

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG | Postbank

KPI & Statistics

## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
January 1, 2024	791	1061	337	100%	100%	100%	0.00
January 2, 2024	802	1080	321	100%	100%	100%	0.02
January 3, 2024	804	1085	248	100%	100%	100%	0.00
January 4, 2024	807	1089	347	100%	100%	100%	0.00
January 5, 2024	802	1082	380	100%	100%	100%	0.00
January 6, 2024	800	1077	368	100%	100%	100%	0.00
January 7, 2024	797	1079	410	100%	100%	100%	0.00
January 8, 2024	799	1075	462	100%	100%	100%	0.00
January 9, 2024	800	1079	402	100%	100%	100%	0.00
January 10, 2024	813	1094	437	100%	100%	100%	0.00
January 11, 2024	791	1064	419	100%	100%	100%	0.00
January 12, 2024	785	1055	391	100%	100%	100%	0.00
January 13, 2024	815	1097	395	100%	100%	100%	0.00
January 14, 2024	793	1071	402	100%	100%	100%	0.00
January 15, 2024	793	1071	414	100%	100%	100%	0.00
January 16, 2024	794	1070	455	100%	100%	100%	0.01
January 17, 2024	789	1051	361	100%	100%	100%	0.00
January 18, 2024	783	1042	353	100%	100%	100%	0.00
January 19, 2024	783	1039	287	100%	100%	100%	0.00
January 20, 2024	761	1012	381	100%	100%	100%	0.00
January 21, 2024	785	1044	311	98%	98%	98%	0.92
January 22, 2024	821	1056	408	100%	100%	100%	0.01
January 23, 2024	794	1052	379	100%	100%	100%	0.00
January 24, 2024	794	1051	381	100%	100%	100%	0.00
January 25, 2024	801	1059	365	100%	100%	100%	0.00
January 26, 2024	801	1063	356	100%	100%	100%	0.00
January 27, 2024	792	1055	359	100%	100%	100%	0.05
January 28, 2024	805	1072	443	100%	100%	100%	0.00
January 29, 2024	821	1729	273	100%	100%	100%	0.00
January 30, 2024	825	1087	375	100%	100%	100%	0.00
January 31, 2024	824	1089	435	100%	100%	100%	0.00

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>

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
February 1, 2024	810	1077	416	100%	100%	100%	0.00
February 2, 2024	809	1080	432	100%	100%	100%	0.00
February 3, 2024	810	1079	389	100%	100%	100%	0.00
February 4, 2024	828	1104	379	100%	100%	100%	0.00
February 5, 2024	834	1105	391	100%	100%	100%	0.00
February 6, 2024	839	1073	410	100%	100%	100%	0.00
February 7, 2024	838	1104	401	100%	100%	100%	0.00
February 8, 2024	824	1096	412	100%	100%	100%	0.00
February 9, 2024	836	1081	389	100%	100%	100%	0.00
February 10, 2024	777	1044	415	100%	100%	100%	0.00
February 11, 2024	773	1041	370	100%	100%	100%	0.00
February 12, 2024	793	1057	390	100%	100%	100%	0.00
February 13, 2024	772	1058	401	100%	100%	100%	0.00
February 14, 2024	785	1051	402	100%	100%	100%	0.00
February 15, 2024	785	1054	423	100%	100%	100%	0.00
February 16, 2024	791	1062	414	100%	100%	100%	0.00
February 17, 2024	777	1044	365	100%	100%	100%	0.01
February 18, 2024	712	957	300	100%	100%	100%	0.00
February 19, 2024	734	978	281	100%	100%	100%	0.00
February 20, 2024	722	967	282	100%	100%	100%	0.00
February 21, 2024	738	992	282	99%	99%	99%	0.7
February 22, 2024	737	992	281	100%	100%	100%	0.00
February 23, 2024	780	1030	282	100%	100%	100%	0.00
February 24, 2024	768	1012	304	100%	100%	100%	0.01
February 25, 2024	948	1259	426	100%	100%	100%	0.00
February 26, 2024	964	1280	414	100%	100%	100%	0.00
February 27, 2024	969	1281	420	100%	100%	100%	0.00
February 28, 2024	951	1256	422	100%	100%	100%	0.00
February 29, 2024	951	1261	426	100%	100%	100%	0.00

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
March 1, 2024	966	1276	445	100%	100%	100%	0.00
March 2, 2024	900	1195	437	100%	100%	100%	0.00
March 3, 2024	924	1230	433	100%	100%	100%	0.00
March 4, 2024	938	1242	407	100%	100%	100%	0.00
March 5, 2024	928	1231	411	100%	100%	100%	0.00
March 6, 2024	855	1127	341	100%	100%	100%	0.00
March 7, 2024	842	1112	340	100%	100%	100%	0.00
March 8, 2024	851	1129	354	100%	100%	100%	0.00
March 9, 2024	823	1098	378	100%	100%	100%	0.01
March 10, 2024	859	1139	360	100%	100%	100%	0.00
March 11, 2024	870	1149	337	100%	100%	100%	0.00
March 12, 2024	859	1136	341	100%	100%	100%	0.00
March 13, 2024	860	1129	342	100%	100%	100%	0.00
March 14, 2024	876	1141	343	100%	100%	100%	0.00
March 15, 2024	902	1167	350	100%	100%	100%	0.00
March 16, 2024	884	1151	377	100%	100%	100%	0.00
March 17, 2024	626	801	405	92%	98%	98%	0.90
March 18, 2024	623	796	392	100%	100%	100%	0.00
March 19, 2024	631	798	454	100%	100%	100%	0.00
March 20, 2024	615	802	418	100%	100%	100%	0.00
March 21, 2024	623	805	387	100%	100%	100%	0.00
March 22, 2024	601	780	406	100%	100%	100%	0.00
March 23, 2024	772	755	416	100%	100%	100%	0.00
March 24, 2024	613	780	338	100%	100%	100%	0.00
March 25, 2024	606	779	294	100%	100%	100%	0.00
March 26, 2024	619	800	324	100%	100%	100%	0.00
March 27, 2024	620	803	376	99%	99%	99%	0.74
March 28, 2024	623	808	311	100%	100%	100%	0.00
March 29, 2024	583	763	309	100%	100%	100%	0.00
March 30, 2024	592	771	358	100%	100%	100%	0.00
March 31, 2024	582	757	445	100%	100%	100%	0.00

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## Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1, 2024	912	1604	1334	100%
January 2, 2024	918	2240	1350	100%
January 3, 2024	919	2651	1339	100%
January 4, 2024	921	1142	1345	100%
January 5, 2024	917	1555	1341	100%
January 6, 2024	911	2441	1336	100%
January 7, 2024	909	2622	1332	100%
January 8, 2024	918	1885	1341	100%
January 9, 2024	919	1663	1342	100%
January 10, 2024	918	1664	1335	100%
January 11, 2024	923	2402	1334	100%
January 12, 2024	920	1030	1333	100%
January 13, 2024	910	1140	1323	100%
January 14, 2024	907	2330	1325	100%
January 15, 2024	922	2470	1332	100%
January 16, 2024	922	1393	1347	100%
January 17, 2024	903	1604	1318	100%
January 18, 2024	903	2647	1323	100%
January 19, 2024	904	1127	1330	100%
January 20, 2024	902	2880	1336	100%
January 21, 2024	913	1119	1450	100%
January 22, 2024	906	2420	1338	100%
January 23, 2024	907	2415	1326	100%
January 24, 2024	908	1922	1338	100%
January 25, 2024	906	2415	1317	100%
January 26, 2024	910	2490	1323	100%
January 27, 2024	904	1049	1324	100%
January 28, 2024	902	2952	1352	100%
January 29, 2024	912	2071	1335	100%
January 30, 2024	916	2824	1331	100%
January 31, 2024	916	2434	1331	100%

The backend services for online banking and Mobile banking are same. Hence, the data for both the channels are identical. 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

## Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1, 2024	915	2401	1335	100%
February 2, 2024	910	2699	1335	100%
February 3, 2024	905	2974	1326	100%
February 4, 2024	904	1660	1340	100%
February 5, 2024	913	1281	1350	100%
February 6, 2024	913	1107	1348	100%
February 7, 2024	908	1670	1333	100%
February 8, 2024	902	2066	1333	100%
February 9, 2024	894	1367	1325	100%
February 10, 2024	890	2320	1329	100%
February 11, 2024	887	1639	1328	100%
February 12, 2024	895	1414	1328	100%
February 13, 2024	895	2236	1351	100%
February 14, 2024	895	1898	1331	100%
February 15, 2024	895	1385	1321	100%
February 16, 2024	891	2034	1317	100%
February 17, 2024	888	1967	1325	100%
February 18, 2024	887	1494	1332	100%
February 19, 2024	891	1651	1324	100%
February 20, 2024	889	2373	1309	100%
February 21, 2024	891	1193	1318	100%
February 22, 2024	893	2826	1328	100%
February 23, 2024	907	2527	1330	100%
February 24, 2024	906	1322	1345	100%
February 25, 2024	902	2348	1390	100%
February 26, 2024	913	1307	1393	100%
February 27, 2024	914	1796	1369	100%
February 28, 2024	913	1419	1357	100%
February 29, 2024	1490	2487	1331	100%

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	AIS Bal	AIS Tra	PIS Single	Up
March 1, 2024	917	1958	1371	100%
March 2, 2024	908	2544	1357	100%
March 3, 2024	905	2836	1331	100%
March 4, 2024	913	2128	1371	100%
March 5, 2024	909	2649	1357	100%
March 6, 2024	911	2122	1363	100%
March 7, 2024	909	2317	1378	100%
March 8, 2024	910	2265	1359	100%
March 9, 2024	906	2633	1339	100%
March 10, 2024	908	2961	1344	100%
March 11, 2024	916	1837	1340	100%
March 12, 2024	913	2910	1348	100%
March 13, 2024	913	1437	1346	100%
March 14, 2024	916	1873	1346	100%
March 15, 2024	919	2724	1345	100%
March 16, 2024	910	2216	1344	100%
March 17, 2024	910	2808	1337	100%
March 18, 2024	925	1002	1345	100%
March 19, 2024	927	2859	1331	100%
March 20, 2024	923	2833	1361	100%
March 21, 2024	923	2662	1366	100%
March 22, 2024	923	1377	1343	100%
March 23, 2024	910	1390	1343	100%
March 24, 2024	911	2977	1356	100%
March 25, 2024	922	2953	1368	100%
March 26, 2024	921	2638	1355	100%
March 27, 2024	920	1575	1354	100%
March 28, 2024	939	1287	1349	90%
March 29, 2024	921	1995	1360	100%
March 30, 2024	919	2115	1357	100%
March 31, 2024	914	2332	1330	100%

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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: 800 ms

AIS Tra: 800 ms

PIS Single: 900 ms

### Mobile Channel

AIS Bal: 800 ms

AIS Tra: 800 ms

PIS Single: 900 ms