

**ES | Deutsche Bank S.A.E | 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	722	1068	2256	0	0%	100%	100%	100%
January 2	1157	861	0	0	0%	100%	100%	100%
January 3	663	785	0	0	0%	100%	100%	100%
January 4	721	815	5258	0	0%	100%	100%	100%
January 5	895	1899	0	0	0%	100%	100%	100%
January 6	682	1136	3706	0	0%	100%	100%	100%
January 7	853	728	0	0	0%	100%	100%	100%
January 8	804	919	0	0	0%	100%	100%	100%
January 9	861	1014	0	0	0%	100%	100%	100%
January 10	1052	834	0	0	0%	100%	100%	100%
January 11	1124	783	0	0	0%	100%	100%	100%
January 12	829	817	0	0	0%	100%	100%	100%
January 13	830	872	0	0	0%	100%	100%	100%
January 14	766	814	0	0	0%	100%	100%	100%
January 15	968	857	0	0	0%	100%	100%	100%
January 16	799	0	0	0	0%	100%	100%	100%
January 17	582	807	0	0	0%	100%	100%	100%
January 18	663	2443	0	0	0%	100%	100%	100%
January 19	845	870	0	0	0%	100%	100%	100%
January 20	702	740	0	0	0%	100%	100%	100%
January 21	687	1102	0	0	0%	100%	100%	100%
January 22	550	651	0	0	0%	100%	100%	100%
January 23	1047	835	0	0	0%	100%	100%	100%
January 24	659	894	0	0	0%	100%	100%	100%
January 25	1684	751	0	0	0%	100%	100%	100%
January 26	725	1092	0	0	0%	100%	100%	100%
January 27	829	833	0	0	0%	100%	100%	100%
January 28	955	889	0	0	0%	100%	100%	100%
January 29	856	942	2358	0	0%	100%	100%	100%
January 30	781	991	0	0	0%	100%	100%	100%
January 31	842	895	0	0	0%	100%	100%	100%

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

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Online Channel

January 2021	AIS Bal	AIS Tra	PIS Single	Up
January 1	362	419	2468	100%
January 2	334	430	3028	100%
January 3	321	433	2651	100%
January 4	373	512	3989	100%
January 5	375	489	3074	100%
January 6	351	444	3057	100%
January 7	360	445	3082	100%
January 8	366	465	3107	100%
January 9	368	448	3164	100%
January 10	336	414	2698	100%
January 11	342	446	2805	100%
January 12	379	466	2984	100%
January 13	372	471	2833	100%
January 14	372	464	2947	100%
January 15	377	467	3105	100%
January 16	459	518	3038	100%
January 17	420	446	3394	100%
January 18	364	449	2775	100%
January 19	369	459	2789	100%
January 20	381	465	2728	100%
January 21	387	473	2738	100%
January 22	395	487	3405	100%
January 23	424	489	4795	100%
January 24	402	479	2471	100%
January 25	398	489	2977	100%
January 26	377	486	2941	100%
January 27	377	467	2916	100%
January 28	375	476	3078	100%
January 29	379	513	3151	100%
January 30	355	441	2914	100%
January 31	334	436	3148	100%

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Online Channel

February 2021	AIS Bal	AIS Tra	PIS Single	Up
February 1	464	663	3466	100%
February 2	398	521	3195	100%
February 3	376	500	3181	100%
February 4	382	484	3191	100%
February 5	373	486	3206	100%
February 6	373	457	3122	100%
February 7	366	405	2911	100%
February 8	349	448	2859	100%
February 9	359	450	3254	100%
February 10	354	470	2822	100%
February 11	357	478	2896	100%
February 12	357	463	3112	100%
February 13	348	431	2471	100%
February 14	332	414	2712	100%
February 15	339	449	2631	100%
February 16	350	455	2924	100%
February 17	374	451	2683	100%
February 18	359	533	2683	100%
February 19	356	456	2818	100%
February 20	367	437	2560	100%
February 21	342	435	2518	100%
February 22	345	467	2834	100%
February 23	368	482	2815	100%
February 24	367	475	3008	100%
February 25	379	495	2919	100%
February 26	384	505	2915	100%
February 27	362	455	3124	100%
February 28	353	429	3265	100%

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KPI & Statistics



Online Channel

March 2021	AIS Bal	AIS Tra	PIS Single	Up
March 1	469	654	3417	100%
March 2	378	501	3315	100%
March 3	376	522	3322	100%
March 4	372	488	2955	100%
March 5	371	490	3209	100%
March 6	372	436	2738	100%
March 7	347	429	2690	100%
March 8	353	465	2938	100%
March 9	374	462	3121	100%
March 10	373	473	2860	100%
March 11	365	488	2947	100%
March 12	376	491	2829	100%
March 13	361	448	2637	100%
March 14	375	1682	2746	100%
March 15	387	495	3010	100%
March 16	402	494	3429	100%
March 17	399	485	2776	100%
March 18	408	502	3228	100%
March 19	403	489	2768	100%
March 20	656	541	4443	100%
March 21	342	428	2897	100%
March 22	362	493	3494	100%
March 23	408	489	4079	100%
March 24	402	484	3926	100%
March 25	390	486	3924	100%
March 26	399	495	4193	100%
March 27	628	587	4266	100%
March 28	867	691	5543	100%
March 29	386	510	4339	100%
March 30	408	516	4231	100%
March 31	408	528	4395	100%

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Mobile Channel

January 2021	AIS Bal	AIS Tra	PIS Single	Up
January 1	349	300	685	100%
January 2	331	307	689	100%
January 3	283	288	693	100%
January 4	356	389	774	100%
January 5	369	363	756	100%
January 6	355	317	690	100%
January 7	357	348	744	100%
January 8	363	341	728	100%
January 9	376	316	741	100%
January 10	320	287	703	100%
January 11	323	333	709	100%
January 12	368	342	744	100%
January 13	362	339	746	100%
January 14	360	339	756	100%
January 15	369	339	743	100%
January 16	434	340	839	100%
January 17	3744	300	1087	100%
January 18	358	333	739	100%
January 19	367	339	760	100%
January 20	378	350	763	100%
January 21	378	344	752	100%
January 22	399	351	786	100%
January 23	438	336	776	100%
January 24	392	308	760	100%
January 25	374	357	759	100%
January 26	380	352	743	100%
January 27	379	352	744	100%
January 28	364	358	741	100%
January 29	380	378	767	100%
January 30	366	328	699	100%
January 31	317	295	674	100%

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Mobile Channel

February 2021	AIS Bal	AIS Tra	PIS Single	Up
February 1	434	510	997	100%
February 2	392	399	814	100%
February 3	378	381	768	100%
February 4	370	370	757	100%
February 5	366	367	759	100%
February 6	395	326	707	100%
February 7	388	298	735	100%
February 8	355	347	722	100%
February 9	357	345	724	100%
February 10	359	350	722	100%
February 11	357	352	715	100%
February 12	363	355	713	100%
February 13	367	333	718	100%
February 14	333	295	761	100%
February 15	341	339	697	100%
February 16	361	346	728	100%
February 17	367	354	749	100%
February 18	361	351	720	100%
February 19	365	350	722	100%
February 20	376	338	737	100%
February 21	333	304	720	100%
February 22	330	340	714	100%
February 23	363	354	752	100%
February 24	364	357	738	100%
February 25	360	371	746	100%
February 26	373	398	782	100%
February 27	369	341	698	100%
February 28	327	309	717	100%

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Mobile Channel

March 2021	AIS Bal	AIS Tra	PIS Single	Up
March 1	425	478	939	100%
March 2	375	393	779	100%
March 3	364	385	751	100%
March 4	361	378	748	100%
March 5	366	379	747	100%
March 6	383	348	719	100%
March 7	326	305	713	100%
March 8	344	359	731	100%
March 9	369	369	755	100%
March 10	367	368	736	100%
March 11	363	368	754	100%
March 12	366	370	768	100%
March 13	357	344	717	100%
March 14	391	330	813	100%
March 15	384	393	765	100%
March 16	412	402	792	100%
March 17	404	395	771	100%
March 18	410	401	779	100%
March 19	418	396	758	100%
March 20	415	367	749	100%
March 21	398	328	748	100%
March 22	384	381	777	100%
March 23	410	392	794	100%
March 24	403	393	789	100%
March 25	396	400	782	100%
March 26	398	403	777	100%
March 27	420	368	906	100%
March 28	377	330	654	100%
March 29	377	403	774	100%
March 30	394	415	787	100%
March 31	396	414	805	100%

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**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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