

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
1-Apr	1304	830	823	100%	100%	100%	0.23
2-Apr	1240	762	646	100%	100%	100%	0.31
3-Apr	1918	1345	1226	100%	100%	100%	0.21
4-Apr	1534	994	916	100%	100%	100%	0.40
5-Apr	1308	780	751	100%	100%	100%	0.33
6-Apr	1421	868	872	100%	100%	100%	0.09
7-Apr	1215	757	641	100%	100%	100%	0.19
8-Apr	1213	738	756	100%	100%	100%	0.46
9-Apr	1214	744	638	100%	100%	100%	0.34
10-Apr	1211	721	659	100%	100%	100%	0.56
11-Apr	1416	827	777	98%	98%	98%	0.31
12-Apr	1368	811	760	100%	100%	100%	0.43
13-Apr	1277	780	696	100%	100%	100%	0.08
14-Apr	1264	778	707	100%	100%	100%	0.06
15-Apr	2034	782	643	100%	100%	100%	0.11
16-Apr	1250	817	590	100%	100%	100%	0.04
17-Apr	1255	756	632	100%	100%	100%	0.04
18-Apr	1295	799	666	100%	100%	100%	0.08
19-Apr	1244	747	639	100%	100%	100%	0.02
20-Apr	1275	774	648	100%	100%	100%	0.01
21-Apr	1256	752	649	100%	100%	100%	0.01
22-Apr	1169	729	555	100%	100%	100%	0.01
23-Apr	1231	793	600	100%	100%	100%	0.01
24-Apr	1320	782	697	100%	100%	100%	0.02
25-Apr	1369	825	695	100%	100%	100%	0.03
26-Apr	1266	742	648	100%	100%	100%	0.02
27-Apr	1306	765	674	100%	100%	100%	0.05
28-Apr	1300	779	700	100%	100%	100%	0.03
29-Apr	1224	763	649	100%	100%	100%	0.02
30-Apr	1231	3129	624	100%	100%	100%	0.02

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

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KPI & Statistics

DE | Deutsche Bank AG | DB

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1-May	1233	761	621	99%	100%	100%	3.14
2-May	2934	904	772	100%	100%	100%	0.02
3-May	1293	763	656	100%	100%	100%	0.02
4-May	1277	763	661	100%	100%	100%	0.04
5-May	1271	770	666	100%	100%	100%	0.03
6-May	1195	749	587	100%	100%	100%	0.25
7-May	2445	804	613	100%	100%	100%	0.01
8-May	1481	939	769	100%	100%	100%	0.01
9-May	1290	752	672	100%	100%	100%	0.03
10-May	1861	747	666	100%	100%	100%	0.01
11-May	1354	822	723	100%	100%	100%	0.01
12-May	1295	760	690	100%	100%	100%	3.51
13-May	1248	774	660	100%	100%	100%	0.06
14-May	1251	774	643	100%	100%	100%	0.02
15-May	1355	792	723	100%	100%	100%	0.02
16-May	1295	763	684	100%	100%	100%	0.25
17-May	1296	744	680	100%	100%	100%	0.05
18-May	1254	2466	637	100%	100%	100%	0.03
19-May	1278	729	681	100%	100%	100%	0.04
20-May	1260	745	660	100%	100%	100%	0.03
21-May	1239	759	639	100%	100%	100%	0.03
22-May	1435	967	780	100%	100%	100%	0.05
23-May	1321	961	690	100%	100%	100%	0.04
24-May	1295	739	692	100%	100%	100%	0.03
25-May	1424	846	785	100%	100%	100%	0.07
26-May	2420	1721	735	100%	100%	100%	0.04
27-May	2334	755	688	100%	100%	100%	0.1
28-May	1246	749	630	100%	100%	100%	0.04
29-May	1241	716	630	100%	100%	100%	0.03
30-May	1430	825	769	100%	100%	100%	0.03
31-May	1460	876	789	100%	100%	100%	0.05

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KPI & Statistics

DE | Deutsche Bank AG | DB

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
1-Jun	1570	985	846	100%	100%	100%	0.05
2-Jun	1315	773	707	100%	100%	100%	0.05
3-Jun	1233	737	658	100%	100%	100%	0.05
4-Jun	1235	763	627	100%	100%	100%	0.03
5-Jun	1512	931	885	100%	100%	100%	0.03
6-Jun	1324	748	703	100%	100%	100%	0.02
7-Jun	1294	736	675	100%	100%	100%	0.05
8-Jun	1234	1640	625	100%	100%	100%	0.03
9-Jun	1867	733	695	100%	100%	100%	0.04
10-Jun	1189	673	577	100%	100%	100%	0.03
11-Jun	1285	802	609	98%	98%	98%	0.13
12-Jun	1762	1174	997	97%	97%	97%	0.34
13-Jun	1452	843	799	100%	100%	100%	0.03
14-Jun	1568	948	835	100%	100%	100%	0.03
15-Jun	1425	839	778	100%	100%	100%	0.04
16-Jun	1288	685	696	100%	100%	100%	0.05
17-Jun	2937	2619	656	100%	100%	100%	0.22
18-Jun	1226	692	628	100%	100%	100%	0.04
19-Jun	1591	951	879	100%	100%	100%	0.05
20-Jun	1533	911	856	100%	100%	100%	0.05
21-Jun	1302	746	719	100%	100%	100%	0.06
22-Jun	1332	732	715	100%	100%	100%	0.04
23-Jun	1250	683	694	100%	100%	100%	0.04
24-Jun	1836	618	582	100%	100%	100%	0.81
25-Jun	1155	635	569	100%	100%	100%	0.04
26-Jun	1868	1161	1025	100%	100%	100%	0.06
27-Jun	1685	1030	946	100%	100%	100%	0.07
28-Jun	2328	1363	1011	100%	100%	100%	0.07
29-Jun	1788	1157	1001	100%	100%	100%	0.06
30-Jun	1892	1192	1017	100%	100%	100%	0.07

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1	2018	2845	2921	100%
April 2	2783	2039	2984	100%
April 3	2773	2347	2872	100%
April 4	1847	2730	2969	100%
April 5	2006	2005	2816	100%
April 6	2722	2258	2946	100%
April 7	2317	2283	2905	100%
April 8	2968	2909	2898	100%
April 9	2385	2638	2931	100%
April 10	2852	2301	2836	100%
April 11	2969	2703	2803	100%
April 12	2351	2655	2845	100%
April 13	2845	2206	2891	100%
April 14	2937	2302	2870	100%
April 15	2821	2308	2855	100%
April 16	1960	2113	2930	100%
April 17	2643	2096	2928	100%
April 18	2497	2270	2987	100%
April 19	2831	2172	2973	100%
April 20	2135	2369	2815	100%
April 21	2679	2392	2844	100%
April 22	2771	2962	2824	100%
April 23	2856	2080	2904	100%
April 24	2082	2242	2922	100%
April 25	2931	2701	2896	100%
April 26	2110	2003	2893	100%
April 27	2618	2927	2846	100%
April 28	2570	2204	2886	100%
April 29	2770	2046	2928	100%
April 30	2915	2506	2929	100%

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KPI & Statistics

DE | Deutsche Bank AG | DB

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1	2497	2313	2924	100%
May 2	2232	2922	2943	100%
May 3	2385	2369	2900	100%
May 4	2796	2007	2841	100%
May 5	2693	2646	2975	100%
May 6	2363	2753	2996	100%
May 7	2483	2222	2929	100%
May 8	2923	2890	2986	100%
May 9	2185	2292	2999	100%
May 10	2871	2709	2963	100%
May 11	2986	2953	2916	100%
May 12	2096	2762	2938	100%
May 13	2245	2706	2958	100%
May 14	2925	2954	2877	100%
May 15	2379	2944	2908	100%
May 16	1975	2267	2895	100%
May 17	2547	2746	2977	100%
May 18	2219	2670	2935	100%
May 19	2261	2712	2961	100%
May 20	2217	2733	2978	100%
May 21	2211	2652	2935	100%
May 22	2311	2745	3028	100%
May 23	2284	2737	2991	100%
May 24	2270	2729	2969	100%
May 25	2269	2678	3009	100%
May 26	2416	2853	3042	100%
May 27	2123	2270	2986	100%
May 28	2153	2359	2914	100%
May 29	2164	2416	2921	100%
May 30	2294	2723	3022	100%
May 31	2323	2788	3049	100%

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KPI & Statistics

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1	2358	2903	3066	100%
June 2	2362	2955	3008	100%
June 3	2195	2536	2992	100%
June 4	2208	2479	2929	100%
June 5	2369	2866	3075	100%
June 6	2380	2815	3103	100%
June 7	2223	2606	2966	100%
June 8	2217	2618	2941	100%
June 9	2217	2606	2961	100%
June 10	2197	2578	2967	100%
June 11	2187	2543	2925	100%
June 12	2293	2765	3129	100%
June 13	2237	2578	3027	100%
June 14	2243	2606	3047	100%
June 15	2406	2621	3027	100%
June 16	2215	2646	2966	100%
June 17	2182	2555	3003	100%
June 18	2189	2574	2924	100%
June 19	2244	2666	3105	100%
June 20	2250	2730	3089	100%
June 21	2266	2731	3017	100%
June 22	2277	2697	3007	100%
June 23	2537	2620	3009	100%
June 24	2362	2547	3468	100%
June 25	2304	2502	2930	100%
June 26	2929	2310	2877	100%
June 27	2823	2843	3136	100%
June 28	2593	2815	3215	100%
June 29	2359	2790	3216	100%
June 30	2439	2866	3278	100%

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KPI & Statistics

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1	2926	2912	2456	100%
April 2	2796	2886	2662	100%
April 3	2936	2928	2309	100%
April 4	2717	2933	2538	100%
April 5	2714	2831	1543	100%
April 6	2709	2858	2584	100%
April 7	2769	2899	2959	100%
April 8	2732	2841	2057	100%
April 9	2793	2857	1975	100%
April 10	2775	2806	1569	100%
April 11	2906	2958	2670	100%
April 12	2718	2979	2676	100%
April 13	2816	2957	1954	100%
April 14	2903	2970	2115	100%
April 15	2787	2811	1915	100%
April 16	2886	2908	1841	100%
April 17	2737	2867	2993	100%
April 18	2884	2980	1556	100%
April 19	2925	2856	1776	100%
April 20	2951	2806	2337	100%
April 21	2782	2800	2365	100%
April 22	2827	2991	1676	100%
April 23	2806	2806	2885	100%
April 24	2962	2835	2189	100%
April 25	2725	2965	2808	100%
April 26	2875	2943	2109	100%
April 27	2716	2958	2351	100%
April 28	2983	2808	2960	100%
April 29	2781	2875	2205	100%
April 30	2803	2869	2873	100%

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KPI & Statistics

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Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1	2762	2838	2464	100%
May 2	2942	2954	2986	100%
May 3	2893	2840	1558	100%
May 4	2952	2865	2759	100%
May 5	2745	2931	1707	100%
May 6	2805	2959	1624	100%
May 7	2917	2935	2410	100%
May 8	2871	2872	1836	100%
May 9	2784	2969	2431	100%
May 10	2772	2839	1993	100%
May 11	2969	2801	2505	100%
May 12	2702	2860	2011	100%
May 13	2935	2944	1849	100%
May 14	2738	2919	2489	100%
May 15	2818	2919	2849	100%
May 16	2859	2866	1859	100%
May 17	2760	2953	2341	100%
May 18	2785	2839	1540	100%
May 19	2792	2838	1564	100%
May 20	2852	2834	1589	100%
May 21	2823	2821	1564	100%
May 22	2834	2853	1586	100%
May 23	2794	2848	1569	100%
May 24	2786	2842	1548	100%
May 25	2797	2841	1595	100%
May 26	2789	2829	1554	100%
May 27	2775	2829	1596	100%
May 28	2813	2805	1538	100%
May 29	2778	2826	1533	100%
May 30	2829	2846	1565	100%
May 31	2838	2878	1585	100%

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KPI & Statistics

Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1	2838	2841	1589	100%
June 2	2804	2836	1561	100%
June 3	2846	2828	1572	100%
June 4	2820	2812	1522	100%
June 5	2898	2837	1574	100%
June 6	2790	2839	1552	100%
June 7	2786	2829	1546	100%
June 8	2792	2835	1538	100%
June 9	2786	2839	1542	100%
June 10	2776	2836	1562	100%
June 11	2796	2863	1547	100%
June 12	2927	2862	1626	100%
June 13	2804	2849	1586	100%
June 14	2842	2854	1581	100%
June 15	2821	2849	1575	100%
June 16	2791	2821	1539	100%
June 17	2779	2823	1592	100%
June 18	2807	2810	1548	99%
June 19	2867	2879	1648	100%
June 20	2816	2854	1620	100%
June 21	2786	2864	1591	100%
June 22	2815	2851	1575	100%
June 23	2779	2845	1577	100%
June 24	3031	2824	1619	100%
June 25	2782	2809	1557	100%
June 26	2881	2884	1674	100%
June 27	2803	2885	1650	100%
June 28	2925	2889	1664	100%
June 29	2792	2894	1669	100%
June 30	2910	2969	1730	100%

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KPI & Statistics

[DE | Deutsche Bank AG | 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: 1794 ms AIS

Tra: 1949 ms PIS

Single: 2738 ms

Mobile Channel AIS

Bal: 2684 ms AIS

Tra: 2717 ms PIS

Single: 1404 ms