Payment Services Directive 2

ES | Deutsche Bank S.A.E | DB

KPI & Statistics Q1 2021





Created Date: Tuesday, 20/04/2021

Payment Services Directive 2

Dedicated Interface

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January 2021	AIS Bal	AIS Tra	PIS Single	PIIS
January 1	722	1068	2256	0
January 2	1157	861	0	0
January 3	663	785	0	0
January 4	721	815	5258	0
January 5	895	1899	0	0
January 6	682	1136	3706	0
January 7	853	728	0	0
January 8	804	919	0	0
January 9	861	1014	0	0
January 10	1052	834	0	0
January 11	1124	783	0	0
January 12	829	817	0	0
January 13	830	872	0	0
January 14	766	814	0	0
January 15	968	857	0	0
January 16	799	0	0	0
January 17	582	807	0	0
January 18	663	2443	0	0
January 19	845	870	0	0
January 20	702	740	0	0
January 21	687	1102	0	0
January 22	550	651	0	0
January 23	1047	835	0	0
January 24	659	894	0	0
January 25	1684	751	0	0
January 26	725	1092	0	0
January 27	829	833	0	0
January 28	955	889	0	0
January 29	856	942	2358	0
January 30	781	991	0	0
January 31	842	895	0	0

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Payment Services Directive 2

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Dedicated Interface

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February 2021	AIS Bal	AIS Tra	PIS Single	PIIS
February 1	604	854	0	0
February 2	651	820	0	0
February 3	689	815	2393	0
February 4	704	812	0	0
February 5	894	783	0	0
February 6	681	822	0	0
February 7	680	872	0	0
February 8	659	736	0	0
February 9	699	768	0	0
February 10	704	874	0	0
February 11	0	0	0	0
February 12	868	874	0	0
February 13	850	1016	0	0
February 14	0	0	0	0
February 15	872	819	0	0
February 16	746	1098	0	0
February 17	0	0	0	0
February 18	930	952	0	0
February 19	733	982	0	0
February 20	728	816	0	0
February 21	674	906	0	0
February 22	1070	769	0	0
February 23	720	855	0	0
February 24	736	986	0	0
February 25	746	853	0	0
February 26	793	924	0	0
February 27	725	919	2566	0
February 28	771	926	0	0

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Payment Services Directive 2

Dedicated Interface

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March 2021	AIS Bal	AIS Tra	PIS Single	PIIS
March 1	817	896	2313	0
March 2	679	921	0	0
March 3	716	992	0	0
March 4	804	1020	0	0
March 5	840	791	0	0
March 6	734	861	0	0
March 7	775	976	0	0
March 8	837	912	0	0
March 9	753	800	0	0
March 10	820	813	0	0
March 11	760	814	0	0
March 12	1222	946	0	0
March 13	818	881	2297	0
March 14	1209	1249	0	0
March 15	1171	959	0	0
March 16	818	1024	0	0
March 17	784	890	0	0
March 18	890	930	0	0
March 19	760	859	0	0
March 20	1321	1755	0	0
March 21	726	943	0	0
March 22	737	880	0	0
March 23	1051	928	0	0
March 24	740	810	0	0
March 25	697	826	0	0
March 26	676	911	0	0
March 27	836	1361	0	0
March 28	1498	1876	0	0
March 29	727	852	0	0
March 30	792	842	0	0
March 31	782	805	0	0

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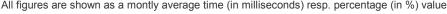


Payment Services Directive 2

Online Channel

Gildillici			
January 2021	AIS Bal	AIS Tra	PIS Single
January 1	362	419	2468
January 2	334	430	3028
January 3	321	433	2651
January 4	373	512	3989
January 5	375	489	3074
January 6	351	444	3057
January 7	360	445	3082
January 8	366	465	3107
January 9	368	448	3164
January 10	336	414	2698
January 11	342	446	2805
January 12	379	466	2984
January 13	372	471	2833
January 14	372	464	2947
January 15	377	467	3105
January 16	459	518	3038
January 17	420	446	3394
January 18	364	449	2775
January 19	369	459	2789
January 20	381	465	2728
January 21	387	473	2738
January 22	395	487	3405
January 23	424	489	4795
January 24	402	479	2471
January 25	398	489	2977
January 26	377	486	2941
January 27	377	467	2916
January 28	375	476	3078
January 29	379	513	3151
January 30	355	441	2914
January 31	334	436	3148

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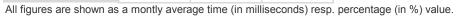


Payment Services Directive 2

Online Channel

February 2021	AIS Bal	AIS Tra	PIS Single
February 1	464	663	3466
February 2	398	521	3195
February 3	376	500	3181
February 4	382	484	3191
February 5	373	486	3206
February 6	373	457	3122
February 7	366	405	2911
February 8	349	448	2859
February 9	359	450	3254
February 10	354	470	2822
February 11	357	478	2896
February 12	357	463	3112
February 13	348	431	2471
February 14	332	414	2712
February 15	339	449	2631
February 16	350	455	2924
February 17	374	451	2683
February 18	359	533	2683
February 19	356	456	2818
February 20	367	437	2560
February 21	342	435	2518
February 22	345	467	2834
February 23	368	482	2815
February 24	367	475	3008
February 25	379	495	2919
February 26	384	505	2915
February 27	362	455	3124
February 28	353	429	3265

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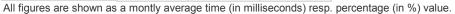


Payment Services Directive 2

Online Channel

March 2021	AIS Bal	AIS Tra	PIS Single
March 1	469	654	3417
March 2	378	501	3315
March 3	376	522	3322
March 4	372	488	2955
March 5	371	490	3209
March 6	372	436	2738
March 7	347	429	2690
March 8	353	465	2938
March 9	374	462	3121
March 10	373	473	2860
March 11	365	488	2947
March 12	376	491	2829
March 13	361	448	2637
March 14	375	1682	2746
March 15	387	495	3010
March 16	402	494	3429
March 17	399	485	2776
March 18	408	502	3228
March 19	403	489	2768
March 20	656	541	4443
March 21	342	428	2897
March 22	362	493	3494
March 23	408	489	4079
March 24	402	484	3926
March 25	390	486	3924
March 26	399	495	4193
March 27	628	587	4266
March 28	867	691	5543
March 29	386	510	4339
March 30	408	516	4231
March 31	408	528	4395

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Payment Services Directive 2

Mobile Channel

January 2021	AIS Bal	AIS Tra	PIS Single
January 1	349	300	685
January 2	331	307	689
January 3	283	288	693
January 4	356	389	774
January 5	369	363	756
January 6	355	317	690
January 7	357	348	744
January 8	363	341	728
January 9	376	316	741
January 10	320	287	703
January 11	323	333	709
January 12	368	342	744
January 13	362	339	746
January 14	360	339	756
January 15	369	339	743
January 16	434	340	839
January 17	3744	300	1087
January 18	358	333	739
January 19	367	339	760
January 20	378	350	763
January 21	378	344	752
January 22	399	351	786
January 23	438	336	776
January 24	392	308	760
January 25	374	357	759
January 26	380	352	743
January 27	379	352	744
January 28	364	358	741
January 29	380	378	767
January 30	366	328	699
January 31	317	295	674

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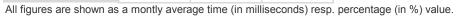


Payment Services Directive 2

Mobile Channel

February 2021	AIS Bal	AIS Tra	PIS Single
	434	510	997
February 1	392	399	814
February 2			
February 3	378	381	768
February 4	370	370	757
February 5	366	367	759
February 6	395	326	707
February 7	388	298	735
February 8	355	347	722
February 9	357	345	724
February 10	359	350	722
February 11	357	352	715
February 12	363	355	713
February 13	367	333	718
February 14	333	295	761
February 15	341	339	697
February 16	361	346	728
February 17	367	354	749
February 18	361	351	720
February 19	365	350	722
February 20	376	338	737
February 21	333	304	720
February 22	330	340	714
February 23	363	354	752
February 24	364	357	738
February 25	360	371	746
February 26	373	398	782
February 27	369	341	698
February 28	327	309	717
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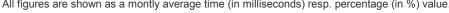


Payment Services Directive 2

Mobile Channel

March 2021	AIS Bal	AIS Tra	PIS Single
March 1	425	478	939
March 2	375	393	779
March 3	364	385	751
March 4	361	378	748
March 5	366	379	747
March 6	383	348	719
March 7	326	305	713
March 8	344	359	731
March 9	369	369	755
March 10	367	368	736
March 11	363	368	754
March 12	366	370	768
March 13	357	344	717
March 14	391	330	813
March 15	384	393	765
March 16	412	402	792
March 17	404	395	771
March 18	410	401	779
March 19	418	396	758
March 20	415	367	749
March 21	398	328	748
March 22	384	381	777
March 23	410	392	794
March 24	403	393	789
March 25	396	400	782
March 26	398	403	777
March 27	420	368	906
March 28	377	330	654
March 29	377	403	774
March 30	394	415	787
March 31	396	414	805

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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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