

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
January 1,2026	595	591	1343	100%	100%	100%	0.40
January 2,2026	616	611	1330	100%	100%	100%	0.41
January 3,2026	589	585	1329	100%	100%	100%	0.35
January 4,2026	595	588	1340	100%	100%	100%	0.35
January 5,2026	618	608	1315	100%	100%	100%	0.35
January 6,2026	611	600	1298	100%	100%	100%	0.38
January 7,2026	615	602	1298	100%	100%	100%	0.41
January 8,2026	614	601	1297	98%	98%	98%	2.25
January 9,2026	612	603	1295	100%	100%	100%	0.23
January 10,2026	598	649	1338	95%	95%	95%	3.28
January 11,2026	590	587	1342	100%	100%	100%	0.22
January 12,2026	614	604	1286	100%	100%	100%	0.47
January 13,2026	615	599	1544	100%	100%	100%	0.22
January 14,2026	567	866	1247	100%	100%	100%	0.21
January 15,2026	571	573	1251	100%	100%	100%	0.22
January 16,2026	582	581	1284	100%	100%	100%	0.19
January 17,2026	561	567	2215	100%	100%	100%	0.19
January 18,2026	564	568	1316	100%	100%	100%	0.58
January 19,2026	595	591	1291	100%	100%	100%	0.18
January 20,2026	588	588	1290	100%	100%	100%	0.18
January 21,2026	570	575	1235	95%	95%	95%	4.49
January 22,2026	579	590	1293	100%	100%	100%	0.15
January 23,2026	566	570	1264	100%	100%	100%	0.05
January 24,2026	543	549	1274	100%	100%	100%	0.09
January 25,2026	555	556	1276	100%	100%	100%	0.03
January 26,2026	566	573	1223	100%	100%	100%	0.14
January 27,2026	579	581	1256	100%	100%	100%	0.10
January 28,2026	582	584	1272	100%	100%	100%	0.10
January 29,2026	757	589	1282	100%	100%	100%	0.15
January 30,2026	591	591	1275	100%	100%	100%	0.12
January 31,2026	567	569	1278	100%	100%	100%	0.10

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
February 1,2026	572	573	1302	100%	100%	100%	0.05
February 2,2026	610	607	1289	100%	100%	100%	0.13
February 3,2026	607	600	1270	100%	100%	100%	0.26
February 4,2026	646	612	1269	100%	100%	100%	0.29
February 5,2026	648	612	1257	100%	100%	100%	0.16
February 6,2026	650	615	1264	100%	100%	100%	0.15
February 7,2026	626	597	1308	100%	100%	100%	0.38
February 8,2026	622	592	1320	100%	100%	100%	0.17
February 9,2026	656	615	1248	100%	100%	100%	0.22
February 10,2026	658	614	1258	100%	100%	100%	0.19
February 11,2026	654	624	1242	100%	100%	100%	0.36
February 12,2026	650	610	1268	100%	100%	100%	0.24
February 13,2026	654	610	1281	100%	100%	100%	0.10
February 14,2026	643	593	1287	100%	100%	100%	0.08
February 15,2026	628	592	1290	100%	100%	100%	0.17
February 16,2026	676	630	1294	100%	100%	100%	0.25
February 17,2026	670	622	1302	95%	95%	95%	6.31
February 18,2026	661	626	1265	100%	100%	100%	0.25
February 19,2026	648	603	1262	100%	100%	100%	0.21
February 20,2026	650	605	1265	100%	100%	100%	0.17
February 21,2026	622	596	1288	100%	100%	100%	0.17
February 22,2026	629	687	1303	100%	100%	100%	0.16
February 23,2026	659	617	1259	100%	100%	100%	0.16
February 24,2026	656	614	1306	100%	100%	100%	0.17
February 25,2026	649	600	1258	100%	100%	100%	0.24
February 26,2026	659	610	1312	100%	100%	100%	0.22
February 27,2026	670	624	2011	100%	100%	100%	0.18
February 28,2026	629	837	1271	100%	100%	100%	0.13

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
March 1,2026	650	604	1284	100%	100%	100%	0.09
March 2,2026	708	645	1328	100%	100%	100%	0.23
March 3,2026	698	632	1318	100%	100%	100%	0.38
March 4,2026	675	620	1309	100%	100%	100%	0.28
March 5,2026	669	724	1312	100%	100%	100%	0.32
March 6,2026	668	622	1307	100%	100%	100%	0.20
March 7,2026	640	608	1310	100%	100%	100%	0.23
March 8,2026	630	600	1305	100%	100%	100%	0.38
March 9,2026	681	703	1349	100%	100%	100%	0.24
March 10,2026	664	622	1321	100%	100%	100%	0.51
March 11,2026	652	613	1313	100%	100%	100%	0.77
March 12,2026	659	612	1304	100%	100%	100%	0.35
March 13,2026	667	622	1316	100%	100%	100%	0.23
March 14,2026	641	606	1319	100%	100%	100%	0.39
March 15,2026	644	599	1302	100%	100%	100%	0.57
March 16,2026	678	637	1336	100%	100%	100%	0.32
March 17,2026	672	635	1342	100%	100%	100%	0.10
March 18,2026	885	860	1053	100%	100%	100%	0.24
March 19,2026	841	823	1457	100%	100%	100%	0.03
March 20,2026	695	649	1379	100%	100%	100%	0.13
March 21,2026	664	640	1405	100%	100%	100%	1.04
March 22,2026	695	666	1432	100%	100%	100%	1.13
March 23,2026	714	682	1417	100%	100%	100%	0.08
March 24,2026	727	690	1439	100%	100%	100%	0.15
March 25,2026	748	698	1475	100%	100%	100%	0.11
March 26,2026	732	694	1463	100%	100%	100%	0.03
March 27,2026	742	696	1446	100%	100%	100%	0.15
March 28,2026	705	674	1426	100%	100%	100%	0.01
March 29,2026	718	687	1427	100%	100%	100%	0.02
March 30,2026	737	710	1440	100%	100%	100%	0.07
March 31,2026	754	723	1441	100%	100%	100%	0.07

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	AIS Bal	AIS Tra	PIS Single	Up
January 1,2026	941	1915	1159	100%
January 2,2026	928	1993	1156	100%
January 3,2026	928	1135	1143	100%
January 4,2026	933	1046	1151	100%
January 5,2026	933	1541	1161	100%
January 6,2026	934	2920	1161	100%
January 7,2026	934	2741	1155	100%
January 8,2026	936	2640	1159	100%
January 9,2026	931	2070	1156	100%
January 10,2026	926	1982	1147	100%
January 11,2026	935	1220	1150	100%
January 12,2026	936	1885	1165	100%
January 13,2026	929	1616	1162	100%
January 14,2026	927	1614	1150	100%
January 15,2026	928	2812	1150	100%
January 16,2026	925	2619	1153	100%
January 17,2026	918	2357	1146	100%
January 18,2026	930	1219	945	100%
January 19,2026	931	2854	1162	100%
January 20,2026	928	2814	1168	100%
January 21,2026	927	1310	1169	100%
January 22,2026	925	1624	1164	100%
January 23,2026	922	2554	1156	100%
January 24,2026	915	2731	1147	100%
January 25,2026	924	2383	1151	100%
January 26,2026	926	2975	1163	100%
January 27,2026	928	2096	1164	100%
January 28,2026	932	1161	1163	100%
January 29,2026	931	2986	1166	100%
January 30,2026	929	2933	1190	100%
January 31,2026	921	1871	1143	100%

The backend services for online banking and Mobile banking are same. Hence, the data for both the channels are identical.

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Online/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1,2026	931	2936	1154	100%
February 2,2026	932	2456	1174	100%
February 3,2026	944	2727	1165	100%
February 4,2026	953	2752	1154	100%
February 5,2026	955	1017	1157	100%
February 6,2026	947	2341	1165	100%
February 7,2026	939	2716	1157	100%
February 8,2026	950	1290	1151	100%
February 9,2026	950	2947	1167	100%
February 10,2026	949	2209	1166	100%
February 11,2026	951	2472	1171	100%
February 12,2026	955	2477	1166	100%
February 13,2026	947	2243	1155	100%
February 14,2026	939	1028	1140	100%
February 15,2026	952	1060	1143	100%
February 16,2026	953	1254	1159	100%
February 17,2026	949	2348	1161	100%
February 18,2026	952	1439	1158	100%
February 19,2026	957	1216	1163	100%
February 20,2026	949	2387	1167	100%
February 21,2026	941	2221	1147	100%
February 22,2026	952	2236	1155	100%
February 23,2026	950	2396	1170	100%
February 24,2026	950	2474	1170	100%
February 25,2026	951	2298	1158	100%
February 26,2026	958	1265	1165	100%
February 27,2026	945	2319	1195	100%
February 28,2026	942	1897	1152	100%

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KPI & Statistics

Online/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1,2026	961	1634	1194	100%
March 2,2026	956	2579	1194	100%
March 3,2026	951	2544	1171	100%
March 4,2026	957	2323	1165	100%
March 5,2026	955	1335	1167	100%
March 6,2026	950	2205	1152	100%
March 7,2026	940	2853	1166	100%
March 8,2026	949	1027	1182	100%
March 9,2026	955	2063	1181	100%
March 10,2026	952	2132	1174	100%
March 11,2026	952	1801	1159	100%
March 12,2026	954	2726	1154	100%
March 13,2026	945	2344	1144	100%
March 14,2026	938	2267	1151	100%
March 15,2026	949	2631	1159	100%
March 16,2026	949	2886	1169	100%
March 17,2026	946	1701	1267	100%
March 18,2026	948	2985	1161	100%
March 19,2026	954	2957	1155	100%
March 20,2026	945	1548	1180	100%
March 21,2026	961	2205	1149	100%
March 22,2026	948	2671	1162	100%
March 23,2026	948	1086	1253	100%
March 24,2026	946	1574	1168	100%
March 25,2026	951	1954	1163	100%
March 26,2026	954	1151	1155	100%
March 27,2026	945	1694	1151	100%
March 28,2026	937	1943	1158	100%
March 29,2026	948	2180	1178	100%
March 30,2026	946	1288	1157	100%
March 31,2026	950	2650	1161	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: 800 ms

AIS Tra: 800 ms

PIS Single: 900 ms

Mobile Channel

AIS Bal: 800 ms

AIS Tra: 800 ms

PIS Single: 900 ms