**Payment Services Directive 2** 

### **ES | Deutsche Bank S.A.E | Corporate**

# KPI & Statistics Q1 2021





Created Date: Tuesday, 20/04/2021

#### Payment Services Directive 2

#### **Dedicated Interface**

2021	AIS Bal	AIS Tra	PIS Single	PIIS
January 2021	0	0	0	0
February 2021	0	0	0	0
March 2021	0	0	0	0

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All figures are shown as a montly average time (in milliseconds) resp. percentage (in %) value. Find more information on our KPIs here: https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html KPI & Statistics

#### **Payment Services Directive 2**

#### **Online Channel**

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January 2021	AIS Bal	AIS Tra	PIS Single
January 1	533	344	3963
January 2	811	329	4417
January 3	710	368	4538
January 4	1231	351	4050
January 5	450	331	4191
January 6	350	425	4039
January 7	419	583	4675
January 8	462	408	4371
January 9	502	2034	4128
January 10	521	439	4538
January 11	1848	408	5230
January 12	433	384	5802
January 13	368	401	4917
January 14	407	343	4839
January 15	367	355	5024
January 16	479	406	5380
January 17	436	400	4894
January 18	726	391	4256
January 19	519	385	4569
January 20	418	450	4065
January 21	395	432	5043
January 22	422	393	5017
January 23	715	393	5185
January 24	1013	445	5100
January 25	610	2178	5484
January 26	877	553	4667
January 27	802	373	5341
January 28	856	411	5439
January 29	862	388	6247
January 30	807	398	8633
January 31	643	414	6222

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#### **Payment Services Directive 2**

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#### **Online Channel**

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February 2021	AIS Bal	AIS Tra	PIS Single
February 1	582	416	5388
February 2	613	416	5133
February 3	755	402	10077
February 4	1202	482	6606
February 5	770	533	5028
February 6	715	431	5196
February 7	909	408	7141
February 8	709	453	4597
February 9	700	481	4740
February 10	708	372	4646
February 11	742	401	5350
February 12	660	395	5017
February 13	750	401	4370
February 14	881	452	6616
February 15	553	474	4549
February 16	668	520	4617
February 17	621	369	4559
February 18	769	403	4515
February 19	2007	392	4518
February 20	1397	11050	5977
February 21	833	412	7797
February 22	870	668	4168
February 23	839	469	4168
February 24	6246	371	5134
February 25	672	406	4368
February 26	700	903	4341
February 27	626	395	4402
February 28	670	388	4381

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#### **Payment Services Directive 2**

#### **Online Channel**

March 2021	AIS Bal	AIS Tra	PIS Single
March 1	872	444	4147
March 2	743	475	3972
March 3	785	430	3905
March 4	720	393	4354
March 5	682	409	4077
March 6	891	418	4755
March 7	590	365	4183
March 8	702	344	4013
March 9	699	409	4749
March 10	848	431	4073
March 11	762	400	4407
March 12	791	448	5187
March 13	848	512	3787
March 14	830	602	4639
March 15	771	482	4011
March 16	753	381	4200
March 17	801	422	4044
March 18	771	430	4079
March 19	819	395	4037
March 20	1077	416	7778
March 21	746	542	4210
March 22	1614	549	4591
March 23	740	449	4466
March 24	763	432	4663
March 25	778	426	4060
March 26	1084	456	4004
March 27	817	463	4715
March 28	1278	641	8635
March 29	662	426	3949
March 30	695	384	3885
March 31	1013	546	2931

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**Payment Services Directive 2** 



#### **Annex: Service Level Targets**

A comparison of SLTs between the online channels and the dedicated interface is being provided below.

The dedicated Interface (TPP API) is compared to each channel application separately, hence the same is applicable for the respective service level targets also. For the channel men Client hotline (L1): Monday to Friday, from 8.15 am to 5.30 pm IT support (L2): Monday to Friday, from 8 am to 6 pm

(L2) on call Support: 24 x 7

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