

BE | Deutsche Bank AG - Branch Belgium | DB

KPI & Statistics

Q1 2021





Dedicated Interface

January 2021	AIS Bal	AIS Tra	PIS Single	PIIS	ERR	Up (AIS)	Up (PIS)	Up (PIIS)
January 1	1382	2198	0	0	0%	100%	100%	100%
January 2	1309	1860	4790	0	0%	100%	100%	100%
January 3	1536	2234	0	0	0%	100%	100%	100%
January 4	1583	2288	2984	0	0%	100%	100%	100%
January 5	1817	2285	0	0	0%	100%	100%	100%
January 6	1652	2231	0	0	0%	100%	100%	100%
January 7	1544	2265	2984	0	0%	100%	100%	100%
January 8	1515	2289	3754	0	0%	100%	100%	100%
January 9	1652	2214	0	0	0%	100%	100%	100%
January 10	1372	2117	2417	0	0%	100%	100%	100%
January 11	1772	2077	0	0	0%	100%	100%	100%
January 12	1719	2151	0	0	0%	100%	100%	100%
January 13	1803	2155	2755	0	0%	100%	100%	100%
January 14	3420	2799	16829	0	0%	100%	100%	100%
January 15	7303	7284	0	0	0%	100%	100%	100%
January 16	1154	1806	5757	0	0%	100%	100%	100%
January 17	1444	2079	0	0	0%	100%	100%	100%
January 18	1441	1972	7931	0	0%	100%	100%	100%
January 19	1446	1745	2644	0	0%	100%	100%	100%
January 20	1204	1750	2799	0	0%	100%	100%	100%
January 21	1184	1892	2477	0	0%	100%	100%	100%
January 22	1320	2055	2792	0	0%	100%	100%	100%
January 23	1245	2021	0	0	0%	100%	100%	100%
January 24	1091	2138	5108	0	0%	100%	100%	100%
January 25	1907	2197	3460	0	0%	100%	100%	100%
January 26	2065	3329	6697	0	0%	100%	100%	100%
January 27	6292	3176	5107	0	0%	100%	100%	100%
January 28	1518	2367	2236	0	0%	100%	100%	100%
January 29	1530	2909	2599	0	0%	100%	100%	100%
January 30	1306	2108	0	0	0%	100%	100%	100%
January 31	1125	2001	3000	0	0%	100%	100%	100%

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.

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Dedicated Interface

February 2021	AIS Bal	AIS Tra	PIS Single	PIIS	ERR	Up (AIS)	Up (PIS)	Up (PIIS)
February 1	1224	1961	2854	0	0%	100%	100%	100%
February 2	1131	2123	3311	0	0%	100%	100%	100%
February 3	1338	2217	2713	0	0%	100%	100%	100%
February 4	1314	2186	2776	0	0%	100%	100%	100%
February 5	1287	2188	0	0	0%	100%	100%	100%
February 6	1211	2088	0	0	0%	100%	100%	100%
February 7	1099	3163	0	0	0%	100%	100%	100%
February 8	1372	1751	0	0	0%	100%	100%	100%
February 9	1339	2015	0	0	0%	100%	100%	100%
February 10	1326	2085	0	0	0%	100%	100%	100%
February 11	1437	2322	3325	0	0%	100%	100%	100%
February 12	1426	2241	2234	0	0%	100%	100%	100%
February 13	1183	2112	0	0	0%	100%	100%	100%
February 14	1418	2071	0	0	0%	100%	100%	100%
February 15	1212	2094	2703	0	0%	100%	100%	100%
February 16	1210	2315	3694	0	0%	100%	100%	100%
February 17	1397	2491	2848	0	0%	100%	100%	100%
February 18	1187	2592	2856	0	0%	100%	100%	100%
February 19	1478	2739	3300	0	0%	100%	100%	100%
February 20	1271	2503	0	0	0%	100%	100%	100%
February 21	1321	2863	0	0	0%	100%	100%	100%
February 22	1283	2128	2541	0	0%	100%	100%	100%
February 23	1348	2066	0	0	0%	100%	100%	100%
February 24	1339	2395	3139	0	0%	100%	100%	100%
February 25	1223	2217	3093	0	0%	100%	100%	100%
February 26	1359	2141	3270	0	0%	100%	100%	100%
February 27	1265	2270	0	0	0%	100%	100%	100%
February 28	1227	1940	0	0	0%	100%	100%	100%

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Dedicated Interface

March 2021	AIS Bal	AIS Tra	PIS Single	PIIS	ERR	Up (AIS)	Up (PIS)	Up (PIIS)
March 1	1298	2216	3067	0	0%	100%	100%	100%
March 2	1321	2146	2598	0	0%	100%	100%	100%
March 3	1368	2422	0	0	0%	100%	100%	100%
March 4	1327	2095	2948	0	0%	100%	100%	100%
March 5	1383	2165	0	0	0%	100%	100%	100%
March 6	1399	2270	2253	0	0%	100%	100%	100%
March 7	1295	3336	3348	0	0%	100%	100%	100%
March 8	1318	2187	3658	0	0%	100%	100%	100%
March 9	1467	2350	2584	0	0%	100%	100%	100%
March 10	1232	4223	2498	0	0%	100%	100%	100%
March 11	1366	2521	0	0	0%	100%	100%	100%
March 12	1269	2402	2786	0	0%	100%	100%	100%
March 13	1434	3632	0	0	0%	100%	100%	100%
March 14	1353	3243	0	0	0%	100%	100%	100%
March 15	3236	14729	11983	0	0%	100%	100%	100%
March 16	1455	2736	6584	0	0%	100%	100%	100%
March 17	1434	2939	3501	0	0%	100%	100%	100%
March 18	1237	2690	2290	0	0%	100%	100%	100%
March 19	1258	2391	3046	0	0%	100%	100%	100%
March 20	1322	2431	0	0	0%	100%	100%	100%
March 21	1368	3175	0	0	0%	100%	100%	100%
March 22	1605	2245	2113	0	0%	100%	100%	100%
March 23	1442	2580	0	0	0%	100%	100%	100%
March 24	1576	7014	3130	0	0%	100%	100%	100%
March 25	1301	2561	2103	0	0%	100%	100%	100%
March 26	1446	2604	2172	0	0%	100%	100%	100%
March 27	0	0	0	0	0%	100%	100%	100%
March 28	1310	4294	0	0	0%	100%	100%	100%
March 29	1328	7783	3197	0	0%	100%	100%	100%
March 30	1862	3174	0	0	0%	100%	100%	100%
March 31	1522	2733	3162	0	0%	100%	100%	100%

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KPI & Statistics

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Online Channel ("OnlineBankingBelgium")

January 2021	AIS Bal	AIS Tra	PIS Single	Up
January 1	382	240	121	100%
January 2	364	195	115	100%
January 3	439	276	205	100%
January 4	404	266	136	100%
January 5	397	241	129	100%
January 6	397	291	132	100%
January 7	459	299	136	100%
January 8	557	449	278	100%
January 9	380	235	126	100%
January 10	365	233	120	100%
January 11	582	432	298	100%
January 12	487	279	132	100%
January 13	406	251	130	100%
January 14	413	293	136	100%
January 15	411	260	129	100%
January 16	414	242	235	100%
January 17	465	324	119	100%
January 18	410	251	130	100%
January 19	405	297	155	100%
January 20	460	324	172	100%
January 21	441	597	153	100%
January 22	422	279	134	100%
January 23	385	509	117	100%
January 24	405	341	190	100%
January 25	560	867	404	100%
January 26	449	322	157	100%
January 27	411	330	138	100%
January 28	417	256	133	100%
January 29	406	262	128	100%
January 30	376	213	115	100%
January 31	366	209	115	100%

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KPI & Statistics

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Online Channel ("OnlineBankingBelgium")

February 2021	AIS Bal	AIS Tra	PIS Single	Up
February 1	408	299	134	100%
February 2	414	268	127	100%
February 3	416	306	130	100%
February 4	417	305	130	100%
February 5	416	285	128	100%
February 6	387	295	153	100%
February 7	372	219	114	100%
February 8	428	326	125	100%
February 9	458	281	141	100%
February 10	412	286	124	100%
February 11	413	337	125	100%
February 12	422	300	149	100%
February 13	386	206	114	100%
February 14	464	243	207	100%
February 15	473	449	186	100%
February 16	425	294	131	100%
February 17	419	264	133	100%
February 18	426	296	139	100%
February 19	428	301	130	100%
February 20	401	419	120	100%
February 21	385	239	120	100%
February 22	402	240	127	100%
February 23	453	305	141	100%
February 24	415	250	132	100%
February 25	426	266	142	100%
February 26	427	304	147	100%
February 27	394	229	129	100%
February 28	384	266	121	100%

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KPI & Statistics

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Online Channel ("OnlineBankingBelgium")

March 2021	AIS Bal	AIS Tra	PIS Single	Up
March 1	415	246	138	100%
March 2	424	270	140	100%
March 3	421	273	143	100%
March 4	431	339	147	100%
March 5	421	297	133	100%
March 6	458	230	188	100%
March 7	461	244	219	100%
March 8	459	284	146	100%
March 9	423	300	137	100%
March 10	459	309	186	100%
March 11	431	343	143	100%
March 12	433	350	148	100%
March 13	403	218	122	100%
March 14	381	225	120	100%
March 15	419	499	137	100%
March 16	424	267	136	100%
March 17	422	258	134	100%
March 18	425	292	137	100%
March 19	416	277	130	100%
March 20	426	247	164	100%
March 21	379	271	442	100%
March 22	413	294	450	100%
March 23	418	267	475	100%
March 24	418	381	543	100%
March 25	410	252	373	100%
March 26	411	278	346	100%
March 27	504	615	426	100%
March 28	1033	371	496	100%
March 29	414	288	128	100%
March 30	452	294	500	100%
March 31	0	0	0	100%

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KPI & Statistics

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Mobile Channel ("MyBank")

January 2021	AIS Bal	AIS Tra	PIS Single	Up
January 1	298	389	212	100%
January 2	180	359	200	100%
January 3	310	503	271	100%
January 4	231	423	221	100%
January 5	216	401	208	100%
January 6	231	399	213	100%
January 7	259	492	232	100%
January 8	395	529	441	100%
January 9	201	389	217	100%
January 10	186	401	205	100%
January 11	406	671	392	100%
January 12	218	413	223	100%
January 13	226	426	221	100%
January 14	242	425	232	100%
January 15	229	433	225	100%
January 16	218	456	212	100%
January 17	194	415	202	100%
January 18	220	435	212	100%
January 19	250	460	222	100%
January 20	281	505	277	100%
January 21	334	521	324	100%
January 22	268	496	271	100%
January 23	309	533	334	100%
January 24	300	538	329	100%
January 25	1203	1620	1181	100%
January 26	379	606	399	100%
January 27	354	606	400	100%
January 28	279	528	293	100%
January 29	269	494	275	100%
January 30	220	451	249	100%
January 31	225	478	253	100%

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KPI & Statistics

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Mobile Channel ("MyBank")

February 2021	AIS Bal	AIS Tra	PIS Single	Up
February 1	256	509	296	100%
February 2	222	431	218	100%
February 3	226	432	220	100%
February 4	228	426	216	100%
February 5	227	425	217	100%
February 6	216	433	216	100%
February 7	187	421	195	100%
February 8	237	463	253	100%
February 9	277	459	235	100%
February 10	221	424	221	100%
February 11	234	432	217	100%
February 12	345	522	326	100%
February 13	197	401	208	100%
February 14	318	553	305	100%
February 15	303	545	286	100%
February 16	229	432	219	100%
February 17	218	434	218	100%
February 18	218	443	220	100%
February 19	274	515	295	100%
February 20	218	465	235	100%
February 21	210	458	224	100%
February 22	229	474	208	100%
February 23	267	485	228	100%
February 24	209	445	221	100%
February 25	225	454	227	100%
February 26	246	492	259	100%
February 27	202	451	218	100%
February 28	195	446	200	100%

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Mobile Channel ("MyBank")

March 2021	AIS Bal	AIS Tra	PIS Single	Up
March 1	259	503	258	100%
March 2	281	513	290	100%
March 3	292	526	307	100%
March 4	241	468	241	100%
March 5	241	482	257	100%
March 6	305	562	297	100%
March 7	323	567	283	100%
March 8	260	493	265	100%
March 9	226	454	237	100%
March 10	231	449	226	100%
March 11	232	453	224	100%
March 12	255	490	258	100%
March 13	262	514	278	100%
March 14	196	445	198	100%
March 15	259	502	273	100%
March 16	219	442	215	100%
March 17	221	454	218	100%
March 18	230	451	219	100%
March 19	239	487	241	100%
March 20	214	489	206	100%
March 21	212	452	206	100%
March 22	228	470	215	100%
March 23	249	503	220	100%
March 24	379	538	288	100%
March 25	220	440	202	100%
March 26	208	445	205	100%
March 27	212	432	218	100%
March 28	325	545	289	100%
March 29	224	485	205	100%
March 30	303	524	226	100%
March 31	234	463	229	100%

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