

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, 2024	1375	691	975	100%	100%	100%	0.02
January 2, 2024	1430	701	947	100%	100%	100%	0.01
January 3, 2024	1441	725	971	100%	100%	100%	0.00
January 4, 2024	1433	717	980	100%	100%	100%	0.00
January 5, 2024	1440	727	922	100%	100%	100%	0.00
January 6, 2024	1424	735	892	100%	100%	100%	0.01
January 7, 2024	1424	732	899	100%	100%	100%	0.00
January 8, 2024	1450	716	927	100%	100%	100%	0.00
January 9, 2024	1456	718	950	100%	100%	100%	0.00
January 10, 2024	1461	716	1012	100%	100%	100%	0.00
January 11, 2024	1444	713	948	100%	100%	100%	0.02
January 12, 2024	1412	701	955	100%	100%	100%	0.00
January 13, 2024	1440	737	974	100%	100%	100%	0.00
January 14, 2024	1443	737	972	100%	100%	100%	0.01
January 15, 2024	1448	709	885	100%	100%	100%	0.00
January 16, 2024	1437	720	950	100%	100%	100%	0.01
January 17, 2024	1448	708	923	100%	100%	100%	0.01
January 18, 2024	1421	702	920	100%	100%	100%	0.00
January 19, 2024	1429	696	954	100%	100%	100%	0.00
January 20, 2024	1397	694	1007	100%	100%	100%	0.03
January 21, 2024	1475	793	965	98%	98%	98%	0.36
January 22, 2024	1454	744	944	100%	100%	100%	0.00
January 23, 2024	1459	717	980	100%	100%	100%	0.01
January 24, 2024	1435	717	974	100%	100%	100%	0.01
January 25, 2024	1447	704	893	100%	100%	100%	0.00
January 26, 2024	1452	716	891	100%	100%	100%	0.00
January 27, 2024	1415	723	907	100%	100%	100%	0.15
January 28, 2024	1435	739	918	100%	100%	100%	0.00
January 29, 2024	1470	725	1096	100%	100%	100%	0.00
January 30, 2024	1456	735	979	100%	100%	100%	0.00
January 31, 2024	1462	740	974	100%	100%	100%	0.01

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, 2024	1443	739	1011	100%	100%	100%	0.00
February 2, 2024	1491	740	956	100%	100%	100%	0.00
February 3, 2024	1451	740	971	100%	100%	100%	0.00
February 4, 2024	1459	773	973	100%	100%	100%	0.00
February 5, 2024	1475	755	940	100%	100%	100%	0.01
February 6, 2024	1483	761	904	100%	100%	100%	0.00
February 7, 2024	1474	752	982	100%	100%	100%	0.01
February 8, 2024	1476	754	931	100%	100%	100%	0.00
February 9, 2024	1467	764	922	100%	100%	100%	0.00
February 10, 2024	1452	747	909	100%	100%	100%	0.00
February 11, 2024	1449	772	923	100%	100%	100%	0.00
February 12, 2024	1476	753	914	100%	100%	100%	0.01
February 13, 2024	1477	745	945	100%	100%	100%	0.01
February 14, 2024	1473	735	907	100%	100%	100%	0.00
February 15, 2024	1462	735	909	100%	100%	100%	0.01
February 16, 2024	1467	735	915	100%	100%	100%	0.00
February 17, 2024	1466	736	1046	100%	100%	100%	0.02
February 18, 2024	1391	689	964	100%	100%	100%	0.00
February 19, 2024	1421	688	944	100%	100%	100%	0.00
February 20, 2024	1405	671	973	100%	100%	100%	0.02
February 21, 2024	1406	685	995	99%	99%	99%	0.20
February 22, 2024	1410	682	924	100%	100%	100%	0.03
February 23, 2024	1398	674	1159	100%	100%	100%	0.01
February 24, 2024	1402	669	1012	100%	100%	100%	0.03
February 25, 2024	1589	899	1031	100%	100%	100%	0.01
February 26, 2024	1616	887	1077	100%	100%	100%	0.03
February 27, 2024	1443	739	1089	100%	100%	100%	0.00
February 28, 2024	1491	740	1011	100%	100%	100%	0.00
February 29, 2024	1451	740	956	100%	100%	100%	0.00

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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)	ERROR_RATE
March 1, 2024	1620	869	1159	100%	100%	100%	0.01
March 2, 2024	1548	820	1012	100%	100%	100%	0.01
March 3, 2024	1554	852	1031	100%	100%	100%	0.00
March 4, 2024	1601	857	1077	100%	100%	100%	0.00
March 5, 2024	1607	876	1089	100%	100%	100%	0.01
March 6, 2024	1495	775	921	100%	100%	100%	0.01
March 7, 2024	1494	744	907	100%	100%	100%	0.01
March 8, 2024	1492	756	916	100%	100%	100%	0.01
March 9, 2024	1578	861	967	100%	100%	100%	0.02
March 10, 2024	1482	795	895	100%	100%	100%	0.00
March 11, 2024	1510	773	931	100%	100%	100%	0.19
March 12, 2024	1503	746	917	100%	100%	100%	0.00
March 13, 2024	1493	758	928	100%	100%	100%	0.00
March 14, 2024	1509	745	913	100%	100%	100%	0.00
March 15, 2024	1496	766	912	100%	100%	100%	0.00
March 16, 2024	1469	754	912	100%	100%	100%	0.02
March 17, 2024	1267	526	1032	92%	98%	98%	2.09
March 18, 2024	1288	500	945	100%	100%	100%	0.23
March 19, 2024	1259	601	916	100%	100%	100%	0.06
March 20, 2024	1247	487	905	100%	100%	100%	0.00
March 21, 2024	1244	498	933	100%	100%	100%	0.00
March 22, 2024	1231	471	916	100%	100%	100%	0.03
March 23, 2024	1214	478	857	100%	100%	100%	0.02
March 24, 2024	1219	492	868	100%	100%	100%	0.00
March 25, 2024	1242	481	901	100%	100%	100%	0.01
March 26, 2024	1255	502	924	100%	100%	100%	0.01
March 27, 2024	1620	869	1159	99%	99%	99%	0.53
March 28, 2024	1548	820	1012	100%	100%	100%	0.02
March 29, 2024	1554	852	1031	100%	100%	100%	0.01
March 30, 2024	1601	857	1077	100%	100%	100%	0.00
March 31, 2024	1607	876	1089	100%	100%	100%	0.01

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KPI & Statistics

## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1, 2024	2518	2919	2909	100%
January 2, 2024	2979	3379	3115	100%
January 3, 2024	2860	2962	2988	100%
January 4, 2024	2672	2924	2998	100%
January 5, 2024	2546	2706	2946	100%
January 6, 2024	2427	3083	2951	100%
January 7, 2024	2532	2769	2906	100%
January 8, 2024	2364	2922	2982	100%
January 9, 2024	2237	2572	2981	100%
January 10, 2024	2295	2586	2970	100%
January 11, 2024	2459	2940	2986	100%
January 12, 2024	2234	2573	2945	100%
January 13, 2024	2211	2756	2954	100%
January 14, 2024	2157	2483	2904	100%
January 15, 2024	2524	2865	3007	100%
January 16, 2024	2264	2604	2991	100%
January 17, 2024	2398	2726	2966	100%
January 18, 2024	2318	2465	2954	100%
January 19, 2024	2283	2513	2954	100%
January 20, 2024	2239	2444	2953	100%
January 21, 2024	2309	2601	3011	100%
January 22, 2024	2349	2682	2997	100%
January 23, 2024	2275	2611	3007	100%
January 24, 2024	2330	2644	2979	100%
January 25, 2024	2518	2919	2909	100%
January 26, 2024	2979	3379	3115	100%
January 27, 2024	2860	2962	2988	100%
January 28, 2024	2672	2924	2998	100%
January 29, 2024	2546	2706	2946	100%
January 30, 2024	2427	3083	2951	100%
January 31, 2024	2532	2769	2906	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1, 2024	2334	2584	3006	100%
February 2, 2024	2297	2622	2968	100%
February 3, 2024	2211	2645	2999	100%
February 4, 2024	2152	2562	2914	100%
February 5, 2024	2281	2721	2976	100%
February 6, 2024	2279	2695	2994	100%
February 7, 2024	2423	2721	2982	100%
February 8, 2024	2254	2466	2951	100%
February 9, 2024	2272	2482	2951	100%
February 10, 2024	2202	2321	2984	100%
February 11, 2024	2136	2403	2909	100%
February 12, 2024	2319	2527	2963	100%
February 13, 2024	2246	2536	2985	100%
February 14, 2024	2209	2559	2948	100%
February 15, 2024	2331	2629	2971	100%
February 16, 2024	2269	2442	2945	100%
February 17, 2024	2080	2454	2977	100%
February 18, 2024	2158	2549	2911	100%
February 19, 2024	2230	2608	2974	100%
February 20, 2024	2218	2385	2975	100%
February 21, 2024	2349	2702	2977	100%
February 22, 2024	2423	2681	2965	100%
February 23, 2024	2235	2501	2949	100%
February 24, 2024	2448	2840	3015	100%
February 25, 2024	2247	2433	2921	100%
February 26, 2024	2267	2644	3010	100%
February 27, 2024	2341	2687	3036	100%
February 28, 2024	2392	2749	3020	100%
February 29, 2024	2444	2653	3072	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1, 2024	2359	2713	3006	100%
March 2, 2024	2172	2371	2987	100%
March 3, 2024	2196	2531	2912	100%
March 4, 2024	2384	2928	3013	100%
March 5, 2024	2352	2735	2995	100%
March 6, 2024	2187	2515	2958	100%
March 7, 2024	2605	2604	2968	100%
March 8, 2024	2336	2512	2976	100%
March 9, 2024	2209	2432	3004	100%
March 10, 2024	2165	2495	2904	100%
March 11, 2024	2363	2517	2964	100%
March 12, 2024	2338	2606	2962	100%
March 13, 2024	2306	2505	2959	100%
March 14, 2024	2204	2329	2939	100%
March 15, 2024	2781	2785	2983	100%
March 16, 2024	2058	2328	2983	100%
March 17, 2024	2188	2285	2903	100%
March 18, 2024	2147	2466	2968	100%
March 19, 2024	2363	2380	2956	100%
March 20, 2024	2406	2590	2958	100%
March 21, 2024	2153	2271	2929	100%
March 22, 2024	2288	2643	2951	100%
March 23, 2024	2137	2278	2943	100%
March 24, 2024	2198	2359	2902	100%
March 25, 2024	2179	2478	2964	100%
March 26, 2024	2194	2423	2973	100%
March 27, 2024	2321	2466	3074	100%
March 28, 2024	2252	2414	3010	100%
March 29, 2024	2155	2337	2913	100%
March 30, 2024	2073	2364	2973	100%
March 31, 2024	2100	2409	2910	99%

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## KPI &amp; Statistics

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1, 2024	2728	2822	1553	100%
January 2, 2024	2827	2994	1680	100%
January 3, 2024	2987	2887	1609	100%
January 4, 2024	2737	2873	1597	100%
January 5, 2024	2730	2852	1572	100%
January 6, 2024	2728	2834	1579	100%
January 7, 2024	2730	2823	1547	100%
January 8, 2024	2803	2858	1598	100%
January 9, 2024	2764	2863	1602	100%
January 10, 2024	2736	2860	1601	100%
January 11, 2024	2744	2861	1598	100%
January 12, 2024	2743	2855	1572	100%
January 13, 2024	2729	2840	1583	100%
January 14, 2024	2742	2851	1531	100%
January 15, 2024	2787	2902	1625	100%
January 16, 2024	2792	2889	1603	100%
January 17, 2024	2985	2810	1585	100%
January 18, 2024	2747	2853	1550	100%
January 19, 2024	2763	2844	1558	100%
January 20, 2024	2727	2828	1575	100%
January 21, 2024	2980	2909	1541	100%
January 22, 2024	2829	2850	1615	100%
January 23, 2024	2750	2852	1622	100%
January 24, 2024	2785	2838	1570	100%
January 25, 2024	2971	2940	1594	100%
January 26, 2024	2745	2847	1571	100%
January 27, 2024	2723	2861	1591	100%
January 28, 2024	2725	2807	1547	100%
January 29, 2024	2853	2973	1678	100%
January 30, 2024	2766	2930	1666	100%
January 31, 2024	2803	2972	1657	100%

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1, 2024	2766	2957	1599	100%
February 2, 2024	2739	2857	1591	100%
February 3, 2024	2725	2841	1615	100%
February 4, 2024	2728	2810	1546	100%
February 5, 2024	2840	2867	1577	100%
February 6, 2024	2921	2984	1607	100%
February 7, 2024	2904	2892	1586	100%
February 8, 2024	2846	2894	1563	100%
February 9, 2024	2763	2891	1572	100%
February 10, 2024	2725	2883	1604	100%
February 11, 2024	2730	2873	1532	100%
February 12, 2024	2961	2918	1580	100%
February 13, 2024	2840	2916	1609	100%
February 14, 2024	2778	2939	1579	100%
February 15, 2024	2951	2910	1598	100%
February 16, 2024	2887	2899	1572	100%
February 17, 2024	2727	2876	1607	100%
February 18, 2024	2728	2872	1539	100%
February 19, 2024	2872	2911	1618	100%
February 20, 2024	2776	2869	1619	100%
February 21, 2024	2850	2930	1583	100%
February 22, 2024	2889	2853	1564	100%
February 23, 2024	2758	2879	1578	100%
February 24, 2024	2861	2836	1590	100%
February 25, 2024	2743	2810	1538	100%
February 26, 2024	2797	2872	1626	100%
February 27, 2024	2783	2893	1623	100%
February 28, 2024	2743	2881	1609	100%
February 29, 2024	2833	2989	1658	100%

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1, 2024	2912	2964	1593	100%
March 2, 2024	2813	2848	1597	100%
March 3, 2024	2743	2811	1526	100%
March 4, 2024	2719	2832	1627	100%
March 5, 2024	2867	2809	1605	100%
March 6, 2024	2765	2852	1591	100%
March 7, 2024	2736	2849	1567	100%
March 8, 2024	2730	2846	1593	100%
March 9, 2024	2729	2888	1608	100%
March 10, 2024	2855	2819	1524	100%
March 11, 2024	2776	2854	1590	100%
March 12, 2024	2754	2850	1575	100%
March 13, 2024	2781	2854	1577	100%
March 14, 2024	2749	2848	1572	100%
March 15, 2024	2752	2862	1594	100%
March 16, 2024	2728	2841	1617	100%
March 17, 2024	2737	2868	1534	100%
March 18, 2024	2784	2858	1602	100%
March 19, 2024	2741	2855	1575	100%
March 20, 2024	2935	2841	1556	100%
March 21, 2024	2823	2840	1558	100%
March 22, 2024	2769	2984	1563	100%
March 23, 2024	2725	2823	1567	100%
March 24, 2024	2898	2813	1524	100%
March 25, 2024	2781	2859	1574	100%
March 26, 2024	2754	2866	1598	100%
March 27, 2024	2777	2950	1744	100%
March 28, 2024	2738	2802	1611	100%
March 29, 2024	2724	2819	1532	100%
March 30, 2024	2724	2828	1578	100%
March 31, 2024	2725	2810	1515	99%

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## KPI &amp; Statistics

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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: 1794 ms

AIS Tra: 1949 ms

PIS Single: 2738 ms

#### Mobile Channel

AIS Bal: 2684 ms

AIS Tra: 2717 ms

PIS Single: 1404 ms