

DE | Deutsche Bank AG | DB

KPI & Statistics

Dedicated Interface

|               | AIS Bal | AIS Tra | PIS Single | Up (AIS) | Up (PIS) | Up (PIIS) | Error Rate |
|---------------|---------|---------|------------|----------|----------|-----------|------------|
| April 1,2026  | 770     | 741     | 1442       | 100%     | 100%     | 100%      | 0.01       |
| April 2,2026  | 742     | 708     | 1434       | 100%     | 100%     | 100%      | 0.02       |
| April 3,2026  | 713     | 686     | 1414       | 100%     | 100%     | 100%      | 0.01       |
| April 4,2026  | 687     | 670     | 1409       | 100%     | 100%     | 100%      | 0.01       |
| April 5,2026  | 834     | 664     | 1428       | 100%     | 100%     | 100%      | 0.01       |
| April 6,2026  | 693     | 667     | 1418       | 100%     | 100%     | 100%      | 0.01       |
| April 7,2026  | 710     | 674     | 1413       | 100%     | 100%     | 100%      | 0.01       |
| April 8,2026  | 715     | 673     | 1409       | 100%     | 100%     | 100%      | 0.01       |
| April 9,2026  | 722     | 679     | 1424       | 100%     | 100%     | 100%      | 0.02       |
| April 10,2026 | 712     | 672     | 1410       | 100%     | 100%     | 100%      | 0.01       |
| April 11,2026 | 678     | 651     | 1390       | 100%     | 100%     | 100%      | 0.01       |
| April 12,2026 | 673     | 647     | 1384       | 100%     | 100%     | 100%      | 0.01       |
| April 13,2026 | 711     | 673     | 1419       | 100%     | 100%     | 100%      | 0.01       |
| April 14,2026 | 788     | 761     | 1504       | 100%     | 100%     | 100%      | 0.06       |
| April 15,2026 | 698     | 659     | 1398       | 100%     | 100%     | 100%      | 0.02       |
| April 16,2026 | 699     | 654     | 1396       | 100%     | 100%     | 100%      | 0.01       |
| April 17,2026 | 703     | 663     | 1413       | 100%     | 100%     | 100%      | 0.01       |
| April 18,2026 | 683     | 651     | 1420       | 100%     | 100%     | 100%      | 0.01       |
| April 19,2026 | 694     | 648     | 1423       | 95%      | 95%      | 100%      | 1.35       |
| April 20,2026 | 729     | 959     | 1462       | 100%     | 100%     | 100%      | 0.01       |
| April 21,2026 | 715     | 671     | 1430       | 100%     | 100%     | 100%      | 0.01       |
| April 22,2026 | 717     | 673     | 1414       | 100%     | 100%     | 100%      | 0.01       |
| April 23,2026 | 714     | 674     | 1426       | 100%     | 100%     | 100%      | 0.01       |
| April 24,2026 | 711     | 670     | 1425       | 100%     | 100%     | 100%      | 0.01       |
| April 25,2026 | 697     | 662     | 1432       | 100%     | 100%     | 100%      | 0.01       |
| April 26,2026 | 550     | 654     | 1435       | 100%     | 100%     | 100%      | 0.01       |
| April 27,2026 | 770     | 738     | 1530       | 100%     | 100%     | 100%      | 0.01       |
| April 28,2026 | 739     | 709     | 1451       | 100%     | 95%      | 100%      | 0.50       |
| April 29,2026 | 760     | 727     | 1477       | 98%      | 98%      | 100%      | 0.90       |
| April 30,2026 | 766     | 683     | 1414       | 100%     | 97%      | 100%      | 0.30       |

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Dedicated Interface

|             | AIS Bal | AIS Tra | PIS Single | Up (AIS) | Up (PIS) | Up (PIIS) | Error Rate |
|-------------|---------|---------|------------|----------|----------|-----------|------------|
| May 1,2026  | 715     | 678     | 1398       | 100%     | 100%     | 100%      | 0.01       |
| May 2,2026  | 704     | 674     | 1421       | 100%     | 100%     | 100%      | 0.02       |
| May 3,2026  | 701     | 664     | 1597       | 100%     | 100%     | 100%      | 0.01       |
| May 4,2026  | 765     | 712     | 1464       | 100%     | 100%     | 100%      | 0.02       |
| May 5,2026  | 742     | 707     | 1447       | 100%     | 100%     | 100%      | 0.02       |
| May 6,2026  | 904     | 755     | 1409       | 96%      | 100%     | 100%      | 0.40       |
| May 7,2026  | 871     | 748     | 1544       | 100%     | 100%     | 100%      | 0.01       |
| May 8,2026  | 842     | 750     | 1477       | 100%     | 100%     | 100%      | 0.02       |
| May 9,2026  | 786     | 700     | 1459       | 97%      | 97%      | 100%      | 0.70       |
| May 10,2026 | 797     | 696     | 1481       | 85%      | 85%      | 100%      | 1.85       |
| May 11,2026 | 840     | 748     | 1479       | 100%     | 100%     | 100%      | 0.01       |
| May 12,2026 | 817     | 735     | 1667       | 100%     | 100%     | 100%      | 0.01       |
| May 13,2026 | 713     | 677     | 1403       | 100%     | 100%     | 100%      | 0.02       |
| May 14,2026 | 708     | 675     | 1416       | 100%     | 100%     | 100%      | 0.01       |
| May 15,2026 | 723     | 687     | 1417       | 100%     | 100%     | 100%      | 0.01       |
| May 16,2026 | 708     | 669     | 1400       | 100%     | 100%     | 100%      | 0.01       |
| May 17,2026 | 709     | 670     | 1414       | 100%     | 100%     | 100%      | 0.02       |
| May 18,2026 | 733     | 691     | 1427       | 100%     | 100%     | 100%      | 0.01       |
| May 19,2026 | 736     | 698     | 1213       | 100%     | 95%      | 100%      | 0.50       |
| May 20,2026 | 760     | 719     | 1455       | 100%     | 100%     | 100%      | 0.01       |
| May 21,2026 | 789     | 804     | 1447       | 100%     | 100%     | 100%      | 0.01       |
| May 22,2026 | 737     | 696     | 1429       | 100%     | 100%     | 100%      | 0.01       |
| May 23,2026 | 715     | 675     | 1430       | 100%     | 100%     | 100%      | 0.01       |
| May 24,2026 | 855     | 755     | 1515       | 100%     | 100%     | 100%      | 0.02       |
| May 25,2026 | 725     | 689     | 1404       | 100%     | 100%     | 100%      | 0.01       |
| May 26,2026 | 747     | 712     | 1438       | 100%     | 100%     | 100%      | 0.01       |
| May 27,2026 | 722     | 696     | 1402       | 100%     | 100%     | 100%      | 0.01       |
| May 28,2026 | 731     | 693     | 1395       | 100%     | 100%     | 100%      | 0.02       |
| May 29,2026 | 734     | 704     | 1398       | 100%     | 100%     | 100%      | 0.01       |
| May 30,2026 | 709     | 997     | 1383       | 100%     | 100%     | 100%      | 0.01       |
| May 31,2026 | 727     | 698     | 1395       | 100%     | 100%     | 100%      | 0.02       |

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KPI & Statistics

Dedicated Interface

|              | AIS Bal | AIS Tra | PIS Single | Up (AIS) | Up (PIS) | Up (PIIS) | Error Rate |
|--------------|---------|---------|------------|----------|----------|-----------|------------|
| June 1,2026  | 785     | 731     | 1443       | 100%     | 100%     | 100%      | 0.02       |
| June 2,2026  | 747     | 1048    | 1416       | 100%     | 100%     | 100%      | 0.02       |
| June 3,2026  | 719     | 707     | 1414       | 100%     | 100%     | 100%      | 0.02       |
| June 4,2026  | 716     | 706     | 1422       | 100%     | 100%     | 100%      | 0.02       |
| June 5,2026  | 716     | 797     | 1405       | 100%     | 100%     | 100%      | 0.02       |
| June 6,2026  | 693     | 680     | 1403       | 100%     | 100%     | 100%      | 0.04       |
| June 7,2026  | 848     | 850     | 1403       | 100%     | 100%     | 100%      | 0.03       |
| June 8,2026  | 742     | 729     | 1420       | 100%     | 100%     | 100%      | 0.01       |
| June 9,2026  | 714     | 701     | 1394       | 100%     | 100%     | 100%      | 0.01       |
| June 10,2026 | 717     | 707     | 1437       | 100%     | 100%     | 100%      | 0.01       |
| June 11,2026 | 975     | 1073    | 1410       | 100%     | 100%     | 100%      | 0.02       |
| June 12,2026 | 715     | 701     | 1397       | 100%     | 100%     | 100%      | 0.01       |
| June 13,2026 | 693     | 690     | 1401       | 100%     | 100%     | 100%      | 0.03       |
| June 14,2026 | 698     | 688     | 1393       | 100%     | 100%     | 100%      | 0.02       |
| June 15,2026 | 733     | 724     | 1419       | 100%     | 100%     | 100%      | 0.01       |
| June 16,2026 | 726     | 715     | 1415       | 100%     | 100%     | 100%      | 0.01       |
| June 17,2026 | 740     | 731     | 1445       | 100%     | 100%     | 100%      | 0.01       |
| June 18,2026 | 728     | 719     | 1419       | 100%     | 100%     | 100%      | 0.01       |
| June 19,2026 | 730     | 719     | 1442       | 100%     | 100%     | 100%      | 0.01       |
| June 20,2026 | 712     | 704     | 1441       | 100%     | 100%     | 100%      | 0.01       |
| June 21,2026 | 722     | 710     | 1452       | 100%     | 100%     | 100%      | 0.02       |
| June 22,2026 | 751     | 738     | 1441       | 100%     | 98%      | 100%      | 0.20       |
| June 23,2026 | 778     | 763     | 1465       | 97%      | 97%      | 100%      | 0.70       |
| June 24,2026 | 731     | 724     | 1415       | 100%     | 100%     | 100%      | 0.01       |
| June 25,2026 | 802     | 710     | 1426       | 100%     | 100%     | 100%      | 0.01       |
| June 26,2026 | 716     | 709     | 1405       | 100%     | 100%     | 100%      | 0.01       |
| June 27,2026 | 780     | 701     | 1409       | 100%     | 100%     | 100%      | 0.01       |
| June 28,2026 | 702     | 703     | 1428       | 100%     | 100%     | 100%      | 0.01       |
| June 29,2026 | 742     | 737     | 1437       | 99%      | 99%      | 100%      | 0.20       |
| June 30,2026 | 766     | 762     | 1456       | 100%     | 100%     | 100%      | 0.02       |

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KPI & Statistics

Online/Mobile Channel

|               | AIS Bal | AIS Tra | PIS Single | Up   |
|---------------|---------|---------|------------|------|
| April 1,2026  | 930     | 1989    | 1159       | 100% |
| April 2,2026  | 931     | 2490    | 1153       | 100% |
| April 3,2026  | 930     | 1613    | 1145       | 100% |
| April 4,2026  | 922     | 2771    | 1142       | 100% |
| April 5,2026  | 918     | 2673    | 1156       | 100% |
| April 6,2026  | 930     | 2192    | 1159       | 100% |
| April 7,2026  | 935     | 1851    | 1168       | 100% |
| April 8,2026  | 932     | 2584    | 1161       | 100% |
| April 9,2026  | 931     | 1581    | 1159       | 100% |
| April 10,2026 | 931     | 2258    | 1148       | 100% |
| April 11,2026 | 923     | 1366    | 1162       | 100% |
| April 12,2026 | 916     | 2693    | 1177       | 100% |
| April 13,2026 | 929     | 2289    | 1238       | 100% |
| April 14,2026 | 933     | 2618    | 1162       | 100% |
| April 15,2026 | 926     | 2937    | 1161       | 100% |
| April 16,2026 | 922     | 2881    | 1172       | 100% |
| April 17,2026 | 918     | 2031    | 1148       | 100% |
| April 18,2026 | 919     | 1806    | 1152       | 100% |
| April 19,2026 | 918     | 1676    | 1159       | 100% |
| April 20,2026 | 915     | 1474    | 1167       | 100% |
| April 21,2026 | 928     | 2027    | 1167       | 100% |
| April 22,2026 | 919     | 1798    | 1157       | 100% |
| April 23,2026 | 913     | 1450    | 1173       | 100% |
| April 24,2026 | 912     | 1879    | 1155       | 100% |
| April 25,2026 | 907     | 2587    | 1174       | 100% |
| April 26,2026 | 905     | 2723    | 1189       | 100% |
| April 27,2026 | 917     | 1490    | 1178       | 100% |
| April 28,2026 | 918     | 1974    | 1165       | 100% |
| April 29,2026 | 919     | 2766    | 1167       | 100% |
| April 30,2026 | 911     | 2381    | 1150       | 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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KPI & Statistics

Online/Mobile Channel

|             | AIS Bal | AIS Tra | PIS Single | Up   |
|-------------|---------|---------|------------|------|
| May 1,2026  | 914     | 2921    | 1155       | 100% |
| May 2,2026  | 910     | 2616    | 1161       | 100% |
| May 3,2026  | 907     | 1527    | 1162       | 100% |
| May 4,2026  | 918     | 1063    | 1162       | 100% |
| May 5,2026  | 920     | 2925    | 1198       | 100% |
| May 6,2026  | 917     | 1124    | 1215       | 100% |
| May 7,2026  | 916     | 2653    | 1206       | 100% |
| May 8,2026  | 917     | 2242    | 1172       | 100% |
| May 9,2026  | 911     | 1330    | 1332       | 100% |
| May 10,2026 | 907     | 2674    | 1195       | 100% |
| May 11,2026 | 916     | 2977    | 1237       | 100% |
| May 12,2026 | 919     | 2384    | 1156       | 100% |
| May 13,2026 | 918     | 2474    | 1152       | 100% |
| May 14,2026 | 917     | 1285    | 1156       | 100% |
| May 15,2026 | 914     | 2893    | 1150       | 100% |
| May 16,2026 | 912     | 2335    | 1158       | 100% |
| May 17,2026 | 913     | 2423    | 1177       | 100% |
| May 18,2026 | 912     | 2277    | 1143       | 100% |
| May 19,2026 | 916     | 1556    | 1170       | 100% |
| May 20,2026 | 915     | 2512    | 1173       | 100% |
| May 21,2026 | 915     | 1830    | 1170       | 100% |
| May 22,2026 | 917     | 1939    | 1158       | 100% |
| May 23,2026 | 926     | 2709    | 1164       | 100% |
| May 24,2026 | 913     | 2509    | 1160       | 100% |
| May 25,2026 | 921     | 2011    | 1171       | 100% |
| May 26,2026 | 922     | 1492    | 1160       | 100% |
| May 27,2026 | 919     | 2644    | 1162       | 100% |
| May 28,2026 | 912     | 2596    | 1156       | 100% |
| May 29,2026 | 922     | 2211    | 1157       | 100% |
| May 30,2026 | 914     | 1389    | 1158       | 100% |
| May 31,2026 | 912     | 1465    | 1175       | 100% |

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KPI & Statistics

Online/Mobile Channel

|              | AIS Bal | AIS Tra | PIS Single | Up   |
|--------------|---------|---------|------------|------|
| June 1,2026  | 918     | 2082    | 1172       | 100% |
| June 2,2026  | 919     | 1411    | 1151       | 100% |
| June 3,2026  | 919     | 2485    | 1147       | 100% |
| June 4,2026  | 919     | 2497    | 1153       | 100% |
| June 5,2026  | 920     | 1543    | 1144       | 100% |
| June 6,2026  | 916     | 2562    | 1160       | 100% |
| June 7,2026  | 911     | 2680    | 1163       | 100% |
| June 8,2026  | 913     | 2477    | 1169       | 100% |
| June 9,2026  | 920     | 2512    | 1170       | 100% |
| June 10,2026 | 920     | 2632    | 1170       | 100% |
| June 11,2026 | 918     | 1273    | 1170       | 100% |
| June 12,2026 | 923     | 2993    | 1147       | 100% |
| June 13,2026 | 914     | 1378    | 1332       | 100% |
| June 14,2026 | 911     | 2514    | 1169       | 100% |
| June 15,2026 | 919     | 2424    | 1177       | 100% |
| June 16,2026 | 921     | 1502    | 1180       | 100% |
| June 17,2026 | 918     | 1978    | 1170       | 100% |
| June 18,2026 | 918     | 2460    | 1161       | 100% |
| June 19,2026 | 914     | 1922    | 1152       | 100% |
| June 20,2026 | 925     | 2252    | 1164       | 100% |
| June 21,2026 | 911     | 1623    | 1174       | 100% |
| June 22,2026 | 952     | 1502    | 1178       | 100% |
| June 23,2026 | 916     | 1725    | 1166       | 100% |
| June 24,2026 | 917     | 1423    | 1169       | 100% |
| June 25,2026 | 919     | 2187    | 1164       | 100% |
| June 26,2026 | 923     | 1067    | 1171       | 100% |
| June 27,2026 | 917     | 2635    | 1173       | 100% |
| June 28,2026 | 916     | 2889    | 1171       | 100% |
| June 29,2026 | 923     | 1241    | 1152       | 100% |
| June 30,2026 | 925     | 1898    | 1162       | 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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KPI & Statistics

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

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