Deutsche Bank
Payment Services Directive 2

ES | Deutsche Bank S.A.E | Corporate

KPI & Statistics

Q2 2021

Created Date: Tuesday, 13/07/2021

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Payment Services Directive 2

Dedicated Interface

April 2021	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
April 1	921	842	2257	100%	100%	100%
April 2	635	727	0	100%	100%	100%
April 3	682	768	0	100%	100%	100%
April 4	671	719	0	100%	100%	100%
April 5	811	825	0	100%	100%	100%
April 6	1031	1134	2245	100%	100%	100%
April 7	786	924	0	100%	100%	100%
April 8	738	781	0	100%	100%	100%
April 9	713	863	0	100%	100%	100%
April 10	621	734	0	100%	100%	100%
April 11	722	737	0	100%	100%	100%
April 12	709	790	0	100%	100%	100%
April 13	734	844	0	100%	100%	100%
April 14	748	777	0	100%	100%	100%
April 15	770	779	0	100%	100%	100%
April 16	673	776	0	100%	100%	100%
April 17	648	708	0	100%	100%	100%
April 18	665	746	0	100%	100%	100%
April 19	726	802	0	100%	100%	100%
April 20	726	925	0	100%	100%	100%
April 21	733	825	0	100%	100%	100%
April 22	905	723	0	100%	100%	100%
April 23	757	780	0	100%	100%	100%
April 24	788	737	0	96%	96%	96%
April 25	591	758	0	100%	100%	100%
April 26	638	761	0	100%	100%	100%
April 27	721	815	0	100%	100%	100%
April 28	695	716	0	100%	100%	100%
April 29	819	728	0	100%	100%	100%
April 30	671	772	0	100%	100%	100%

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

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Dedicated Interface

May 2021	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
May 1	636	688	0	100%	100%	100%
May 2	635	735	0	100%	100%	100%
May 3	654	807	2143	100%	100%	100%
May 4	636	906	0	100%	100%	100%
May 5	647	772	0	100%	100%	100%
May 6	633	746	1714	100%	100%	100%
May 7	675	719	0	100%	100%	100%
May 8	647	763	0	100%	100%	100%
May 9	709	769	1958	100%	100%	100%
May 10	653	778	0	100%	100%	100%
May 11	694	771	0	100%	100%	100%
May 12	697	846	2042	100%	100%	100%
May 13	654	754	0	100%	100%	100%
May 14	651	771	0	100%	100%	100%
May 15	688	829	0	100%	100%	100%
May 16	709	955	0	100%	100%	100%
May 17	618	757	0	100%	100%	100%
May 18	644	774	0	100%	100%	100%
May 19	657	766	0	100%	100%	100%
May 20	671	753	0	100%	100%	100%
May 21	646	766	0	100%	100%	100%
May 22	1153	1207	0	100%	100%	100%
May 23	617	716	0	100%	100%	100%
May 24	575	683	0	100%	100%	100%
May 25	561	672	0	100%	100%	100%
May 26	645	764	0	100%	100%	100%
May 27	625	757	0	100%	100%	100%
May 28	566	745	0	100%	100%	100%
May 29	607	714	0	100%	100%	100%
May 30	612	709	0	100%	100%	100%
May 31	589	742	0	100%	100%	100%

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Dedicated Interface

June 2021	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
June 1	654	768	0	100%	100%	100%
June 2	603	809	0	100%	100%	100%
June 3	604	789	0	100%	100%	100%
June 4	630	777	0	100%	100%	100%
June 5	644	743	0	100%	100%	100%
June 6	811	694	0	100%	100%	100%
June 7	2123	1272	0	100%	100%	100%
June 8	635	748	0	100%	100%	100%
June 9	628	727	0	100%	100%	100%
June 10	663	749	0	100%	100%	100%
June 11	608	756	0	100%	100%	100%
June 12	646	743	0	100%	100%	100%
June 13	589	1106	0	100%	100%	100%
June 14	657	774	0	100%	100%	100%
June 15	684	737	0	100%	100%	100%
June 16	606	717	0	100%	100%	100%
June 17	626	711	0	100%	100%	100%
June 18	718	689	0	100%	100%	100%
June 19	659	748	0	100%	100%	100%
June 20	653	791	0	100%	100%	100%
June 21	646	716	0	100%	100%	100%
June 22	693	754	0	100%	100%	100%
June 23	618	655	0	100%	100%	100%
June 24	641	757	0	100%	100%	100%
June 25	668	777	0	100%	100%	100%
June 26	708	779	0	100%	100%	100%
June 27	678	943	0	100%	100%	100%
June 28	683	787	0	100%	100%	100%
June 29	675	817	0	100%	100%	100%
June 30	711	843	0	100%	100%	100%

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Online Channel

April 2021	AIS Bal	AIS Tra	PIS Single	Up		
April 1	612	739	3759	100%		
April 2	596	724	4092	100%		
April 3	471	692	2984	100%		
April 4	540	654	3627	100%		
April 5	530	692	3552	100%		
April 6	522	716	3636	100%		
April 7	532	682	4868	100%		
April 8	493	590	4977	100%		
April 9	486	495	3439	100%		
April 10	439	552	4247	100%		
April 11	411	548	4524	100%		
April 12	439	804	5265	100%		
April 13	599	571	4249	100%		
April 14	438	564	4531	100%		
April 15	445	520	4848	100%		
April 16	440	532	4314	100%		
April 17	423	536	4216	100%		
April 18	411	560	4160	100%		
April 19	449	579	4409	100%		
April 20	451	564	4635	100%		
April 21	450	561	4360	100%		
April 22	449	538	4338	100%		
April 23	446	548	4425	100%		
April 24	426	577	4429	100%		
April 25	415	578	4607	100%		
April 26	485	583	4220	100%		
April 27	457	628	4336	100%		
April 28	463	610	4550	100%		
April 29	486	549	4572	100%		
April 30	444	573	5115	100%		

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Online Channel

May 2021	AIS Bal	AIS Tra	PIS Single	Up		
May 1	434	613	4835	100%		
May 2	449	717	4855	100%		
May 3	541	594	4583	100%		
May 4	477	600	3670	100%		
May 5	477	1738	4820	100%		
May 6	1462	1024	3074	100%		
May 7	876	1012	3141	100%		
May 8	893	1729	4901	100%		
May 9	1398	1731	4547	100%		
May 10	1417	1194	3248	100%		
May 11	884	552	2440	100%		
May 12	439	563	2840	100%		
May 13	443	570	3170	100%		
May 14	442	558	3089	100%		
May 15	528	576	3285	100%		
May 16	431	593	3202	100%		
May 17	455	585	3028	100%		
May 18	464	580	3190	100%		
May 19	457	569	3082	100%		
May 20	448	537	3492	100%		
May 21	440	568	3320	100%		
May 22	466	541	2985	100%		
May 23	429	560	3154	100%		
May 24	456	598	2994	100%		
May 25	462	591	708	100%		
May 26	455	602	388	100%		
May 27	454	582	415	100%		
May 28	445	554	408	100%		
May 29	439	630	2190	100%		
May 30	442	769	786	100%		
May 31	573	636	689	100%		

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Online Channel

June 2021	AIS Bal	AIS Tra	PIS Single	Up		
June 1	452	596	617	100%		
June 2	421	576	373	100%		
June 3	445	509	368	100%		
June 4	475	547	367	100%		
June 5	402	555	374	100%		
June 6	391	573	381	100%		
June 7	415	561	419	100%		
June 8	419	563	380	100%		
June 9	432	561	397	100%		
June 10	387	528	359	100%		
June 11	411	537	374	100%		
June 12	404	569	400	100%		
June 13	380	545	383	100%		
June 14	381	550	599	100%		
June 15	373	552	404	100%		
June 16	416	1140	887	100%		
June 17	882	1202	889	100%		
June 18	975	1020	740	100%		
June 19	724	1524	1233	100%		
June 20	1210	1578	1229	100%		
June 21	1255	1137	838	100%		
June 22	798	513	363	100%		
June 23	353	512	365	100%		
June 24	358	503	357	100%		
June 25	371	560	371	100%		
June 26	389	565	373	100%		
June 27	409	555	369	100%		
June 28	402	571	629	100%		
June 29	401	3986	1056	100%		
June 30	758	4505	1310	100%		

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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 :
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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