

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
October 1,2025	611	599	1353	100%	100%	100%	0.03
October 2,2025	602	589	1317	100%	100%	100%	0.01
October 3,2025	598	589	1391	100%	100%	100%	0.01
October 4,2025	593	582	1389	100%	100%	100%	0.01
October 5,2025	593	584	1367	100%	100%	100%	0.01
October 6,2025	614	596	1321	100%	100%	100%	0.01
October 7,2025	609	594	1308	100%	100%	100%	0.03
October 8,2025	612	597	1213	100%	100%	100%	0.02
October 9,2025	582	575	1152	100%	100%	100%	0.03
October 10,2025	572	715	1146	100%	100%	100%	0.01
October 11,2025	564	558	1336	100%	100%	100%	0.01
October 12,2025	563	554	1326	100%	100%	100%	0.11
October 13,2025	587	570	1513	100%	100%	100%	0.01
October 14,2025	606	583	1321	100%	100%	100%	0.02
October 15,2025	591	579	1338	100%	100%	100%	0.01
October 16,2025	585	572	1336	100%	100%	100%	0.01
October 17,2025	588	576	1329	100%	100%	100%	0.01
October 18,2025	561	553	1401	98%	98%	98%	0.11
October 19,2025	556	551	1392	97%	97%	97%	0.10
October 20,2025	588	566	1309	100%	100%	100%	0.02
October 21,2025	585	565	1308	100%	100%	100%	0.02
October 22,2025	564	555	1278	100%	100%	100%	0.01
October 23,2025	573	563	1268	100%	100%	100%	0.01
October 24,2025	572	562	1298	100%	100%	100%	0.01
October 25,2025	558	551	1351	100%	100%	100%	0.94
October 26,2025	560	549	1373	100%	100%	100%	0.01
October 27,2025	588	568	1307	100%	100%	100%	0.03
October 28,2025	605	582	1384	100%	100%	100%	0.02
October 29,2025	561	582	1388	100%	100%	100%	0.02
October 30,2025	615	592	1388	100%	100%	100%	0.03
October 31,2025	603	584	1376	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
November 1,2025	582	568	1408	100%	100%	100%	0.01
November 2,2025	698	788	1430	100%	100%	100%	0.04
November 3,2025	625	594	1404	98%	98%	98%	0.11
November 4,2025	608	583	1364	100%	100%	100%	0.02
November 5,2025	593	576	1307	100%	100%	100%	0.02
November 6,2025	568	558	1285	100%	100%	100%	0.01
November 7,2025	580	570	1300	100%	100%	100%	0.01
November 8,2025	564	556	1343	100%	100%	100%	0.02
November 9,2025	743	620	1348	100%	100%	100%	0.03
November 10,2025	583	571	1348	97%	97%	97%	0.11
November 11,2025	588	585	1391	95%	95%	95%	0.10
November 12,2025	567	568	1295	98%	98%	98%	0.04
November 13,2025	561	561	1305	100%	100%	100%	0.02
November 14,2025	568	566	1307	100%	100%	100%	0.01
November 15,2025	545	548	1363	100%	100%	100%	0.01
November 16,2025	556	555	1321	100%	100%	100%	0.02
November 17,2025	571	560	1269	100%	100%	100%	0.01
November 18,2025	578	564	1290	99%	99%	99%	0.11
November 19,2025	578	567	1273	100%	100%	100%	0.01
November 20,2025	577	568	1282	99%	99%	99%	0.11
November 21,2025	579	560	1299	100%	100%	100%	0.03
November 22,2025	746	548	1311	100%	100%	100%	0.01
November 23,2025	566	555	1305	100%	100%	100%	0.01
November 24,2025	586	579	1291	98%	98%	98%	0.10
November 25,2025	592	572	1243	100%	100%	100%	0.01
November 26,2025	597	575	1307	100%	100%	100%	0.03
November 27,2025	597	575	1271	100%	100%	100%	0.04
November 28,2025	604	578	1293	100%	100%	100%	0.03
November 29,2025	571	552	1291	100%	100%	100%	0.02
November 30,2025	570	553	1306	100%	100%	100%	0.02

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
December 1,2025	620	597	1337	100%	100%	100%	0.03
December 2,2025	604	575	1300	100%	100%	100%	0.07
December 3,2025	596	576	1321	98%	98%	98%	0.20
December 4,2025	587	573	1296	98%	98%	98%	0.20
December 5,2025	584	574	1290	100%	100%	100%	0.02
December 6,2025	582	576	1364	96%	96%	96%	0.40
December 7,2025	565	558	1305	100%	100%	100%	0.04
December 8,2025	614	601	1257	100%	100%	100%	0.02
December 9,2025	603	587	1268	100%	100%	100%	0.03
December 10,2025	564	562	1245	100%	100%	100%	0.04
December 11,2025	565	560	1248	100%	100%	100%	0.04
December 12,2025	565	561	1247	100%	100%	100%	0.03
December 13,2025	558	554	1299	100%	100%	100%	0.05
December 14,2025	559	553	1289	100%	100%	100%	0.06
December 15,2025	585	574	1260	99%	99%	99%	0.10
December 16,2025	580	569	1244	100%	100%	100%	0.03
December 17,2025	579	566	1232	100%	100%	100%	0.03
December 18,2025	574	565	1218	100%	100%	100%	0.03
December 19,2025	570	564	1201	100%	100%	100%	0.03
December 20,2025	562	555	1270	100%	100%	100%	0.04
December 21,2025	565	556	1293	100%	100%	100%	0.06
December 22,2025	589	575	1248	100%	100%	100%	0.02
December 23,2025	584	572	1270	100%	100%	100%	0.03
December 24,2025	571	563	1316	100%	100%	100%	0.04
December 25,2025	571	561	1321	100%	100%	100%	0.05
December 26,2025	577	562	1328	100%	100%	100%	0.04
December 27,2025	585	568	1312	100%	100%	100%	0.05
December 28,2025	581	568	1324	100%	100%	100%	0.05
December 29,2025	612	596	1323	95%	95%	95%	0.85
December 30,2025	609	598	1321	96%	96%	96%	0.65
December 31,2025	591	583	1315	100%	100%	100%	0.05

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	AIS Bal	AIS Tra	PIS Single	Up
October 1,2025	1933	2082	2907	100%
October 2,2025	1933	2592	2903	100%
October 3,2025	1930	2796	2899	100%
October 4,2025	1926	2359	2906	100%
October 5,2025	1933	2121	2908	100%
October 6,2025	1936	2307	2916	100%
October 7,2025	1934	2024	3020	100%
October 8,2025	1930	2647	3011	100%
October 9,2025	1926	2485	2994	100%
October 10,2025	1921	2934	2979	100%
October 11,2025	1917	2372	2985	100%
October 12,2025	1922	2300	2997	100%
October 13,2025	1924	2314	2991	100%
October 14,2025	1923	2139	2983	100%
October 15,2025	1922	2901	2988	100%
October 16,2025	1924	2638	2995	100%
October 17,2025	1920	2556	2979	100%
October 18,2025	1913	2278	2985	100%
October 19,2025	1921	2494	2997	100%
October 20,2025	1922	2608	2997	100%
October 21,2025	1921	2955	2993	100%
October 22,2025	1922	2973	2996	100%
October 23,2025	1924	2482	2994	100%
October 24,2025	1920	2895	2982	100%
October 25,2025	1913	2552	2989	100%
October 26,2025	1920	2149	3004	100%
October 27,2025	1926	2816	3003	100%
October 28,2025	1927	2095	2997	100%
October 29,2025	1928	2247	3000	100%
October 30,2025	1930	2068	2994	100%
October 31,2025	1925	2252	2986	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
November 1,2025	1922	2921	2992	100%
November 2,2025	1930	2628	2999	100%
November 3,2025	1931	2578	3005	100%
November 4,2025	1925	2972	2995	100%
November 5,2025	1919	2360	2989	100%
November 6,2025	1921	2685	2998	100%
November 7,2025	1919	2349	2985	100%
November 8,2025	1914	2092	2988	100%
November 9,2025	1918	2141	3028	100%
November 10,2025	1957	2044	3034	100%
November 11,2025	1921	2345	2990	100%
November 12,2025	1916	2768	2993	100%
November 13,2025	1919	2639	2985	100%
November 14,2025	1915	2016	2976	100%
November 15,2025	1910	2159	2978	100%
November 16,2025	1918	2000	2992	100%
November 17,2025	1918	2562	2999	100%
November 18,2025	1923	2150	2990	100%
November 19,2025	1924	2137	2995	100%
November 20,2025	1922	2765	2989	100%
November 21,2025	1921	2392	2973	100%
November 22,2025	1914	2916	2984	100%
November 23,2025	1928	2381	3001	100%
November 24,2025	1923	2805	2998	100%
November 25,2025	1924	2546	2999	100%
November 26,2025	1927	2843	2997	100%
November 27,2025	1930	2858	2987	100%
November 28,2025	1925	2287	2973	100%
November 29,2025	1915	2676	2978	100%
November 30,2025	1935	2722	3010	100%

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KPI & Statistics

Online/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
December 1,2025	1928	2808	2996	100%
December 2,2025	1934	2515	3005	100%
December 3,2025	1925	2351	2994	100%
December 4,2025	1922	2461	2993	100%
December 5,2025	1918	2584	2982	100%
December 6,2025	1913	2091	2984	100%
December 7,2025	1920	2591	2995	100%
December 8,2025	1921	2790	2993	100%
December 9,2025	1917	2866	2981	100%
December 10,2025	1917	2206	2985	100%
December 11,2025	1919	2386	2985	100%
December 12,2025	1916	2315	2977	100%
December 13,2025	1910	2898	2981	100%
December 14,2025	1919	2257	2990	100%
December 15,2025	1921	2378	3027	100%
December 16,2025	1921	2317	3004	100%
December 17,2025	1924	2058	3000	100%
December 18,2025	1924	2595	3001	100%
December 19,2025	1919	2336	2986	100%
December 20,2025	1916	2326	2982	100%
December 21,2025	1922	2586	3011	100%
December 22,2025	1923	2036	3001	100%
December 23,2025	1921	2936	2974	100%
December 24,2025	1917	2712	2968	100%
December 25,2025	1919	2730	2979	100%
December 26,2025	1923	2674	2989	100%
December 27,2025	1918	2596	2987	100%
December 28,2025	1924	2460	3000	100%
December 29,2025	1927	2953	3010	100%
December 30,2025	1923	2692	2981	100%
December 31,2025	1921	2838	2961	100%

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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