

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
October 1,2025	708	1288	2789	100%	100%	100%	0.00
October 2,2025	622	1374	2203	100%	100%	100%	0.00
October 3,2025	822	1344	2453	100%	100%	100%	0.00
October 4,2025	756	1389	2332	100%	100%	100%	1.47
October 5,2025	609	0	3946	100%	100%	100%	8.77
October 6,2025	605	0	3821	100%	100%	100%	6.55
October 7,2025	665	0	3366	100%	100%	100%	7.05
October 8,2025	605	0	3982	100%	100%	100%	6.28
October 9,2025	720	0	3996	100%	100%	100%	7.59
October 10,2025	695	1389	3682	100%	100%	100%	6.49
October 11,2025	562	1220	0	100%	100%	100%	1.01
October 12,2025	529	1225	3945	100%	100%	100%	2.02
October 13,2025	619	1425	3886	100%	100%	100%	0.00
October 14,2025	643	1501	2366	100%	100%	100%	0.00
October 15,2025	688	1379	3459	100%	100%	100%	0.00
October 16,2025	769	1432	3237	100%	100%	100%	0.00
October 17,2025	668	1451	2481	100%	100%	100%	0.00
October 18,2025	589	1697	0	100%	100%	100%	0.95
October 19,2025	677	1499	3882	100%	100%	100%	0.00
October 20,2025	589	1338	0	100%	100%	100%	0.00
October 21,2025	619	1123	3545	100%	100%	100%	0.00
October 22,2025	599	1183	3691	100%	100%	100%	0.00
October 23,2025	616	1112	3257	100%	100%	100%	0.00
October 24,2025	571	1097	3059	100%	100%	100%	0.00
October 25,2025	562	1170	0	100%	100%	100%	0.00
October 26,2025	513	1047	3610	100%	100%	100%	0.00
October 27,2025	587	1010	0	100%	100%	100%	0.00
October 28,2025	576	1195	0	100%	100%	100%	0.00
October 29,2025	622	1204	2328	100%	100%	100%	0.00
October 30,2025	634	1103	3343	100%	100%	100%	0.00
October 31,2025	598	1039	3264	100%	100%	100%	0.00

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

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
November 1,2025	553	1239	3555	100%	100%	100%	0.00
November 2,2025	516	1245	3714	100%	100%	100%	0.79
November 3,2025	597	1075	4004	98%	98%	98%	0.60
November 4,2025	565	1041	3878	100%	100%	100%	0.00
November 5,2025	596	1059	3638	100%	100%	100%	0.00
November 6,2025	550	1178	4151	100%	100%	100%	0.00
November 7,2025	609	1208	4290	100%	100%	100%	0.00
November 8,2025	549	1225	3877	100%	100%	100%	0.00
November 9,2025	605	1206	3885	100%	100%	100%	0.00
November 10,2025	601	1101	0	97%	97%	97%	0.20
November 11,2025	550	1055	3906	95%	95%	95%	0.35
November 12,2025	541	929	4689	98%	98%	98%	0.00
November 13,2025	548	943	0	100%	100%	100%	0.00
November 14,2025	542	909	4140	100%	100%	100%	0.00
November 15,2025	558	1230	3702	100%	100%	100%	0.00
November 16,2025	609	1625	3948	100%	100%	100%	0.00
November 17,2025	584	1344	4300	100%	100%	100%	0.63
November 18,2025	657	1175	4555	99%	99%	99%	0.25
November 19,2025	658	1369	3981	100%	100%	100%	0.00
November 20,2025	649	1265	0	99%	99%	99%	0.27
November 21,2025	682	1243	4452	100%	100%	100%	0.00
November 22,2025	677	1568	0	100%	100%	100%	0.22
November 23,2025	651	1718	0	100%	100%	100%	0.77
November 24,2025	579	1124	4405	98%	98%	98%	0.34
November 25,2025	735	2145	4307	100%	100%	100%	0.93
November 26,2025	628	1526	3658	100%	100%	100%	0.00
November 27,2025	572	1283	3682	100%	100%	100%	0.00
November 28,2025	623	1332	3796	100%	100%	100%	0.00
November 29,2025	553	1413	3568	100%	100%	100%	0.86
November 30,2025	530	1354	3492	100%	100%	100%	0.95

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
December 1,2025	625	1240	3747	100%	100%	100%	0.00
December 2,2025	569	1263	3172	100%	100%	100%	0.00
December 3,2025	709	1309	2958	98%	98%	98%	0.29
December 4,2025	660	1209	3228	98%	98%	98%	0.35
December 5,2025	602	1215	3105	100%	100%	100%	0.00
December 6,2025	577	529	3792	96%	96%	96%	0.27
December 7,2025	637	589	3986	100%	100%	100%	0.00
December 8,2025	577	604	3828	100%	100%	100%	0.00
December 9,2025	560	612	3929	100%	100%	100%	0.00
December 10,2025	648	1232	3940	100%	100%	100%	0.00
December 11,2025	556	1245	1841	100%	100%	100%	0.00
December 12,2025	535	1137	1953	100%	100%	100%	0.11
December 13,2025	583	1077	4317	100%	100%	100%	0.00
December 14,2025	592	1184	1943	100%	100%	100%	2.07
December 15,2025	623	1205	3253	99%	99%	99%	0.01
December 16,2025	689	1304	3580	100%	100%	100%	0.00
December 17,2025	626	1528	3592	100%	100%	100%	0.00
December 18,2025	623	1397	3390	100%	100%	100%	0.00
December 19,2025	667	1436	2277	100%	100%	100%	0.00
December 20,2025	619	1434	3931	100%	100%	100%	0.00
December 21,2025	650	1301	3119	100%	100%	100%	0.00
December 22,2025	638	1183	3998	100%	100%	100%	0.00
December 23,2025	633	1375	1845	100%	100%	100%	0.94
December 24,2025	575	1415	1628	100%	100%	100%	0.00
December 25,2025	648	1110	3732	100%	100%	100%	0.00
December 26,2025	570	1657	2153	100%	100%	100%	0.00
December 27,2025	579	1286	3634	100%	100%	100%	0.00
December 28,2025	599	1146	1841	100%	100%	100%	0.00
December 29,2025	587	1263	1898	95%	95%	95%	0.12
December 30,2025	582	1308	1164	96%	96%	96%	0.08
December 31,2025	598	1228	3417	100%	100%	100%	0.00

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
October 1,2025	3681	3019	5609	100%
October 2,2025	3660	2982	5600	100%
October 3,2025	3667	2988	5566	100%
October 4,2025	3626	2919	5532	100%
October 5,2025	3616	3054	5536	100%
October 6,2025	3675	3203	5747	100%
October 7,2025	3683	3195	5586	100%
October 8,2025	3673	3175	5585	100%
October 9,2025	3682	3202	5607	100%
October 10,2025	3678	3178	5737	100%
October 11,2025	3646	3126	5533	100%
October 12,2025	3636	3083	5530	100%
October 13,2025	3684	3211	5599	100%
October 14,2025	3664	3160	5602	100%
October 15,2025	3669	3173	5581	100%
October 16,2025	3672	3159	5597	100%
October 17,2025	3681	3135	5611	100%
October 18,2025	3723	3147	5634	100%
October 19,2025	3639	3070	5564	100%
October 20,2025	3675	3164	5732	100%
October 21,2025	3683	3138	5600	100%
October 22,2025	3679	3122	5582	100%
October 23,2025	3683	3135	5585	100%
October 24,2025	3707	3158	5583	100%
October 25,2025	3639	3053	5520	100%
October 26,2025	3646	3063	5524	100%
October 27,2025	3671	3152	5636	100%
October 28,2025	3708	3166	5655	100%
October 29,2025	3733	3146	5617	100%
October 30,2025	3680	3163	5657	100%
October 31,2025	3691	3173	5614	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
November 1,2025	3683	3078	5518	100%
November 2,2025	3628	3041	5522	100%
November 3,2025	3686	3134	5866	100%
November 4,2025	3674	3140	5572	100%
November 5,2025	3671	3137	5583	100%
November 6,2025	3667	3122	5589	100%
November 7,2025	3664	3127	5577	100%
November 8,2025	3640	3086	5518	100%
November 9,2025	3650	3104	5550	100%
November 10,2025	3659	3219	5692	100%
November 11,2025	3638	3186	5688	100%
November 12,2025	3668	3168	5547	100%
November 13,2025	3678	3154	5551	100%
November 14,2025	3658	3143	5549	100%
November 15,2025	3632	3062	5531	100%
November 16,2025	3619	3067	5613	100%
November 17,2025	3671	3185	5672	100%
November 18,2025	3658	3167	5637	100%
November 19,2025	3665	3170	5620	100%
November 20,2025	3677	3206	5631	100%
November 21,2025	3671	3221	5732	100%
November 22,2025	3643	3087	5578	100%
November 23,2025	3632	3045	5588	100%
November 24,2025	3668	3204	5875	100%
November 25,2025	3669	3153	5693	100%
November 26,2025	3670	3193	5622	100%
November 27,2025	3671	3174	5583	100%
November 28,2025	3667	3159	5604	100%
November 29,2025	3618	3077	5523	100%
November 30,2025	3671	2916	5543	100%
November 1,2025	3683	3078	5518	100%

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
December 1,2025	3669	3118	5611	100%
December 2,2025	3631	2991	5639	100%
December 3,2025	3630	2991	5657	100%
December 4,2025	3646	3012	6802	100%
December 5,2025	3633	2985	7946	100%
December 6,2025	3635	2962	8077	100%
December 7,2025	3622	3693	8252	100%
December 8,2025	3665	3059	8002	100%
December 9,2025	3677	3026	8048	100%
December 10,2025	2892	2730	2948	100%
December 11,2025	3676	3064	8208	100%
December 12,2025	3662	3056	7961	100%
December 13,2025	3631	2967	7924	100%
December 14,2025	3642	3015	5640	100%
December 15,2025	3661	3074	5624	100%
December 16,2025	3671	3063	5652	100%
December 17,2025	3677	3051	5658	100%
December 18,2025	3665	3043	5636	100%
December 19,2025	3681	3108	5674	100%
December 20,2025	3628	2986	5586	100%
December 21,2025	3623	2972	5600	100%
December 22,2025	3661	3059	5557	100%
December 23,2025	3684	3048	5583	100%
December 24,2025	3661	3042	5561	100%
December 25,2025	3639	2943	5538	100%
December 26,2025	3624	2964	5530	100%
December 27,2025	3641	3002	5532	100%
December 28,2025	3632	2972	5529	100%
December 29,2025	3747	3109	5602	100%
December 30,2025	3667	3053	5576	100%
December 31,2025	3675	3016	5549	100%

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
October 1,2025	1296	1296	741	100%
October 2,2025	1287	1287	711	100%
October 3,2025	1270	1270	732	100%
October 4,2025	1221	1221	732	100%
October 5,2025	1191	1191	734	100%
October 6,2025	1367	1367	728	100%
October 7,2025	1353	1353	730	100%
October 8,2025	1333	1333	687	100%
October 9,2025	1410	1410	974	100%
October 10,2025	1523	1523	1116	100%
October 11,2025	1247	1247	860	100%
October 12,2025	1231	1231	721	100%
October 13,2025	1398	1398	886	100%
October 14,2025	1360	1360	870	100%
October 15,2025	1344	1344	893	100%
October 16,2025	1343	1343	881	100%
October 17,2025	1339	1339	923	100%
October 18,2025	1152	1152	855	100%
October 19,2025	1116	1116	774	100%
October 20,2025	1323	1323	841	100%
October 21,2025	1383	1383	938	100%
October 22,2025	1349	1349	1449	100%
October 23,2025	1329	1329	1335	100%
October 24,2025	1338	1338	1071	100%
October 25,2025	1218	1218	1119	100%
October 26,2025	1185	1185	1568	100%
October 27,2025	1353	1353	1771	100%
October 28,2025	1349	1349	1440	100%
October 29,2025	1315	1315	818	100%
October 30,2025	1345	1345	871	100%
October 31,2025	1306	1306	904	100%

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
November 1,2025	6242	4858	6341	100%
November 2,2025	6225	4829	6332	100%
November 3,2025	6296	4901	6424	100%
November 4,2025	6299	5040	6379	100%
November 5,2025	6280	4896	6354	100%
November 6,2025	6272	4889	6373	100%
November 7,2025	6279	4865	6350	100%
November 8,2025	6257	4819	6330	100%
November 9,2025	6265	4813	6329	100%
November 10,2025	6291	4893	6384	100%
November 11,2025	6246	4930	6337	100%
November 12,2025	6333	4879	6350	100%
November 13,2025	6343	4934	6361	100%
November 14,2025	6295	4955	6348	100%
November 15,2025	6240	4989	6365	100%
November 16,2025	6235	4890	6338	100%
November 17,2025	6280	4911	6352	100%
November 18,2025	6291	4908	6365	100%
November 19,2025	6294	4906	6361	100%
November 20,2025	6312	4894	6357	100%
November 21,2025	6313	4953	6389	100%
November 22,2025	6242	4882	6345	100%
November 23,2025	6227	4907	6357	100%
November 24,2025	6300	5049	6383	100%
November 25,2025	6288	4900	6391	100%
November 26,2025	6300	5048	6391	100%
November 27,2025	6323	4979	6363	100%
November 28,2025	6319	4921	6378	100%
November 29,2025	6228	4840	6339	100%
November 30,2025	6214	4817	6354	100%
November 1,2025	6242	4858	6341	100%

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## Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
December 1,2025	6313	4889	6379	100%
December 2,2025	6257	4853	6348	100%
December 3,2025	6276	4953	6340	100%
December 4,2025	6284	4870	6363	100%
December 5,2025	6277	4838	6342	100%
December 6,2025	6258	5297	6333	100%
December 7,2025	6265	4857	6297	100%
December 8,2025	6342	4963	6321	100%
December 9,2025	8098	5007	6368	100%
December 10,2025	3013	3261	3265	100%
December 11,2025	6364	5014	6360	100%
December 12,2025	6337	4875	6320	100%
December 13,2025	6287	4862	6293	100%
December 14,2025	6303	4828	6292	100%
December 15,2025	6372	4872	6312	100%
December 16,2025	6358	4973	6313	100%
December 17,2025	6326	4927	6384	100%
December 18,2025	6318	4866	6313	100%
December 19,2025	6341	5018	6320	100%
December 20,2025	6280	4870	6297	100%
December 21,2025	6240	4805	6288	100%
December 22,2025	6325	4943	6324	100%
December 23,2025	6403	4944	6314	100%
December 24,2025	6331	4872	6333	100%
December 25,2025	6262	4813	6296	100%
December 26,2025	6268	4808	6295	100%
December 27,2025	6318	4843	6292	100%
December 28,2025	6371	4809	6288	100%
December 29,2025	6342	4913	6364	100%
December 30,2025	6347	4898	6328	100%
December 31,2025	6426	4847	6354	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