFORMATION	265,556	42,378	44,171
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 08.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,018%	0,013%
PIS	0,000%	0,008%	0,021%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	71,000	77,838	228,322
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	90,513	77,708
GET PAYMENT INFORMATION	61,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,308	261,127	119,560
GET CARD INFORMATION	285,298	50,131	51,743
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 09.11.2021

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	0,022%	0,027%	0,011%
PIS	28,571%	0,001%	0,029%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	101,800	79,737	240,340
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,104	73,024
GET PAYMENT INFORMATION	83,200	Not applicable	Not applicable
GET ACCOUNT INFORMATION	235,300	274,661	120,183
GET CARD INFORMATION	279,217	53,278	53,763
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 10.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,027%	0,011%
PIS	0,000%	0,000%	0,032%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	78,000	79,146	245,960
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,067	73,141
GET PAYMENT INFORMATION	80,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	233,044	271,597	122,314
GET CARD INFORMATION	295,736	52,001	53,248
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 11.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,025%	0,028%	0,015%
PIS	3,390%	0,001%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,000	76,877	241,398
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,026	90,910
GET PAYMENT INFORMATION	49,593	Not applicable	Not applicable
GET ACCOUNT INFORMATION	228,397	280,557	122,101
GET CARD INFORMATION	298,522	50,193	52,583
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 12.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,021%	0,010%
PIS	0,000%	0,005%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	83,000	84,156	248,446
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,367	72,428
GET PAYMENT INFORMATION	52,200	Not applicable	Not applicable
GET ACCOUNT INFORMATION	243,787	281,425	126,564
GET CARD INFORMATION	283,779	52,675	54,514
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 13.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,004%	0,004%
PIS	0,000%	0,004%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	60,250	61,781	231,718
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	68,734	57,274
GET PAYMENT INFORMATION	58,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	195,458	221,660	119,986
GET CARD INFORMATION	258,161	44,738	47,267
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 14.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,002%	0,003%
PIS	0,000%	0,000%	0,029%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	54,500	67,610	212,209
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,474	58,832
GET PAYMENT INFORMATION	46,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,574	217,725	128,273
GET CARD INFORMATION	249,969	43,373	45,499
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 15.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,031%	0,009%
PIS	0,000%	0,006%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	64,000	84,644	230,917
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,646	81,676
GET PAYMENT INFORMATION	56,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	235,731	267,782	124,157
GET CARD INFORMATION	310,073	54,211	54,188
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 16.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,026%	0,010%
PIS	0,000%	0,005%	0,043%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	73,500	77,897	230,063
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	91,792	68,554
GET PAYMENT INFORMATION	58,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	226,206	272,205	119,397
GET CARD INFORMATION	294,776	50,535	52,751
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 17.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,019%	0,022%	0,009%
PIS	0,000%	0,000%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	61,500	74,012	221,436
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	86,558	66,888
GET PAYMENT INFORMATION	49,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,832	266,090	117,753
GET CARD INFORMATION	303,025	48,814	50,752
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 18.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,025%	0,008%
PIS	0,000%	0,001%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	85,500	77,996	230,645
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	89,516	85,810
GET PAYMENT INFORMATION	53,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	229,809	264,477	123,300
GET CARD INFORMATION	289,757	49,433	50,431
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 19.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,028%	0,014%
PIS	0,000%	0,001%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	63,667	78,576	236,767
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	92,144	98,247
GET PAYMENT INFORMATION	51,833	Not applicable	Not applicable
GET ACCOUNT INFORMATION	232,667	271,768	122,544
GET CARD INFORMATION	311,556	50,658	50,898
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 20.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,004%	0,003%
PIS	0,000%	0,000%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	98,250	72,182	231,253
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	79,386	64,371
GET PAYMENT INFORMATION	65,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	210,623	231,638	130,925
GET CARD INFORMATION	255,773	49,932	51,994
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 21.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,003%	0,002%
PIS	0,000%	0,000%	0,007%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	116,000	69,354	221,221
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,086	71,584
GET PAYMENT INFORMATION	164,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	229,809	231,266	133,815
GET CARD INFORMATION	265,502	47,691	49,916
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 22.11.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,995%	99,994%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,005%	0,006%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,015%	0,028%	0,015%
PIS	0,000%	0,004%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	71,941	86,470	239,360
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	106,322	72,609
GET PAYMENT INFORMATION	51,941	Not applicable	Not applicable
GET ACCOUNT INFORMATION	242,548	285,046	132,428
GET CARD INFORMATION	288,312	58,176	59,741
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 23.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,017%	0,010%
PIS	0,000%	0,001%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	68,750	82,952	237,780
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,661	70,133
GET PAYMENT INFORMATION	53,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	230,880	281,757	125,909
GET CARD INFORMATION	293,797	55,923	58,398
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 24.11.2021

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	0,016%	0,021%	0,011%
PIS	0,000%	0,000%	0,016%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	72,857	82,839	238,169
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,200	72,003
GET PAYMENT INFORMATION	58,857	Not applicable	Not applicable
GET ACCOUNT INFORMATION	231,385	268,611	122,876
GET CARD INFORMATION	276,092	55,340	56,472
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 25.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,018%	0,023%	0,012%
PIS	0,000%	0,006%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	58,750	84,920	258,414
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,120	72,643
GET PAYMENT INFORMATION	52,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	234,777	266,238	124,441
GET CARD INFORMATION	287,627	56,604	57,901
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 26.11.2021

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	0,016%	0,017%	0,011%
PIS	11,111%	0,001%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	67,500	92,846	264,408
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	107,334	74,013
GET PAYMENT INFORMATION	50,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	251,644	271,598	126,834
GET CARD INFORMATION	321,949	56,671	58,238
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 27.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,003%	0,003%
PIS	No traffic	0,002%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	69,274	238,407
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,711	64,994
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	207,629	205,562	120,865
GET CARD INFORMATION	259,771	46,039	49,043
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 28.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,024%	0,003%	0,001%
PIS	0,000%	0,000%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	50,500	73,033	221,260
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,203	74,147
GET PAYMENT INFORMATION	57,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	231,469	203,730	127,387
GET CARD INFORMATION	285,062	43,401	46,105
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 29.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,015%	0,007%
PIS	0,000%	0,002%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	70,000	109,816	279,221
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	121,735	92,692
GET PAYMENT INFORMATION	56,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	289,423	260,378	120,913
GET CARD INFORMATION	351,004	56,885	56,579
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 30.11.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,014%	0,007%
PIS	0,000%	0,002%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	69,750	112,281	273,748
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	118,599	91,784
GET PAYMENT INFORMATION	60,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	293,996	271,224	123,890
GET CARD INFORMATION	341,992	58,357	57,170
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 01.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,024%	0,006%
PIS	0,000%	0,004%	0,014%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	241,429	91,098	231,179
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,526	75,697
GET PAYMENT INFORMATION	94,143	Not applicable	Not applicable
GET ACCOUNT INFORMATION	264,808	264,374	122,159
GET CARD INFORMATION	321,776	49,942	51,751
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 02.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,019%	0,009%
PIS	0,000%	0,003%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	63,750	84,043	219,328
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,427	72,433
GET PAYMENT INFORMATION	55,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	248,656	260,111	118,259
GET CARD INFORMATION	319,664	50,400	51,443
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 03.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,025%	0,021%	0,008%
PIS	0,000%	0,014%	0,065%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	127,286	82,921	220,310
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,224	108,776
GET PAYMENT INFORMATION	77,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	246,638	265,858	120,772
GET CARD INFORMATION	327,873	52,066	52,221
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 04.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,008%	0,003%
PIS	No traffic	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	67,016	218,349
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	70,069	63,379
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	207,614	228,423	125,514
GET CARD INFORMATION	261,802	46,716	48,188
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 05.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,004%	0,004%
PIS	100,000%	0,000%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	69,659	222,135
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	87,034	120,230
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	226,099	226,247	128,768
GET CARD INFORMATION	271,174	45,206	47,572
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 06.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,022%	0,007%
PIS	28,571%	0,000%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	102,054	87,044	237,032
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,829	74,216
GET PAYMENT INFORMATION	50,462	Not applicable	Not applicable
GET ACCOUNT INFORMATION	251,768	284,924	126,556
GET CARD INFORMATION	320,752	53,376	55,781
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 07.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,013%	0,006%
PIS	0,000%	0,004%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	78,750	85,991	234,003
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,234	76,201
GET PAYMENT INFORMATION	50,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	252,429	268,564	121,722
GET CARD INFORMATION	303,468	52,101	54,041
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 08.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,011%	0,041%	0,017%
PIS	0,000%	0,002%	0,024%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	78,200	78,426	223,390
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	94,118	69,150
GET PAYMENT INFORMATION	48,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	235,030	254,163	111,951
GET CARD INFORMATION	292,341	52,090	53,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 09.12.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	99,994%	99,995%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,006%	0,005%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,016%	0,016%	0,009%
PIS	0,000%	0,001%	0,010%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	72,833	80,948	234,548
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,165	71,300
GET PAYMENT INFORMATION	56,333	Not applicable	Not applicable
GET ACCOUNT INFORMATION	233,060	259,169	112,682
GET CARD INFORMATION	257,932	51,186	52,533
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 10.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,016%	0,006%
PIS	9,524%	0,003%	0,022%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	74,500	84,251	271,427
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,892	79,176
GET PAYMENT INFORMATION	51,222	Not applicable	Not applicable
GET ACCOUNT INFORMATION	243,801	264,899	115,046
GET CARD INFORMATION	296,742	51,553	53,634
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 11.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,006%	0,004%
PIS	No traffic	0,009%	0,020%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	64,886	234,187
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,715	60,557
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	200,130	209,922	109,968
GET CARD INFORMATION	252,228	49,325	49,410
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 12.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,003%	0,003%
PIS	0,000%	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	65,250	73,731	219,597
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	76,230	66,125
GET PAYMENT INFORMATION	44,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	221,457	200,264	116,441
GET CARD INFORMATION	281,990	43,317	45,395
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 13.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,018%	0,004%
PIS	0,000%	0,004%	0,017%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	75,250	82,051	229,103
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	98,198	75,910
GET PAYMENT INFORMATION	47,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	242,853	253,477	115,088
GET CARD INFORMATION	289,302	50,721	52,307
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 14.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,039%	0,019%	0,006%
PIS	0,000%	0,005%	0,025%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	72,000	88,062	237,657
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,693	77,513
GET PAYMENT INFORMATION	49,600	Not applicable	Not applicable
GET ACCOUNT INFORMATION	255,333	262,293	113,126
GET CARD INFORMATION	312,866	50,255	53,574
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 15.12.2021

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	0,068%	0,025%	0,006%
PIS	36,667%	0,005%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	70,625	87,430	236,441
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	97,910	76,661
GET PAYMENT INFORMATION	49,909	Not applicable	Not applicable
GET ACCOUNT INFORMATION	249,068	258,240	118,142
GET CARD INFORMATION	282,232	52,552	55,171
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 16.12.2021

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	0,032%	0,017%	0,006%
PIS	38,462%	0,004%	0,011%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	84,500	82,315	241,011
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	95,440	72,484
GET PAYMENT INFORMATION	50,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	241,722	258,398	105,993
GET CARD INFORMATION	299,930	49,914	52,850
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 17.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,035%	0,017%	0,006%
PIS	4,651%	0,004%	0,026%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	78,800	87,298	250,732
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,759	78,232
GET PAYMENT INFORMATION	48,692	Not applicable	Not applicable
GET ACCOUNT INFORMATION	250,950	274,503	112,522
GET CARD INFORMATION	321,387	53,479	55,720
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 18.12.2021

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	0,070%	0,002%	0,003%
PIS	0,000%	0,003%	0,012%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	77,250	65,306	229,641
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	73,539	61,939
GET PAYMENT INFORMATION	45,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	202,289	194,158	105,517
GET CARD INFORMATION	251,066	44,133	46,898
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 19.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,083%	0,002%	0,002%
PIS	0,000%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	94,250	70,940	226,546
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	75,419	64,950
GET PAYMENT INFORMATION	51,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	227,043	205,851	115,600
GET CARD INFORMATION	273,542	44,168	46,497
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 20.12.2021

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	0,091%	0,018%	0,010%
PIS	0,000%	0,005%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	82,000	93,310	259,256
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	107,582	79,078
GET PAYMENT INFORMATION	57,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	270,164	267,421	118,561
GET CARD INFORMATION	331,848	56,156	57,524
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021 DATE: 21.12.2021

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	0,068%	0,017%	0,009%
PIS	0,000%	0,005%	0,034%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	119,250	91,815	260,419
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	107,804	79,191
GET PAYMENT INFORMATION	49,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	263,431	270,442	118,725
GET CARD INFORMATION	332,394	56,208	57,844
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 22.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,080%	0,020%	0,010%
PIS	11,111%	0,003%	0,015%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	85,250	85,961	244,633
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	105,192	74,149
GET PAYMENT INFORMATION	46,250	Not applicable	Not applicable
GET ACCOUNT INFORMATION	254,041	253,674	116,807
GET CARD INFORMATION	314,055	53,878	56,582
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 23.12.2021

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	0,064%	0,016%	0,006%
PIS	0,000%	0,002%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	82,750	85,542	246,568
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,049	71,586
GET PAYMENT INFORMATION	44,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	252,817	259,550	110,185
GET CARD INFORMATION	300,395	53,433	56,604
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 24.12.2021

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,984%	99,996%	99,989%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,016%	0,004%	0,011%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,076%	0,023%	0,013%
PIS	0,000%	0,002%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	88,250	76,609	250,373
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	93,087	71,378
GET PAYMENT INFORMATION	58,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	230,146	248,622	107,597
GET CARD INFORMATION	294,601	53,202	53,889
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 25.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,083%	0,012%	0,007%
PIS	0,000%	0,000%	0,018%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	69,000	59,818	224,885
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	63,910	60,727
GET PAYMENT INFORMATION	44,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,322	184,382	104,897
GET CARD INFORMATION	235,475	42,702	46,514
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 26.12.2021

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	0,056%	0,002%	0,001%
PIS	0,000%	0,000%	0,013%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	101,250	67,130	218,623
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	71,395	68,650
GET PAYMENT INFORMATION	62,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,483	183,833	113,589
GET CARD INFORMATION	275,816	42,998	45,811
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 27.12.2021

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	0,070%	0,017%	0,008%
PIS	0,000%	0,004%	0,033%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	75,333	82,618	237,745
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	96,794	75,522
GET PAYMENT INFORMATION	50,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	242,376	242,059	118,545
GET CARD INFORMATION	302,607	55,624	58,574
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 28.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,089%	0,018%	0,010%
PIS	0,000%	0,001%	0,029%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	87,500	86,520	250,885
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	99,393	78,620
GET PAYMENT INFORMATION	54,500	Not applicable	Not applicable
GET ACCOUNT INFORMATION	251,661	244,469	116,804
GET CARD INFORMATION	306,533	56,162	58,331
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 29.12.2021

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

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

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,099%	0,022%	0,014%
PIS	1,613%	0,003%	0,033%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	210,760	85,447	253,675
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	104,259	81,139
GET PAYMENT INFORMATION	66,890	Not applicable	Not applicable
GET ACCOUNT INFORMATION	254,741	249,218	116,079
GET CARD INFORMATION	315,759	54,859	56,788
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 30.12.2021

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	0,072%	0,013%	0,007%
PIS	1,070%	0,003%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	144,000	92,289	260,350
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	106,373	84,112
GET PAYMENT INFORMATION	61,637	Not applicable	Not applicable
GET ACCOUNT INFORMATION	270,943	255,000	115,577
GET CARD INFORMATION	359,272	55,740	56,915
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2021

DATE: 31.12.2021

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	0,061%	0,014%	0,008%
PIS	5,797%	0,002%	0,023%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	136,053	86,650	244,706
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	102,735	77,418
GET PAYMENT INFORMATION	89,978	Not applicable	Not applicable
GET ACCOUNT INFORMATION	248,546	250,998	117,790
GET CARD INFORMATION	333,454	53,816	56,712
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: