

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)
October 1	1572	844	643	100%	100%	100%
October 2	1579	794	655	100%	100%	100%
October 3	1675	837	658	100%	100%	100%
October 4	1728	911	744	100%	100%	100%
October 5	1718	909	840	100%	100%	100%
October 6	1714	862	752	100%	100%	100%
October 7	1650	795	683	100%	100%	100%
October 8	1590	800	754	100%	100%	100%
October 9	1499	739	759	100%	100%	100%
October 10	1648	808	720	100%	100%	100%
October 11	1563	721	636	100%	100%	100%
October 12	1585	751	667	100%	100%	100%
October 13	1590	731	577	100%	100%	100%
October 14	1612	774	579	100%	100%	100%
October 15	1532	870	575	100%	100%	100%
October 16	1495	695	622	100%	100%	100%
October 17	1585	942	576	100%	100%	100%
October 18	1576	718	659	100%	100%	100%
October 19	1605	1403	648	100%	100%	100%
October 20	1558	735	715	100%	100%	100%
October 21	1619	738	612	100%	100%	100%
October 22	1461	662	541	100%	100%	100%
October 23	1585	742	613	100%	100%	100%
October 24	1586	779	602	100%	100%	100%
October 25	1546	699	614	100%	100%	100%
October 26	1581	700	605	100%	100%	100%
October 27	1658	800	978	100%	100%	100%
October 28	1594	746	613	100%	100%	100%
October 29	1518	670	537	100%	100%	100%
October 30	1526	707	589	100%	100%	100%
October 31	1591	722	671	100%	100%	100%

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

Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

## KPI &amp; Statistics

[DE | Deutsche Bank AG | DB](#)

## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
November 1	1623	728	651	100%	100%	100%
November 2	1610	803	629	100%	100%	100%
November 3	1680	776	669	100%	100%	100%
November 4	1724	795	728	100%	100%	100%
November 5	1636	790	750	100%	100%	100%
November 6	1562	759	647	100%	100%	100%
November 7	1640	736	705	100%	100%	100%
November 8	1693	768	648	100%	100%	100%
November 9	1698	794	639	100%	100%	100%
November 10	1748	889	949	100%	100%	100%
November 11	1891	953	935	100%	100%	100%
November 12	1614	711	624	98%	98%	98%
November 13	1565	712	659	100%	100%	100%
November 14	1666	761	712	100%	100%	100%
November 15	1702	769	707	100%	100%	100%
November 16	1729	788	717	100%	100%	100%
November 17	1739	820	824	100%	100%	100%
November 18	1703	772	897	100%	100%	100%
November 19	1607	725	698	100%	100%	100%
November 20	1562	746	746	100%	100%	100%
November 21	1636	774	804	99%	99%	99%
November 22	1579	815	805	100%	100%	100%
November 23	1336	762	666	100%	100%	100%
November 24	1435	826	845	100%	100%	100%
November 25	1347	736	704	100%	100%	100%
November 26	1262	755	631	100%	100%	100%
November 27	1267	694	637	100%	100%	100%
November 28	1412	839	826	100%	100%	100%
November 29	1419	860	836	100%	100%	100%
November 30	1376	807	790	100%	100%	100%

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## KPI &amp; Statistics

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
December 1	1685	1022	933	100%	100%	100%
December 2	1486	891	784	100%	100%	100%
December 3	1295	768	684	100%	100%	100%
December 4	1261	723	633	100%	100%	100%
December 5	1312	708	740	100%	100%	100%
December 6	1553	1041	1055	98%	98%	98%
December 7	1386	843	838	100%	100%	100%
December 8	1342	817	674	100%	100%	100%
December 9	1340	792	729	100%	100%	100%
December 10	1311	1623	656	100%	100%	100%
December 11	1268	810	674	100%	100%	100%
December 12	1347	840	762	100%	100%	100%
December 13	1354	794	989	100%	100%	100%
December 14	1440	858	800	100%	100%	100%
December 15	1387	846	729	100%	100%	100%
December 16	1826	1160	959	100%	100%	100%
December 17	1572	1031	812	97%	97%	97%
December 18	1307	797	742	100%	100%	100%
December 19	1423	824	862	100%	100%	100%
December 20	1398	850	700	100%	100%	100%
December 21	1378	826	712	100%	100%	100%
December 22	1423	850	805	100%	100%	100%
December 23	1389	851	795	100%	100%	100%
December 24	1362	833	846	100%	100%	100%
December 25	1340	838	811	100%	100%	100%
December 26	1435	837	981	100%	100%	100%
December 27	1396	833	778	100%	100%	100%
December 28	1437	860	763	100%	100%	100%
December 29	1424	858	779	100%	100%	100%
December 30	1429	867	777	100%	100%	100%
December 31	1390	1020	786	100%	100%	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2543	2034	2644	100%		
October 2	2651	2390	1978	100%		
October 3	1024	2708	1973	100%		
October 4	2232	1763	1201	100%		
October 5	2397	2321	2231	100%		
October 6	2361	1981	1721	100%		
October 7	1293	2983	2333	100%		
October 8	2062	2893	2969	100%		
October 9	1173	1141	2879	100%		
October 10	2071	2945	2912	100%		
October 11	2708	1125	2567	100%		
October 12	1675	2512	1900	100%		
October 13	1579	2712	1400	100%		
October 14	2516	1345	1815	100%		
October 15	2863	1330	2996	100%		
October 16	2327	1666	1157	100%		
October 17	2356	2576	1723	100%		
October 18	1765	2224	2946	100%		
October 19	2079	1669	2056	100%		
October 20	2187	2393	2441	100%		
October 21	2385	1038	2038	100%		
October 22	1984	2078	1758	100%		
October 23	2338	1514	2945	100%		
October 24	2724	1327	2359	100%		
October 25	2143	1921	2914	100%		
October 26	1098	2317	1826	100%		
October 27	1351	1081	2484	100%		
October 28	2977	1509	2861	100%		
October 29	1293	2349	1624	100%		
October 30	1752	2501	1526	100%		
October 31	1893	1336	2216	100%		

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	2651	1576	1528	100%		
November 2	2825	1117	1126	100%		
November 3	2565	1359	1067	100%		
November 4	2254	2197	2501	100%		
November 5	2907	1820	2211	100%		
November 6	2458	1231	2979	100%		
November 7	2490	1467	2842	100%		
November 8	1084	1777	1823	100%		
November 9	1868	2539	2487	100%		
November 10	1046	2372	1980	100%		
November 11	2053	1997	2307	100%		
November 12	2982	1522	1629	100%		
November 13	2197	1797	1446	100%		
November 14	1391	1472	2578	100%		
November 15	1451	1255	1072	100%		
November 16	1972	1289	1855	100%		
November 17	2254	2719	2967	100%		
November 18	2312	2651	2978	100%		
November 19	2225	2598	3001	100%		
November 20	2192	2634	2928	100%		
November 21	2263	2704	2977	100%		
November 22	2243	2686	2978	100%		
November 23	2376	2714	2972	100%		
November 24	2436	3011	2980	100%		
November 25	2297	2742	2997	100%		
November 26	2237	2626	3010	100%		
November 27	2205	2609	2941	100%		
November 28	2492	3052	3104	100%		
November 29	2527	3097	3133	100%		
November 30	2572	3007	3078	100%		

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2293	2640	3060	100%		
December 2	2222	2532	2989	100%		
December 3	2193	2595	2992	100%		
December 4	3293	4019	2924	100%		
December 5	2303	2789	2986	100%		
December 6	2204	2639	2994	100%		
December 7	2291	2742	2980	100%		
December 8	2296	2734	2968	100%		
December 9	2199	2619	2950	100%		
December 10	2208	2647	2970	100%		
December 11	2202	2651	2923	100%		
December 12	2246	2680	2975	100%		
December 13	2269	2655	2971	100%		
December 14	2231	2649	2967	100%		
December 15	2222	2656	2979	100%		
December 16	2356	2751	2988	100%		
December 17	2159	2520	3003	100%		
December 18	2174	2506	2915	100%		
December 19	2299	2664	2957	100%		
December 20	2205	2658	2969	100%		
December 21	2208	2685	2955	100%		
December 22	2189	2602	2957	100%		
December 23	2226	2626	2968	100%		
December 24	2192	2547	3007	100%		
December 25	2175	2588	2925	100%		
December 26	2201	2586	2922	100%		
December 27	2329	2765	3001	100%		
December 28	2239	2651	2998	100%		
December 29	2251	2612	3006	100%		
December 30	2262	2656	3013	100%		
December 31	2208	2643	3028	100%		

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## KPI &amp; Statistics

## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
October 1	2610	1032	1685	100%		
October 2	1270	2151	2977	100%		
October 3	2808	2611	2517	100%		
October 4	2496	2853	1783	100%		
October 5	1900	1990	2835	100%		
October 6	1514	2516	2478	100%		
October 7	2490	2089	1084	100%		
October 8	1670	1935	1072	100%		
October 9	2944	1195	2626	100%		
October 10	1772	1820	2863	100%		
October 11	1059	1177	1407	100%		
October 12	2454	1661	2676	100%		
October 13	1227	2547	1359	100%		
October 14	2989	1568	1623	100%		
October 15	1414	2437	2656	100%		
October 16	2850	2313	2920	100%		
October 17	1712	2772	2715	100%		
October 18	2784	2036	1453	100%		
October 19	1765	2165	2857	100%		
October 20	1543	1441	2283	100%		
October 21	1315	2197	2040	100%		
October 22	1720	2662	2824	100%		
October 23	1364	1740	1524	100%		
October 24	1220	2754	1341	100%		
October 25	1897	2808	2700	100%		
October 26	2951	2463	2444	100%		
October 27	1446	1376	2724	100%		
October 28	1485	1741	1984	100%		
October 29	2523	2726	1680	100%		
October 30	2929	2554	2155	100%		
October 31	1456	2707	2640	100%		

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## KPI &amp; Statistics

[DE | Deutsche Bank AG | DB](#)



## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
November 1	1500	2741	2298	100%		
November 2	1737	1032	1438	100%		
November 3	2745	2907	2226	100%		
November 4	1552	2122	1834	100%		
November 5	2493	2081	2557	100%		
November 6	2828	1468	1960	100%		
November 7	2196	1746	2067	100%		
November 8	2375	2848	2751	100%		
November 9	1928	1009	1392	100%		
November 10	1437	1709	1196	100%		
November 11	1990	2456	2233	100%		
November 12	2342	2635	1527	100%		
November 13	2449	2478	1655	100%		
November 14	1437	2835	1363	100%		
November 15	1372	1504	1976	100%		
November 16	1145	1365	1856	100%		
November 17	2818	2831	1566	100%		
November 18	2829	2828	1560	100%		
November 19	2805	2825	1601	100%		
November 20	2814	2810	1552	100%		
November 21	2834	2841	1580	100%		
November 22	2823	2843	1564	100%		
November 23	2835	2834	1569	100%		
November 24	2895	2844	1560	100%		
November 25	2830	2852	1584	100%		
November 26	2872	2836	1614	100%		
November 27	2829	2821	1576	100%		
November 28	2877	2918	1638	100%		
November 29	3018	3028	1761	100%		
November 30	2922	2951	1650	100%		

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## KPI &amp; Statistics

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up		
December 1	2992	2892	1616	100%		
December 2	2879	2867	1586	100%		
December 3	2827	2845	1616	100%		
December 4	2832	2818	1567	100%		
December 5	2853	2893	1580	100%		
December 6	3027	1801	1603	100%		
December 7	2866	2869	1608	100%		
December 8	2852	2864	1572	100%		
December 9	2834	2857	1584	100%		
December 10	2844	2848	1592	100%		
December 11	2828	2853	1551	100%		
December 12	2821	2880	1594	100%		
December 13	3081	2874	1614	100%		
December 14	1288	2873	1587	100%		
December 15	2915	2877	1612	100%		
December 16	2844	2888	1615	100%		
December 17	2821	2872	1639	100%		
December 18	2835	2873	1578	100%		
December 19	2990	2945	1667	100%		
December 20	2920	2864	1604	100%		
December 21	2831	2860	1585	100%		
December 22	3041	2863	1597	100%		
December 23	2859	2865	1598	100%		
December 24	2809	2855	1611	100%		
December 25	2820	2829	1549	100%		
December 26	2805	2830	1544	100%		
December 27	2812	2893	1596	100%		
December 28	2819	2900	1602	100%		
December 29	2862	2900	1594	100%		
December 30	2840	2911	1625	100%		
December 31	2488	3120	1639	100%		

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## KPI &amp; 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