

Deutsche Bank

Payment Services Directive 2

DE | norisbank GmbH | Noris

KPI & Statistics

## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
January 1,2026	609	608	1209	100%	100%	100%	0.28
January 2,2026	625	629	1249	100%	100%	100%	0.45
January 3,2026	598	600	1239	100%	100%	100%	0.21
January 4,2026	608	603	1234	100%	100%	100%	0.30
January 5,2026	629	629	1245	100%	100%	100%	0.26
January 6,2026	620	619	1225	100%	100%	100%	0.15
January 7,2026	624	621	1248	100%	100%	100%	0.25
January 8,2026	620	616	1231	98%	98%	98%	1.20
January 9,2026	620	621	1240	100%	100%	100%	0.11
January 10,2026	613	633	1235	95%	95%	95%	1.50
January 11,2026	605	604	1275	100%	100%	100%	0.86
January 12,2026	622	624	1249	100%	100%	100%	0.22
January 13,2026	625	619	1226	100%	100%	100%	0.08
January 14,2026	576	595	1211	100%	100%	100%	0.07
January 15,2026	579	593	1210	100%	100%	100%	0.22
January 16,2026	593	603	1249	100%	100%	100%	0.17
January 17,2026	701	586	1240	100%	100%	100%	0.17
January 18,2026	578	585	1236	100%	100%	100%	0.28
January 19,2026	606	613	1223	100%	100%	100%	0.05
January 20,2026	601	613	1247	100%	100%	100%	0.31
January 21,2026	578	589	1227	95%	95%	95%	4.92
January 22,2026	588	602	1278	100%	100%	100%	0.05
January 23,2026	577	585	1226	100%	100%	100%	1.35
January 24,2026	557	566	1185	100%	100%	100%	0.05
January 25,2026	564	569	1180	100%	100%	100%	0.10
January 26,2026	582	587	1235	100%	100%	100%	0.10
January 27,2026	593	599	1243	100%	100%	100%	0.14
January 28,2026	595	601	1209	100%	100%	100%	0.05
January 29,2026	595	604	1200	100%	100%	100%	0.17
January 30,2026	602	607	1214	100%	100%	100%	0.14
January 31,2026	578	581	1177	100%	100%	100%	0.05

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

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
February 1,2026	591	592	1205	100%	100%	100%	0.03
February 2,2026	620	624	1241	100%	100%	100%	0.20
February 3,2026	620	621	1220	100%	100%	100%	0.14
February 4,2026	664	630	1207	100%	100%	100%	0.62
February 5,2026	658	628	1203	100%	100%	100%	0.50
February 6,2026	663	633	1201	100%	100%	100%	0.03
February 7,2026	644	609	1189	100%	100%	100%	0.48
February 8,2026	641	608	1218	100%	100%	100%	0.28
February 9,2026	669	634	1224	100%	100%	100%	0.48
February 10,2026	669	629	1208	100%	100%	100%	0.20
February 11,2026	661	640	1230	100%	100%	100%	0.20
February 12,2026	664	626	1224	100%	100%	100%	0.04
February 13,2026	664	625	1212	100%	100%	100%	0.07
February 14,2026	673	605	1195	100%	100%	100%	0.08
February 15,2026	642	609	1217	100%	100%	100%	0.04
February 16,2026	687	650	1268	100%	100%	100%	0.18
February 17,2026	686	924	1269	95%	95%	95%	4.05
February 18,2026	676	647	1227	100%	100%	100%	0.23
February 19,2026	659	619	1203	100%	100%	100%	0.15
February 20,2026	668	621	1185	100%	100%	100%	0.04
February 21,2026	642	614	1203	100%	100%	100%	0.05
February 22,2026	643	607	1209	100%	100%	100%	0.10
February 23,2026	670	633	1213	100%	100%	100%	0.16
February 24,2026	668	632	1211	100%	100%	100%	0.10
February 25,2026	667	616	1198	100%	100%	100%	0.05
February 26,2026	673	626	1186	100%	100%	100%	0.05
February 27,2026	687	638	1208	100%	100%	100%	0.20
February 28,2026	644	612	1164	100%	100%	100%	0.18

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KPI & Statistics

## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
March 1,2026	664	624	1203	100%	100%	100%	0.15
March 2,2026	723	662	1220	100%	100%	100%	0.16
March 3,2026	708	652	1238	100%	100%	100%	0.55
March 4,2026	688	642	1224	100%	100%	100%	0.15
March 5,2026	685	637	1215	100%	100%	100%	0.16
March 6,2026	680	639	1232	100%	100%	100%	0.13
March 7,2026	656	619	1224	100%	100%	100%	0.23
March 8,2026	650	617	1218	100%	100%	100%	0.53
March 9,2026	697	656	1235	100%	100%	100%	0.45
March 10,2026	677	638	1239	100%	100%	100%	1.20
March 11,2026	667	624	1229	100%	100%	100%	1.10
March 12,2026	680	629	1229	100%	100%	100%	0.70
March 13,2026	678	636	1248	100%	100%	100%	0.56
March 14,2026	653	619	1215	100%	100%	100%	0.69
March 15,2026	660	614	1216	100%	100%	100%	0.63
March 16,2026	690	655	1249	100%	100%	100%	0.90
March 17,2026	689	654	1266	100%	100%	100%	0.44
March 18,2026	1849	1800	3132	100%	100%	100%	0.99
March 19,2026	812	761	1382	100%	100%	100%	0.19
March 20,2026	710	664	1290	100%	100%	100%	0.72
March 21,2026	688	662	1284	100%	100%	100%	0.26
March 22,2026	726	680	1307	100%	100%	100%	0.16
March 23,2026	733	706	1337	100%	100%	100%	0.10
March 24,2026	742	716	1342	100%	100%	100%	0.12
March 25,2026	766	728	1394	100%	100%	100%	0.10
March 26,2026	753	714	1348	100%	100%	100%	0.08
March 27,2026	756	719	1363	100%	100%	100%	0.13
March 28,2026	724	695	1302	100%	100%	100%	0.13
March 29,2026	730	694	1316	94%	94%	94%	0.10
March 30,2026	750	726	1356	100%	100%	100%	0.03
March 31,2026	780	754	1359	100%	100%	100%	0.14

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## KPI &amp; Statistics

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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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KPI & Statistics

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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## 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