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Deutsche Bank
Payment Services

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
April 1,2025	614	673	1032	100%	100%	100%	0.01
April 2,2025	618	671	1044	100%	100%	100%	0.01
April 3,2025	614	668	1064	100%	100%	100%	0.01
April 4,2025	608	664	1071	100%	100%	100%	0.01
April 5,2025	587	638	1041	100%	100%	100%	0.01
April 6,2025	582	630	1020	100%	100%	100%	0.07
April 7,2025	607	668	1035	100%	100%	100%	0.00
April 8,2025	616	680	1041	100%	100%	100%	0.01
April 9,2025	602	658	1012	100%	100%	100%	0.01
April 10,2025	602	658	1091	100%	100%	100%	0.02
April 11,2025	591	655	1011	100%	100%	100%	0.01
April 12,2025	574	634	1000	100%	100%	100%	0.00
April 13,2025	568	621	970	100%	100%	100%	0.01
April 14,2025	597	658	1039	100%	100%	100%	0.01
April 15,2025	599	651	1004	100%	100%	100%	0.04
April 16,2025	597	629	1034	100%	100%	100%	0.01
April 17,2025	596	632	967	98%	100%	100%	0.56
April 18,2025	572	603	977	100%	100%	100%	0.01
April 19,2025	786	658	943	100%	100%	100%	0.01
April 20,2025	560	593	943	100%	100%	100%	0.01
April 21,2025	601	607	964	100%	100%	100%	0.01
April 22,2025	597	638	993	100%	100%	100%	0.01
April 23,2025	545	576	938	100%	100%	100%	0.01
April 24,2025	556	588	993	100%	100%	100%	0.01
April 25,2025	542	576	932	100%	100%	100%	0.01
April 26,2025	650	622	910	100%	100%	100%	0.00
April 27,2025	523	554	897	100%	100%	100%	0.01
April 28,2025	554	584	939	100%	100%	100%	0.01
April 29,2025	549	584	923	100%	100%	100%	0.01
April 30,2025	554	599	917	100%	100%	100%	0.01

The backend services for online banking and Mobile banking are same. Hence, the data for both the channels are identical

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
May 1,2025	604	551	890	100%	100%	100%	0.01
May 2,2025	532	572	1044	100%	100%	100%	0.01
May 3,2025	555	558	943	100%	100%	100%	0.01
May 4,2025	511	749	923	100%	100%	100%	0.01
May 5,2025	552	592	935	100%	100%	100%	0.01
May 6,2025	533	575	918	100%	100%	100%	0.01
May 7,2025	523	563	917	100%	100%	100%	0.01
May 8,2025	538	581	966	100%	100%	100%	0.01
May 9,2025	559	596	977	100%	100%	100%	0.00
May 10,2025	531	567	933	100%	100%	100%	0.00
May 11,2025	537	576	928	100%	100%	100%	0.00
May 12,2025	569	608	958	99%	99%	99%	0.05
May 13,2025	585	760	980	100%	100%	100%	0.01
May 14,2025	568	608	977	100%	100%	100%	0.24
May 15,2025	565	596	943	100%	100%	100%	0.01
May 16,2025	554	593	992	100%	100%	100%	0.01
May 17,2025	557	584	1011	100%	100%	100%	0.00
May 18,2025	549	567	946	100%	100%	100%	0.03
May 19,2025	568	597	957	100%	100%	100%	0.01
May 20,2025	564	598	948	100%	100%	100%	0.01
May 21,2025	566	601	958	100%	100%	100%	0.01
May 22,2025	561	593	965	100%	100%	100%	0.01
May 23,2025	581	613	1008	100%	100%	100%	0.01
May 24,2025	583	636	958	85%	85%	85%	4.24
May 25,2025	544	574	928	85%	85%	85%	4.24
May 26,2025	572	592	969	100%	100%	100%	0.00
May 27,2025	553	587	944	100%	100%	100%	0.01
May 28,2025	553	588	937	100%	100%	100%	0.01
May 29,2025	531	560	928	100%	100%	100%	0.00
May 30,2025	568	593	948	100%	100%	100%	0.00
May 31,2025	561	575	903	100%	100%	100%	0.00

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
June 1,2025	551	574	912	100%	100%	100%	0.00
June 2,2025	572	595	961	100%	100%	100%	0.01
June 3,2025	586	609	997	98%	98%	98%	0.76
June 4,2025	560	590	922	100%	100%	100%	0.00
June 5,2025	555	585	939	100%	100%	100%	0.03
June 6,2025	563	589	942	100%	100%	100%	0.01
June 7,2025	548	573	936	100%	100%	100%	0.00
June 8,2025	539	565	922	100%	100%	100%	0.00
June 9,2025	553	578	940	100%	100%	100%	0.00
June 10,2025	572	601	966	100%	100%	100%	0.00
June 11,2025	578	614	968	100%	100%	100%	0.01
June 12,2025	561	591	1053	97%	97%	97%	0.10
June 13,2025	555	586	957	100%	100%	100%	0.01
June 14,2025	531	558	925	100%	100%	100%	0.00
June 15,2025	534	561	929	100%	100%	100%	0.01
June 16,2025	556	584	946	100%	100%	100%	0.00
June 17,2025	555	583	947	100%	100%	100%	0.01
June 18,2025	541	565	923	100%	100%	100%	0.00
June 19,2025	540	563	912	100%	100%	100%	0.00
June 20,2025	544	566	919	100%	100%	100%	0.00
June 21,2025	530	553	1026	100%	100%	100%	0.08
June 22,2025	522	556	914	95%	95%	95%	1.22
June 23,2025	549	575	936	100%	100%	100%	0.01
June 24,2025	693	745	923	100%	100%	100%	0.01
June 25,2025	558	578	931	100%	100%	100%	0.01
June 26,2025	567	592	935	100%	100%	100%	0.02
June 27,2025	568	591	941	100%	100%	100%	0.01
June 28,2025	620	579	931	100%	100%	100%	0.04
June 29,2025	552	576	932	100%	100%	100%	0.01
June 30,2025	583	608	965	100%	100%	100%	0.01

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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1,2025	929	1628	1102	100%
April 2,2025	932	2499	1093	100%
April 3,2025	929	2666	1091	100%
April 4,2025	917	1276	1091	100%
April 5,2025	917	1383	1111	100%
April 6,2025	935	1880	1123	100%
April 7,2025	935	1776	1124	100%
April 8,2025	929	1294	1110	100%
April 9,2025	932	1704	1105	100%
April 10,2025	929	1842	1094	100%
April 11,2025	917	2012	1085	100%
April 12,2025	914	1258	1098	100%
April 13,2025	932	2312	1088	100%
April 14,2025	932	1732	1089	100%
April 15,2025	923	1865	1076	100%
April 16,2025	923	1217	1079	100%
April 17,2025	917	1284	1074	100%
April 18,2025	920	2599	1071	100%
April 19,2025	914	2737	1072	100%
April 20,2025	917	2438	1086	100%
April 21,2025	929	2623	1103	100%
April 22,2025	914	2126	1069	100%
April 23,2025	914	2840	1074	100%
April 24,2025	911	2655	1074	100%
April 25,2025	905	2540	1065	100%
April 26,2025	905	1801	1079	100%
April 27,2025	920	1997	1094	100%
April 28,2025	917	1578	1070	100%
April 29,2025	920	1153	1070	100%
April 30,2025	917	2536	1062	100%

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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1,2025	908	2473	1073	100%
May 2,2025	908	2038	1084	100%
May 3,2025	920	2746	1096	100%
May 4,2025	914	1516	1092	100%
May 5,2025	917	2841	1075	100%
May 6,2025	917	1498	1063	100%
May 7,2025	908	1651	1069	100%
May 8,2025	905	2529	1069	100%
May 9,2025	917	2404	1063	100%
May 10,2025	917	1089	1072	100%
May 11,2025	920	1325	1092	100%
May 12,2025	914	2318	1092	100%
May 13,2025	914	2409	1097	100%
May 14,2025	911	1537	1073	100%
May 15,2025	911	1256	1072	100%
May 16,2025	914	1224	1074	100%
May 17,2025	917	2132	1074	100%
May 18,2025	914	2075	1084	100%
May 19,2025	917	2947	1097	100%
May 20,2025	920	2873	1096	100%
May 21,2025	926	2292	1097	100%
May 22,2025	914	2454	1077	100%
May 23,2025	923	2451	1070	100%
May 24,2025	923	2524	1075	100%
May 25,2025	917	2495	1077	100%
May 26,2025	911	2003	1075	100%
May 27,2025	923	2631	1064	100%
May 28,2025	911	2685	1062	100%
May 29,2025	923	1313	1070	100%
May 30,2025	914	2483	1067	100%
May 31,2025	911	1683	1072	100%

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Online Channel/MobileChannel

	AIS Bal	AIS Tra	PIS Single	Up
June 1,2025	920	1582	1079	100%
June 2,2025	920	2929	1088	100%
June 3,2025	917	1415	1083	100%
June 4,2025	920	1303	1090	100%
June 5,2025	920	1176	1084	100%
June 6,2025	914	1298	1076	100%
June 7,2025	911	1929	1067	100%
June 8,2025	911	2337	1079	100%
June 9,2025	914	2551	1077	100%
June 10,2025	920	1346	1077	100%
June 11,2025	920	1890	1090	100%
June 12,2025	923	1744	1063	100%
June 13,2025	917	1715	1055	100%
June 14,2025	911	1783	1065	100%
June 15,2025	911	2104	1070	100%
June 16,2025	920	2275	1077	100%
June 17,2025	920	2095	1075	100%
June 18,2025	917	1944	1072	100%
June 19,2025	914	2908	1063	100%
June 20,2025	914	1388	1084	100%
June 21,2025	929	1373	1179	100%
June 22,2025	947	2222	1102	100%
June 23,2025	929	1864	1069	100%
June 24,2025	917	2624	1072	100%
June 25,2025	917	1682	1073	100%
June 26,2025	920	2779	1076	100%
June 27,2025	923	1197	1078	100%
June 28,2025	917	2056	1075	100%
June 29,2025	914	1633	1068	100%
June 30,2025	923	1209	1073	100%

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Annex: Non comparability of client channel functionality

The latest NISP - NextGenPSD2 Implementation Support Program - introduced a method to enhance the comparability of API services and client channel applications within their Compliance paper v1.4.

This has been implemented for this region as some formatting e.g. on IBANs and other payment data are performed in the related online / mobile channels already in the frontend. Those checks are included on the middleware of the API channel which lead to a systematic uncomparability between online / mobile and API channels in the chosen performance measurement approach.

Therefore it has been introduced as best practice to add the measured performance of the online channels additional time blocks which is equivalent to the medium performance of the checks in the API channel, to make the overall performance figures comparable.Several random tests considering different users and accounts have been carried out, resulting in the following average load times which where added to the KPIs shown in the previous page:

Online Channel
AIS Bal: 800 ms
AIS Tra: 800 ms
PIS Single: 900 ms

Mobile Channel
AIS Bal: 800 ms
AIS Tra: 800 ms
PIS Single: 900 ms