

Deutsche Bank

Payment Services Directive 2

BE | Deutsche Bank AG - Branch Belgium | DB

KPI & Statistics

## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
January 1	1031	2010	2170	100%	100%	100%
January 2	1276	2242	2061	98%	98%	98%
January 3	1389	2578	2341	100%	100%	100%
January 4	1239	1915	2603	100%	100%	100%
January 5	1445	2843	2628	100%	100%	100%
January 6	1100	2111	2145	95%	95%	95%
January 7	1024	1739	2739	100%	100%	100%
January 8	1031	1705	2757	100%	100%	100%
January 9	1232	2224	2631	100%	100%	100%
January 10	1314	2170	2632	100%	100%	100%
January 11	1440	2008	2747	100%	100%	100%
January 12	1165	2366	2778	100%	100%	100%
January 13	3226	3279	2997	100%	100%	100%
January 14	1072	1940	2619	100%	100%	100%
January 15	1000	1911	2921	100%	100%	100%
January 16	1549	2045	2447	100%	100%	100%
January 17	1096	1975	2202	100%	100%	100%
January 18	1357	1955	2625	100%	100%	100%
January 19	1393	1836	2875	100%	100%	100%
January 20	1066	1810	2208	100%	100%	100%
January 21	1038	1825	2560	100%	100%	100%
January 22	1078	1825	2359	100%	100%	100%
January 23	1145	1942	2223	100%	100%	100%
January 24	1343	1946	2777	100%	100%	100%
January 25	1211	1932	2508	100%	100%	100%
January 26	1187	2134	2170	100%	100%	100%
January 27	1244	1852	2150	100%	100%	100%
January 28	1132	1732	2228	100%	100%	100%
January 29	1068	2023	2231	100%	100%	100%
January 30	1499	2049	2262	100%	100%	100%
January 31	1454	2217	2558	100%	100%	100%

All figures are shown as a monthly 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 &amp; Statistics

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
February 1	1675	1978	2579	100%	100%	100%
February 2	1275	2023	2652	100%	100%	100%
February 3	1178	1664	2223	100%	100%	100%
February 4	1097	1747	2273	100%	100%	100%
February 5	1062	1696	2080	100%	100%	100%
February 6	1212	1714	2985	100%	100%	100%
February 7	1173	1711	2824	100%	100%	100%
February 8	1204	1833	2591	100%	100%	100%
February 9	1172	1744	2156	100%	100%	100%
February 10	1157	1892	2739	100%	100%	100%
February 11	1121	1665	2348	100%	100%	100%
February 12	1389	1820	2325	100%	100%	100%
February 13	1464	1765	2982	100%	100%	100%
February 14	1129	1933	2347	100%	100%	100%
February 15	1144	1889	2701	100%	100%	100%
February 16	1117	1965	2388	100%	100%	100%
February 17	1396	2201	2945	100%	100%	100%
February 18	1150	1904	2321	100%	100%	100%
February 19	1256	1844	2406	100%	100%	100%
February 20	1749	1941	2844	100%	100%	100%
February 21	1341	1818	2851	100%	100%	100%
February 22	1229	1928	2185	100%	100%	100%
February 23	1158	1916	2144	100%	100%	100%
February 24	1779	2373	2341	100%	100%	100%
February 25	1183	1834	2571	100%	100%	100%
February 26	1131	1829	2227	100%	100%	100%
February 27	1297	2076	2901	100%	100%	100%
February 28	1677	2976	2781	100%	100%	100%

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
March 1	1826	2839	2978	100%	100%	100%
March 2	1481	1845	2528	100%	100%	100%
March 3	1067	1736	2935	100%	100%	100%
March 4	1027	1592	2122	100%	100%	100%
March 5	1048	1547	2454	100%	100%	100%
March 6	1216	1945	2591	100%	100%	100%
March 7	1242	2031	2708	100%	100%	100%
March 8	1176	1907	2216	100%	100%	100%
March 9	1070	2102	2922	100%	100%	100%
March 10	1064	1763	2329	100%	100%	100%
March 11	976	1746	2656	100%	100%	100%
March 12	1061	1764	2690	100%	100%	100%
March 13	1442	1771	2382	100%	100%	100%
March 14	1232	1815	2153	100%	100%	100%
March 15	1760	2293	2163	100%	100%	100%
March 16	1071	1994	2954	100%	100%	100%
March 17	1095	1640	2168	100%	100%	100%
March 18	1035	2313	2368	100%	100%	100%
March 19	1088	1638	2396	100%	100%	100%
March 20	1702	2390	2574	100%	100%	100%
March 21	1059	1822	2699	100%	100%	100%
March 22	1039	1971	2130	100%	100%	100%
March 23	1000	1849	2717	100%	100%	100%
March 24	1220	1958	2386	100%	100%	100%
March 25	977	1897	2333	100%	100%	100%
March 26	982	1947	2749	100%	100%	100%
March 27	1393	2258	2230	100%	100%	100%
March 28	1216	1979	2964	100%	100%	100%
March 29	1103	1730	2034	100%	100%	100%
March 30	1076	1703	2248	100%	100%	100%
March 31	1319	1810	2650	100%	100%	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
January 1	3906	2590	4281	100%		
January 2	3899	2622	4454	100%		
January 3	4097	2855	4580	100%		
January 4	4141	2741	4578	100%		
January 5	3853	2655	3834	100%		
January 6	3995	2757	4142	100%		
January 7	4200	2829	4450	100%		
January 8	4060	2638	4174	100%		
January 9	4012	2735	4137	100%		
January 10	4551	2801	4165	100%		
January 11	5321	2767	4495	100%		
January 12	4117	2858	4330	100%		
January 13	4191	2825	4364	100%		
January 14	4136	2854	4390	100%		
January 15	4180	2595	4313	100%		
January 16	4310	2692	4620	100%		
January 17	4206	2723	4186	100%		
January 18	4166	2826	4220	100%		
January 19	5526	2810	4135	100%		
January 20	5449	2705	4173	100%		
January 21	4527	2789	4145	100%		
January 22	4299	2588	3950	100%		
January 23	4210	2636	4318	100%		
January 24	4017	2695	4162	100%		
January 25	4402	2703	4098	100%		
January 26	4500	2783	4020	100%		
January 27	4200	2668	4098	100%		
January 28	4214	2671	4016	100%		
January 29	4180	2794	4240	100%		
January 30	4091	2825	4164	100%		
January 31	4136	2854	4290	100%		

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
February 1	4088	2732	4009	100%		
February 2	4189	2636	4318	100%		
February 3	4294	2667	4125	100%		
February 4	4180	2794	4240	100%		
February 5	4220	2775	4084	100%		
February 6	4199	2636	4318	100%		
February 7	4017	2656	4162	100%		
February 8	4247	2666	4279	100%		
February 9	4193	2694	4296	100%		
February 10	4165	2597	4213	100%		
February 11	4551	2501	4165	100%		
February 12	5322	2790	4065	100%		
February 13	4191	2825	4164	100%		
February 14	4136	2854	4390	100%		
February 15	4026	2629	4113	100%		
February 16	4241	2676	4307	100%		
February 17	4221	2732	4279	100%		
February 18	4117	2878	4337	100%		
February 19	4110	2629	4208	100%		
February 20	4488	2590	4164	100%		
February 21	4524	2704	4376	100%		
February 22	4215	2679	4096	100%		
February 23	4210	2697	5111	100%		
February 24	4165	2597	4213	100%		
February 25	4180	2794	4240	100%		
February 26	4127	2817	4260	100%		
February 27	6105	2553	4203	100%		
February 28	5050	2616	4250	100%		

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
March 1	3972	2625	4424	100%		
March 2	4092	2822	4280	100%		
March 3	4146	2641	4178	100%		
March 4	4057	2516	4430	100%		
March 5	4136	2625	4176	100%		
March 6	3956	2526	4341	100%		
March 7	4248	2747	4360	100%		
March 8	4099	2714	4320	100%		
March 9	4171	2706	4345	100%		
March 10	4302	2725	4642	100%		
March 11	4278	2592	4326	100%		
March 12	4119	2653	4243	100%		
March 13	4108	2693	4454	100%		
March 14	4099	2653	4447	100%		
March 15	4221	2778	4414	100%		
March 16	4173	2759	4363	100%		
March 17	4261	2762	4443	100%		
March 18	4200	2718	4420	100%		
March 19	4060	2602	4174	100%		
March 20	4127	2692	4159	100%		
March 21	4179	2675	4523	100%		
March 22	4162	2626	4355	100%		
March 23	4161	2662	4322	100%		
March 24	4435	2783	4050	100%		
March 25	4200	2698	4098	100%		
March 26	4248	2701	4316	100%		
March 27	4528	2672	3965	100%		
March 28	4012	2604	4237	100%		
March 29	3995	2689	4458	100%		
March 30	4116	2636	4344	100%		
March 31	4165	2646	4290	100%		

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## KPI &amp; Statistics

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
January 1	2891	3343	3060	100%		
January 2	2862	3243	3072	100%		
January 3	2894	3308	3064	100%		
January 4	2893	3214	3060	100%		
January 5	2884	3309	3064	100%		
January 6	2933	3322	3116	100%		
January 7	2900	3334	3066	100%		
January 8	2884	3337	3077	100%		
January 9	2880	3305	3051	100%		
January 10	2906	3350	3068	100%		
January 11	2902	3353	3067	100%		
January 12	2897	3304	3077	100%		
January 13	2882	3308	3085	100%		
January 14	2886	3302	3055	100%		
January 15	2886	3300	3069	100%		
January 16	2933	3422	3142	100%		
January 17	2909	3300	3067	100%		
January 18	2912	3338	3065	100%		
January 19	2902	3330	3080	100%		
January 20	2899	3332	3110	100%		
January 21	2892	3320	3055	100%		
January 22	2883	3300	3071	100%		
January 23	2867	3350	3064	100%		
January 24	2938	3319	3063	100%		
January 25	2902	3336	3066	100%		
January 26	2912	3339	3068	100%		
January 27	2899	3340	3063	100%		
January 28	2906	3347	3069	100%		
January 29	2900	3345	3069	100%		
January 30	2894	3378	3105	100%		
January 31	2892	3323	3075	100%		

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## KPI &amp; Statistics

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
February 1	2890	3314	3059	100%		
February 2	2897	3337	3065	100%		
February 3	2885	3340	3069	100%		
February 4	2890	3327	3059	100%		
February 5	2884	3299	3054	100%		
February 6	2899	3331	3058	100%		
February 7	2896	3336	3061	100%		
February 8	2894	3330	3058	100%		
February 9	2903	3334	3061	100%		
February 10	2882	3308	3055	100%		
February 11	2967	3450	3094	100%		
February 12	3138	3319	3113	100%		
February 13	2901	3338	3061	100%		
February 14	2894	3330	3058	100%		
February 15	2903	3334	3061	100%		
February 16	2900	3304	3066	100%		
February 17	2904	3337	3067	100%		
February 18	2902	3346	3066	100%		
February 19	2889	3339	3082	100%		
February 20	2899	3329	3063	100%		
February 21	2905	3347	3069	100%		
February 22	2906	3350	3069	100%		
February 23	2902	3350	3067	100%		
February 24	2902	3343	3065	100%		
February 25	2952	3337	3114	100%		
February 26	2906	3382	3120	100%		
February 27	2933	3422	3142	100%		
February 28	2934	3399	3144	100%		

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
March 1	2952	3322	3116	100%		
March 2	2900	3334	3086	100%		
March 3	2884	3337	3067	100%		
March 4	2880	3305	3051	100%		
March 5	2950	3445	3071	100%		
March 6	3194	3567	3305	100%		
March 7	3098	3346	3186	100%		
March 8	2899	3331	3063	100%		
March 9	2901	3338	3061	100%		
March 10	2894	3330	3058	100%		
March 11	2903	3334	3061	100%		
March 12	2875	3308	3055	100%		
March 13	2886	3318	3059	100%		
March 14	2942	3334	3063	100%		
March 15	2899	3339	3064	100%		
March 16	2896	3350	3068	100%		
March 17	2902	3350	3067	100%		
March 18	2901	3341	3067	100%		
March 19	2870	3333	3077	100%		
March 20	2892	3333	3059	100%		
March 21	2904	3363	3067	100%		
March 22	2903	3300	3071	100%		
March 23	2902	3354	3067	100%		
March 24	2901	3338	3061	100%		
March 25	2895	3322	3058	100%		
March 26	2902	3344	3070	100%		
March 27	2902	3344	3060	100%		
March 28	2881	3320	3063	100%		
March 29	2902	3334	3059	100%		
March 30	2906	3349	3059	100%		
March 31	2906	3364	3082	100%		

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Annex: Non comparability of client channel functionality

The latest NISP - NextGenPSD2 Implementation Support Program - introduced a method to enhance the comparability of API services and client channel applications within their Compliance paper v1.4.

This has been implemented for this region as some formatting e.g. on IBANs and other payment data are performed in the related online / mobile channels already in the frontend. Those checks are included on the middleware of the API channel which lead to a systematic uncomparability between online / mobile and API channels in the chosen performance measurement approach.

Therefore it has been introduced as best practice to add the measured performance of the online channels additional time blocks which is equivalent to the medium performance of the checks in the API channel, to make the overall performance figures comparable. Several random tests considering different users and accounts have been carried out, resulting in the following average load times which were added to the KPIs shown in the previous page:

Online Channel AIS

Bal: 1788 ms AIS

Tra: 1956 ms PIS

Single: 2724 ms

Mobile Channel AIS

Bal: 2654 ms AIS

Tra: 2789 ms PIS

Single: 2848 ms

**Error Response Rate for dedicated Interface**

Business date	error rate in %
01-01-2023	0.0
02-01-2023	0.0
03-01-2023	0.0
04-01-2023	0.0
05-01-2023	0.0
06-01-2023	0.0
07-01-2023	0.0
08-01-2023	0.0
09-01-2023	0.0
10-01-2023	0.0
11-01-2023	0.0
12-01-2023	0.0
13-01-2023	0.0
14-01-2023	0.0
15-01-2023	0.0
16-01-2023	0.0
17-01-2023	0.0
18-01-2023	0.0
19-01-2023	0.0
20-01-2023	0.0
21-01-2023	0.0
22-01-2023	0.0
23-01-2023	0.0
24-01-2023	0.0
25-01-2023	0.0
26-01-2023	0.0
27-01-2023	0.0
28-01-2023	0.0
29-01-2023	0.0
30-01-2023	0.0
31-01-2023	0.0

Business date	error rate in %
01-02-2023	0.0
02-02-2023	0.0
03-02-2023	0.0
04-02-2023	0.0
05-02-2023	0.0
06-02-2023	0.0
07-02-2023	0.0
08-02-2023	0.0
09-02-2023	0.0
10-02-2023	0.0
11-02-2023	0.0
12-02-2023	0.0
13-02-2023	0.0
14-02-2023	0.0
15-02-2023	0.0
16-02-2023	0.0
17-02-2023	0.0
18-02-2023	0.0
19-02-2023	0.0
20-02-2023	0.0
21-02-2023	0.0
22-02-2023	0.0
23-02-2023	0.0
24-02-2023	0.0
25-02-2023	0.0
26-02-2023	0.0
27-02-2023	0.0
28-02-2023	0.0

Business date	error rate in %
01-03-2023	0.0
02-03-2023	0.0
03-03-2023	0.0
04-03-2023	0.0
05-03-2023	0.0
06-03-2023	0.0
07-03-2023	0.0
08-03-2023	0.0
09-03-2023	0.0
10-03-2023	0.0
11-03-2023	4.24
12-03-2023	0.0
13-03-2023	0.0
14-03-2023	0.0
15-03-2023	0.0
16-03-2023	0.0
17-03-2023	0.0
18-03-2023	0.0
19-03-2023	0.0
20-03-2023	0.0
21-03-2023	0.0
22-03-2023	0.0
23-03-2023	0.0
24-03-2023	0.0
25-03-2023	0.0
26-03-2023	0.0
27-03-2023	0.0
28-03-2023	0.0
29-03-2023	0.0
30-03-2023	0.0
31-03-2023	0.0