

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)	Error Rate
January 1,2026	683	1437	0	100%	100%	100%	0.00
January 2,2026	697	1261	3923	100%	100%	100%	0.28
January 3,2026	575	1161	0	100%	100%	100%	0.00
January 4,2026	506	1253	3587	100%	100%	100%	0.00
January 5,2026	596	1160	0	100%	100%	100%	0.00
January 6,2026	587	1097	0	100%	100%	100%	0.00
January 7,2026	586	1064	3796	100%	100%	100%	0.00
January 8,2026	1092	943	4198	98%	98%	98%	0.20
January 9,2026	562	1065	4328	100%	100%	100%	0.00
January 10,2026	672	1251	3633	95%	95%	95%	0.50
January 11,2026	607	1425	0	100%	100%	100%	0.00
January 12,2026	645	1278	6396	100%	100%	100%	0.00
January 13,2026	609	1221	4790	100%	100%	100%	0.00
January 14,2026	649	1168	0	100%	100%	100%	0.00
January 15,2026	646	1329	3451	100%	100%	100%	0.08
January 16,2026	620	1205	0	100%	100%	100%	0.00
January 17,2026	595	1322	0	100%	100%	100%	0.00
January 18,2026	629	1380	2368	100%	100%	100%	0.49
January 19,2026	598	1123	5449	100%	100%	100%	0.00
January 20,2026	659	1229	0	100%	100%	100%	0.22
January 21,2026	1063	1248	5173	100%	100%	100%	0.00
January 22,2026	605	1184	0	100%	100%	100%	0.00
January 23,2026	637	1193	0	100%	100%	100%	0.00
January 24,2026	612	1341	0	100%	100%	100%	0.00
January 25,2026	578	1351	0	100%	100%	100%	0.00
January 26,2026	604	1233	4840	100%	100%	100%	0.00
January 27,2026	654	1184	3634	100%	100%	100%	0.00
January 28,2026	675	1178	0	100%	100%	100%	0.00
January 29,2026	633	1205	5087	100%	100%	100%	0.41
January 30,2026	796	1272	0	100%	100%	100%	0.08
January 31,2026	605	1313	0	100%	100%	100%	0.00

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

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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 1,2026	649	1487	0	100%	100%	100%	0.53
February 2,2026	648	1177	6762	100%	100%	100%	0.00
February 3,2026	636	1269	0	100%	100%	100%	0.00
February 4,2026	631	1856	7640	100%	100%	100%	0.00
February 5,2026	632	2031	4238	100%	100%	100%	0.00
February 6,2026	631	1315	4223	100%	100%	100%	0.00
February 7,2026	604	1348	4493	100%	100%	100%	0.00
February 8,2026	611	1621	3627	100%	100%	100%	0.27
February 9,2026	637	1438	4755	100%	100%	100%	0.00
February 10,2026	623	1273	4461	100%	100%	100%	0.00
February 11,2026	691	1362	0	100%	100%	100%	0.17
February 12,2026	634	1425	0	100%	100%	100%	0.00
February 13,2026	582	1247	0	100%	100%	100%	0.00
February 14,2026	584	1310	0	100%	100%	100%	0.00
February 15,2026	533	1283	0	100%	100%	100%	0.00
February 16,2026	566	1209	4937	100%	100%	100%	0.00
February 17,2026	657	1266	0	100%	100%	100%	0.00
February 18,2026	685	1165	5762	100%	100%	100%	0.00
February 19,2026	601	1303	4365	100%	100%	100%	0.00
February 20,2026	572	1174	0	100%	100%	100%	0.00
February 21,2026	613	1299	4822	100%	100%	100%	0.00
February 22,2026	589	1391	0	100%	100%	100%	0.00
February 23,2026	657	1109	0	100%	100%	100%	0.00
February 24,2026	642	1386	5206	100%	100%	100%	0.00
February 25,2026	619	1219	0	100%	100%	100%	0.00
February 26,2026	690	1314	0	100%	100%	100%	0.15
February 27,2026	714	1251	5053	100%	100%	100%	0.00
February 28,2026	619	1447	0	100%	100%	100%	0.11

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KPI & Statistics

BE | Deutsche Bank AG - Branch Belgium | DB

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
March 1,2026	626	1487	0	100%	100%	100%	0.42
March 2,2026	686	1290	4835	100%	100%	100%	0.07
March 3,2026	707	1305	0	100%	100%	100%	0.16
March 4,2026	658	1281	5395	100%	100%	100%	0.00
March 5,2026	644	1225	4017	100%	100%	100%	0.00
March 6,2026	673	1192	4568	100%	100%	100%	0.00
March 7,2026	616	1480	3782	100%	100%	100%	0.00
March 8,2026	665	1597	2777	100%	100%	100%	0.00
March 9,2026	648	1215	0	100%	100%	100%	0.00
March 10,2026	660	1218	0	100%	100%	100%	0.00
March 11,2026	644	1228	5076	100%	100%	100%	0.00
March 12,2026	676	1201	5004	100%	100%	100%	0.00
March 13,2026	697	1233	0	100%	100%	100%	0.00
March 14,2026	659	1399	0	100%	100%	100%	0.00
March 15,2026	602	1238	0	100%	100%	100%	0.29
March 16,2026	668	1256	5034	100%	100%	100%	0.00
March 17,2026	673	1364	4903	100%	100%	100%	0.47
March 18,2026	1672	2410	6778	100%	100%	100%	0.00
March 19,2026	1067	1543	0	100%	100%	100%	0.00
March 20,2026	676	1302	4892	100%	100%	100%	0.00
March 21,2026	575	1330	0	100%	100%	100%	0.09
March 22,2026	624	1394	4697	100%	100%	100%	0.23
March 23,2026	655	1217	0	100%	100%	100%	0.00
March 24,2026	674	1225	0	100%	100%	100%	0.00
March 25,2026	688	1181	4798	100%	100%	100%	0.00
March 26,2026	703	1301	0	100%	100%	100%	0.21
March 27,2026	704	1387	4443	100%	100%	100%	0.00
March 28,2026	682	1609	4867	100%	100%	100%	0.00
March 29,2026	600	1268	3537	100%	100%	100%	0.00
March 30,2026	642	1179	1998	100%	100%	100%	0.00
March 31,2026	647	1164	3021	100%	100%	100%	0.00

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1,2026	3612	2921	5516	100%
January 2,2026	3637	3009	5575	100%
January 3,2026	3608	2956	5516	100%
January 4,2026	3622	2936	5520	100%
January 5,2026	3680	3090	5591	100%
January 6,2026	3647	3034	5552	100%
January 7,2026	3661	3029	5554	100%
January 8,2026	3654	3014	5727	100%
January 9,2026	3661	3063	5557	100%
January 10,2026	3609	2931	6766	100%
January 11,2026	3616	2940	5533	100%
January 12,2026	3675	3072	5584	100%
January 13,2026	3658	3030	5570	100%
January 14,2026	3663	3038	5563	100%
January 15,2026	3674	3055	5561	100%
January 16,2026	3668	3046	5561	100%
January 17,2026	3630	2971	5527	100%
January 18,2026	3656	2971	5542	100%
January 19,2026	3649	3028	5557	100%
January 20,2026	3672	3078	5571	100%
January 21,2026	3670	3078	5568	100%
January 22,2026	3657	3026	5562	100%
January 23,2026	3657	3061	5567	100%
January 24,2026	3617	2964	5521	100%
January 25,2026	3606	2940	5529	100%
January 26,2026	3659	3059	5569	100%
January 27,2026	3665	3061	5584	100%
January 28,2026	3651	3059	5565	100%
January 29,2026	3658	3098	5582	100%
January 30,2026	3647	3044	5574	100%
January 31,2026	3615	2949	5523	100%

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KPI & Statistics

[BE | Deutsche Bank AG - Branch Belgium | DB](#)

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1,2026	3592	2910	5549	100%
February 2,2026	3640	3012	5568	100%
February 3,2026	3638	3011	5571	100%
February 4,2026	3734	3307	5594	100%
February 5,2026	3669	3064	5583	100%
February 6,2026	3677	3055	5557	100%
February 7,2026	3624	2976	5537	100%
February 8,2026	3635	2971	5543	100%
February 9,2026	3667	3067	5583	100%
February 10,2026	3677	3067	5554	100%
February 11,2026	3679	3080	5583	100%
February 12,2026	3681	3097	5591	100%
February 13,2026	1893	2139	2874	100%
February 14,2026	3637	3022	5534	100%
February 15,2026	3641	3005	5524	100%
February 16,2026	3657	3058	5557	100%
February 17,2026	3666	3064	5561	100%
February 18,2026	3662	3051	5561	100%
February 19,2026	3670	3074	5562	100%
February 20,2026	3678	3097	5559	100%
February 21,2026	3628	2980	5531	100%
February 22,2026	3628	2952	5515	100%
February 23,2026	3671	3083	5551	100%
February 24,2026	3709	3144	5574	100%
February 25,2026	3700	3087	5578	100%
February 26,2026	2369	2241	2971	100%
February 27,2026	3682	3088	5583	100%
February 28,2026	3637	3005	5529	100%

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KPI & Statistics

[BE | Deutsche Bank AG - Branch Belgium | DB](#)

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1,2026	3616	2973	5551	100%
March 2,2026	3673	3092	5604	100%
March 3,2026	3670	3069	5603	100%
March 4,2026	3691	3090	5616	100%
March 5,2026	3640	3012	5567	100%
March 6,2026	3648	3028	5570	100%
March 7,2026	3635	2982	5538	100%
March 8,2026	3642	2969	5556	100%
March 9,2026	3665	3088	5576	100%
March 10,2026	3670	3074	5581	100%
March 11,2026	3672	3090	5595	100%
March 12,2026	3672	3060	5567	100%
March 13,2026	3666	3077	5573	100%
March 14,2026	3630	3039	5541	100%
March 15,2026	3625	2999	5549	100%
March 16,2026	3669	3087	5581	100%
March 17,2026	3663	3049	5593	100%
March 18,2026	1857	2660	2807	100%
March 19,2026	3672	3070	5586	100%
March 20,2026	3670	3078	5589	100%
March 21,2026	3641	3028	5492	100%
March 22,2026	3620	3009	5507	100%
March 23,2026	3650	3046	5536	100%
March 24,2026	3643	3055	5540	100%
March 25,2026	3669	3052	5547	100%
March 26,2026	3677	3073	5570	100%
March 27,2026	3661	3037	5565	100%
March 28,2026	3623	2954	5521	100%
March 29,2026	3615	2923	5528	100%
March 30,2026	3668	3035	5570	100%
March 31,2026	3667	3008	5557	100%

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KPI & Statistics

[BE | Deutsche Bank AG - Branch Belgium | DB](#)

Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
January 1,2026	6251	4817	6293	100%
January 2,2026	6323	4974	6318	100%
January 3,2026	6287	4888	6296	100%
January 4,2026	6314	4880	6288	100%
January 5,2026	6385	5088	6375	100%
January 6,2026	6337	4950	6336	100%
January 7,2026	6355	4881	6326	100%
January 8,2026	6359	4930	6316	100%
January 9,2026	6338	5093	6353	100%
January 10,2026	6253	5162	6306	100%
January 11,2026	6279	4821	6293	100%
January 12,2026	6339	4988	6331	100%
January 13,2026	6331	4910	6332	100%
January 14,2026	6348	4961	6343	100%
January 15,2026	6334	4913	6369	100%
January 16,2026	6333	4990	6358	100%
January 17,2026	6273	4898	6300	100%
January 18,2026	6277	4882	6291	100%
January 19,2026	6310	4841	6309	100%
January 20,2026	6341	4913	6314	100%
January 21,2026	6371	4907	6360	100%
January 22,2026	6311	4852	6329	100%
January 23,2026	6364	4849	6356	100%
January 24,2026	6244	4817	6301	100%
January 25,2026	6235	4792	6288	100%
January 26,2026	6309	4855	6318	100%
January 27,2026	6332	4940	6328	100%
January 28,2026	6311	4859	6321	100%
January 29,2026	6294	4877	6363	100%
January 30,2026	6342	4942	6315	100%
January 31,2026	6265	4802	6299	100%

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KPI & Statistics

[BE | Deutsche Bank AG - Branch Belgium | DB](#)

Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
February 1,2026	6212	4785	6290	100%
February 2,2026	6279	4915	6319	100%
February 3,2026	6287	4836	6315	100%
February 4,2026	6430	4973	6409	100%
February 5,2026	6403	4907	6421	100%
February 6,2026	6366	4902	6348	100%
February 7,2026	6264	4912	6300	100%
February 8,2026	6246	4804	6290	100%
February 9,2026	6304	4899	6348	100%
February 10,2026	6297	4861	6314	100%
February 11,2026	6315	4864	6362	100%
February 12,2026	6316	4872	6363	100%
February 13,2026	3371	2885	3340	100%
February 14,2026	6282	4852	6331	100%
February 15,2026	6305	4842	6306	100%
February 16,2026	6285	4878	6489	100%
February 17,2026	6324	5021	6326	100%
February 18,2026	6304	4849	6317	100%
February 19,2026	6327	4866	6328	100%
February 20,2026	6343	4839	6324	100%
February 21,2026	6247	4811	6313	100%
February 22,2026	6261	4814	6319	100%
February 23,2026	6323	4968	6361	100%
February 24,2026	6400	4936	6377	100%
February 25,2026	6328	4858	6351	100%
February 26,2026	3428	3391	3289	100%
February 27,2026	6357	4862	6355	100%
February 28,2026	6292	4841	6319	100%

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KPI & Statistics

[BE | Deutsche Bank AG - Branch Belgium | DB](#)

Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
March 1,2026	6251	4793	6312	100%
March 2,2026	6333	4850	6351	100%
March 3,2026	6348	4858	6356	100%
March 4,2026	6361	4853	6384	100%
March 5,2026	6306	4820	6337	100%
March 6,2026	6313	4826	6336	100%
March 7,2026	6286	4855	6316	100%
March 8,2026	6302	4806	6308	100%
March 9,2026	6366	4933	6337	100%
March 10,2026	6336	4866	6340	100%
March 11,2026	6344	4845	6343	100%
March 12,2026	6359	5011	6386	100%
March 13,2026	6343	4836	6385	100%
March 14,2026	6278	4882	6329	100%
March 15,2026	6277	4813	6316	100%
March 16,2026	6340	4873	6359	100%
March 17,2026	6331	4859	6338	100%
March 18,2026	3292	2826	3003	100%
March 19,2026	6336	4915	6359	100%
March 20,2026	6365	4995	6392	100%
March 21,2026	6270	5007	6429	100%
March 22,2026	6248	4776	6317	100%
March 23,2026	6313	4815	6335	100%
March 24,2026	6308	4821	6336	100%
March 25,2026	6340	4831	6340	100%
March 26,2026	6334	4851	6357	100%
March 27,2026	6311	4846	6349	100%
March 28,2026	6242	4785	6311	100%
March 29,2026	6347	5226	6638	100%
March 30,2026	6407	4883	6396	100%
March 31,2026	6407	4825	6355	100%

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KPI & Statistics

[BE | Deutsche Bank AG - Branch Belgium | DB](#)

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