

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG-
Branch Belgium | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
January 1, 2024	920	1364	3388	100%	100%	100%	0.00
January 2, 2024	1178	1509	2718	100%	100%	100%	0.00
January 3, 2024	1033	1464	2909	100%	100%	100%	0.00
January 4, 2024	1186	1516	2976	100%	100%	100%	0.00
January 5, 2024	1040	1419	3270	100%	100%	100%	0.00
January 6, 2024	1054	1495	3084	100%	100%	100%	0.00
January 7, 2024	965	1383	3184	100%	100%	100%	0.00
January 8, 2024	1061	1431	2987	100%	100%	100%	0.00
January 9, 2024	1288	1477	3193	100%	100%	100%	0.00
January 10, 2024	1024	1438	3636	100%	100%	100%	0.00
January 11, 2024	1072	1519	3046	100%	100%	100%	0.00
January 12, 2024	1112	1550	3133	100%	100%	100%	0.00
January 13, 2024	1101	1598	3198	100%	100%	100%	0.00
January 14, 2024	997	1612	3167	100%	100%	100%	0.00
January 15, 2024	1010	1560	3213	100%	100%	100%	0.00
January 16, 2024	1053	1472	3225	100%	100%	100%	0.00
January 17, 2024	1094	1732	3393	100%	100%	100%	0.00
January 18, 2024	989	1457	2906	100%	100%	100%	0.00
January 19, 2024	1042	1685	3365	100%	100%	100%	0.00
January 20, 2024	955	1517	3045	100%	100%	100%	0.00
January 21, 2024	1017	1504	3341	98%	98%	98%	1.01
January 22, 2024	1089	1633	2896	100%	100%	100%	0.00
January 23, 2024	1073	1528	2844	100%	100%	100%	0.00
January 24, 2024	1016	1568	3251	100%	100%	100%	0.00
January 25, 2024	1097	1563	3295	100%	100%	100%	0.00
January 26, 2024	1275	1630	2993	100%	100%	100%	0.00
January 27, 2024	1027	1537	2747	100%	100%	100%	0.00
January 28, 2024	976	1521	3477	100%	100%	100%	0.34
January 29, 2024	1118	1728	2978	100%	100%	100%	0.00
January 30, 2024	1101	1634	3097	100%	100%	100%	0.00
January 31, 2024	1135	1595	3043	100%	100%	100%	0.00

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KPI & Statistics

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
February 1, 2024	1136	1640	3097	100%	100%	100%	0.00
February 2, 2024	1140	1627	2959	100%	100%	100%	0.00
February 3, 2024	1066	1729	3457	97%	99%	100%	3.99
February 4, 2024	1130	1699	3404	100%	100%	100%	0.00
February 5, 2024	1166	1613	3414	100%	100%	100%	0.00
February 6, 2024	1069	1614	3034	100%	100%	100%	0.28
February 7, 2024	1327	1550	3902	100%	100%	100%	0.00
February 8, 2024	1152	1619	3581	100%	100%	100%	0.00
February 9, 2024	1097	1573	2529	100%	100%	100%	0.00
February 10, 2024	1116	1544	4029	100%	100%	100%	0.00
February 11, 2024	996	1437	3023	100%	100%	100%	0.00
February 12, 2024	1154	1679	3338	100%	100%	100%	0.00
February 13, 2024	1134	1566	3485	100%	100%	100%	0.00
February 14, 2024	1127	1576	3258	100%	100%	100%	0.00
February 15, 2024	1070	1545	3286	100%	100%	100%	0.00
February 16, 2024	1117	1603	3548	100%	100%	100%	0.00
February 17, 2024	1091	1534	3375	100%	100%	100%	0.00
February 18, 2024	1017	1452	2925	100%	100%	100%	0.00
February 19, 2024	1060	1551	3551	100%	100%	100%	0.00
February 20, 2024	1027	1455	2676	100%	100%	100%	0.00
February 21, 2024	1123	1597	3103	99%	99%	99%	1.09
February 22, 2024	1085	1605	2803	100%	100%	100%	0.00
February 23, 2024	1121	1629	3033	100%	100%	100%	0.00
February 24, 2024	1302	1951	3246	100%	100%	100%	0.32
February 25, 2024	1250	2066	3539	100%	100%	100%	0.00
February 26, 2024	1551	2005	3774	100%	100%	100%	0.00
February 27, 2024	1750	1952	3581	100%	100%	100%	0.00
February 28, 2024	1646	2160	2529	100%	100%	100%	0.00
February 29, 2024	1406	1956	4029	100%	100%	100%	0.00

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KPI & Statistics

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
March 1, 2024	1380	1926	4003	100%	100%	100%	0.26
March 2, 2024	1141	1622	3306	100%	100%	100%	0.00
March 3, 2024	1174	1645	2542	100%	100%	100%	0.25
March 4, 2024	1282	1730	2933	100%	100%	100%	0.00
March 5, 2024	1492	1887	3468	100%	100%	100%	0.00
March 6, 2024	1184	1681	3015	100%	100%	100%	0.00
March 7, 2024	1208	1641	2473	100%	100%	100%	0.00
March 8, 2024	1179	1663	3096	100%	100%	100%	0.00
March 9, 2024	1308	1637	2464	99%	99%	99%	0.45
March 10, 2024	1072	1609	3407	100%	100%	100%	0.00
March 11, 2024	1536	1745	3842	100%	100%	100%	0.00
March 12, 2024	1180	1752	3139	100%	100%	100%	0.00
March 13, 2024	1142	1642	2697	100%	100%	100%	0.00
March 14, 2024	1174	1786	2997	100%	100%	100%	0.00
March 15, 2024	1335	1777	3387	100%	100%	100%	0.00
March 16, 2024	1220	1535	2936	100%	100%	100%	0.00
March 17, 2024	839	1259	3317	92%	98%	98%	2.07
March 18, 2024	891	1368	3799	100%	100%	100%	0.73
March 19, 2024	866	1347	3174	100%	100%	100%	0.00
March 20, 2024	864	1493	3678	100%	100%	100%	0.00
March 21, 2024	852	1394	3064	100%	100%	100%	0.00
March 22, 2024	895	1661	3386	100%	100%	100%	0.00
March 23, 2024	852	1334	2798	100%	100%	100%	0.00
March 24, 2024	850	1432	2940	100%	100%	100%	0.33
March 25, 2024	853	1402	3025	100%	100%	100%	0.00
March 26, 2024	870	1470	3295	100%	100%	100%	0.00
March 27, 2024	854	1353	2993	99%	99%	99%	0.18
March 28, 2024	911	1417	2747	100%	100%	100%	0.00
March 29, 2024	837	1312	3477	100%	100%	100%	0.00
March 30, 2024	792	1208	2930	100%	100%	100%	0.00
March 31, 2024	868	1306	2764	100%	100%	100%	0.00

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KPI & Statistics

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1, 2024	3588	2636	4318	100%
January 2, 2024	3560	2651	4041	100%
January 3, 2024	3596	2643	4557	100%
January 4, 2024	3831	2949	3863	100%
January 5, 2024	3714	2843	4108	100%
January 6, 2024	3729	2967	3885	100%
January 7, 2024	3632	2766	4109	100%
January 8, 2024	3633	2844	4116	100%
January 9, 2024	3651	2656	4162	100%
January 10, 2024	3774	2924	4176	100%
January 11, 2024	3943	2653	4173	100%
January 12, 2024	3656	2781	3960	100%
January 13, 2024	3704	2969	3853	100%
January 14, 2024	3824	3099	3852	100%
January 15, 2024	3529	2629	4208	100%
January 16, 2024	3646	2640	4107	100%
January 17, 2024	3618	2518	4079	100%
January 18, 2024	3565	2828	4160	100%
January 19, 2024	3632	3366	4079	100%
January 20, 2024	3426	2625	4424	100%
January 21, 2024	3590	2825	4364	100%
January 22, 2024	3426	2622	4454	100%
January 23, 2024	3548	2813	3925	100%
January 24, 2024	3459	2656	4162	100%
January 25, 2024	3570	2597	4213	100%
January 26, 2024	3822	2817	3837	100%
January 27, 2024	3582	2794	4240	100%
January 28, 2024	3282	2825	4364	100%
January 29, 2024	3549	2854	4390	100%
January 30, 2024	3466	2629	4113	100%
January 31, 2024	3575	2706	4345	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1, 2024	3155	2706	5111	100%
February 2, 2024	3542	2817	4260	100%
February 3, 2024	3582	2794	4240	100%
February 4, 2024	3577	2759	4363	100%
February 5, 2024	3434	2877	4008	100%
February 6, 2024	3381	2884	4091	100%
February 7, 2024	3195	2839	4047	100%
February 8, 2024	3737	2711	3827	100%
February 9, 2024	3466	2629	4113	100%
February 10, 2024	3571	2642	4110	100%
February 11, 2024	3582	2794	4240	100%
February 12, 2024	3147	2718	4420	100%
February 13, 2024	3214	2588	3950	100%
February 14, 2024	3138	2636	4318	100%
February 15, 2024	3459	2656	4162	100%
February 16, 2024	3193	2719	4216	100%
February 17, 2024	3535	2858	4330	100%
February 18, 2024	3570	2597	4213	100%
February 19, 2024	3549	2854	4390	100%
February 20, 2024	3582	2595	4313	100%
February 21, 2024	3568	2662	4322	100%
February 22, 2024	3492	2629	4174	100%
February 23, 2024	3393	2672	3965	100%
February 24, 2024	3525	3173	4186	100%
February 25, 2024	3421	2826	3920	100%
February 26, 2024	3241	2810	4135	100%
February 27, 2024	3456	2735	4137	100%
February 28, 2024	3582	2794	4240	100%
February 29, 2024	3582	2794	4240	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1, 2024	3421	2826	3920	100%
March 2, 2024	3437	2586	4280	100%
March 3, 2024	3528	2693	4454	100%
March 4, 2024	3165	2673	4084	100%
March 5, 2024	3333	2705	4323	100%
March 6, 2024	3556	3041	4578	100%
March 7, 2024	3549	2854	4390	100%
March 8, 2024	3459	2656	4162	100%
March 9, 2024	3183	2601	4367	100%
March 10, 2024	3074	2618	4847	100%
March 11, 2024	3482	2967	3885	100%
March 12, 2024	3244	2675	4335	100%
March 13, 2024	3264	2675	3879	100%
March 14, 2024	3247	2757	3868	100%
March 15, 2024	3307	2658	3944	100%
March 16, 2024	3484	2759	3929	100%
March 17, 2024	3055	4543	10895	100%
March 18, 2024	3297	6182	7674	100%
March 19, 2024	3273	2700	3948	100%
March 20, 2024	3282	2650	3880	100%
March 21, 2024	3320	2781	3706	100%
March 22, 2024	6596	16605	8587	100%
March 23, 2024	3149	2525	3640	100%
March 24, 2024	3204	2544	3660	100%
March 25, 2024	3323	2680	3878	100%
March 26, 2024	6462	16540	8603	100%
March 27, 2024	3411	2690	3911	100%
March 28, 2024	6515	16389	8660	100%
March 29, 2024	6522	16423	8644	100%
March 30, 2024	6359	16368	8632	100%
March 31, 2024	6431	15522	8586	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
January 1, 2024	2874	3301	4546	100%
January 2, 2024	2873	3315	4535	100%
January 3, 2024	2870	3296	4543	100%
January 4, 2024	2926	3300	4485	100%
January 5, 2024	2835	3194	4508	100%
January 6, 2024	2930	3309	4487	100%
January 7, 2024	2827	3179	4520	100%
January 8, 2024	2827	3177	4524	100%
January 9, 2024	2888	3261	4456	100%
January 10, 2024	2833	3185	4442	100%
January 11, 2024	2831	3170	4432	100%
January 12, 2024	2907	3277	4475	100%
January 13, 2024	2930	3311	4487	100%
January 14, 2024	2932	3309	4486	100%
January 15, 2024	2889	3339	4457	100%
January 16, 2024	2863	3284	4523	100%
January 17, 2024	2836	3219	4478	100%
January 18, 2024	2841	3266	4513	100%
January 19, 2024	2894	3330	4447	100%
January 20, 2024	2952	3322	4505	100%
January 21, 2024	2894	3367	4494	100%
January 22, 2024	2884	3282	4445	100%
January 23, 2024	2940	3329	4492	100%
January 24, 2024	2896	3336	4450	100%
January 25, 2024	2902	3343	4454	100%
January 26, 2024	2942	3334	4498	100%
January 27, 2024	2831	3197	4440	100%
January 28, 2024	2836	3195	4433	100%
January 29, 2024	2851	3207	4450	100%
January 30, 2024	2822	3176	4436	100%
January 31, 2024	2901	3338	4450	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
February 1, 2024	2902	3353	4456	100%
February 2, 2024	2908	3382	4509	100%
February 3, 2024	2952	3337	4503	100%
February 4, 2024	2896	3350	4457	100%
February 5, 2024	2945	3334	4493	100%
February 6, 2024	2940	3332	4505	100%
February 7, 2024	2940	3330	4494	100%
February 8, 2024	2907	3290	4479	100%
February 9, 2024	2903	3334	4450	100%
February 10, 2024	2895	3324	4457	100%
February 11, 2024	2831	3197	4440	100%
February 12, 2024	2901	3341	4456	100%
February 13, 2024	2883	3311	4448	100%
February 14, 2024	2967	3350	4453	100%
February 15, 2024	3138	3319	4452	100%
February 16, 2024	2877	3324	4506	100%
February 17, 2024	2897	3304	4456	100%
February 18, 2024	2882	3308	4444	100%
February 19, 2024	2886	3302	4444	100%
February 20, 2024	2886	3300	4458	100%
February 21, 2024	2902	3354	4456	100%
February 22, 2024	2884	3337	4456	100%
February 23, 2024	2902	3344	4450	100%
February 24, 2024	2909	3333	4456	100%
February 25, 2024	2912	3338	4454	100%
February 26, 2024	2902	3337	4449	100%
February 27, 2024	2880	3305	4440	100%
February 28, 2024	2890	3327	4448	100%
February 29, 2024	2900	3345	4458	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
March 1, 2024	2912	3338	4454	100%
March 2, 2024	2851	3293	4499	100%
March 3, 2024	2886	3318	4444	100%
March 4, 2024	2884	3299	4443	100%
March 5, 2024	2898	3332	4449	100%
March 6, 2024	2902	3307	4452	100%
March 7, 2024	2892	3323	4464	100%
March 8, 2024	2896	3336	4450	100%
March 9, 2024	3067	3517	4588	100%
March 10, 2024	2991	3437	4606	100%
March 11, 2024	2930	3309	4487	100%
March 12, 2024	2996	3396	4545	100%
March 13, 2024	2990	3394	4545	100%
March 14, 2024	2991	3416	4558	100%
March 15, 2024	2998	3412	4561	100%
March 16, 2024	2887	3255	4458	100%
March 17, 2024	2996	3447	4634	100%
March 18, 2024	3035	3419	4575	100%
March 19, 2024	2995	3408	4561	100%
March 20, 2024	2995	3406	4555	100%
March 21, 2024	2997	3444	4545	100%
March 22, 2024	10606	70475	13333	100%
March 23, 2024	2811	4205	4355	100%
March 24, 2024	2804	4135	4349	100%
March 25, 2024	2854	4282	4365	100%
March 26, 2024	10489	553553	13868	100%
March 27, 2024	2844	4287	4365	100%
March 28, 2024	10486	562068	13534	100%
March 29, 2024	10522	551613	13488	100%
March 30, 2024	10251	518251	13623	100%
March 31, 2024	10253	533522	13458	100%

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KPI & Statistics

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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 incomparability 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 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