

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 1,2026	592	586	1097	100%	100%	100%	0.02
January 2,2026	612	603	1119	100%	100%	100%	0.02
January 3,2026	585	577	1099	100%	100%	100%	0.02
January 4,2026	593	584	1097	100%	100%	100%	0.02
January 5,2026	615	604	1123	100%	100%	100%	0.01
January 6,2026	608	597	1120	100%	100%	100%	0.01
January 7,2026	609	597	1121	100%	100%	100%	0.01
January 8,2026	609	594	1122	98%	98%	98%	0.21
January 9,2026	606	596	1113	100%	100%	100%	0.01
January 10,2026	593	608	1108	95%	95%	95%	0.13
January 11,2026	587	579	1103	100%	100%	100%	0.01
January 12,2026	611	598	1122	100%	100%	100%	0.01
January 13,2026	610	595	1119	100%	100%	100%	0.01
January 14,2026	656	673	1075	100%	100%	100%	0.01
January 15,2026	571	572	1082	100%	100%	100%	0.01
January 16,2026	579	579	1092	100%	100%	100%	0.01
January 17,2026	559	631	1094	100%	100%	100%	0.01
January 18,2026	562	749	1079	100%	100%	100%	0.01
January 19,2026	596	591	1131	100%	100%	100%	0.01
January 20,2026	580	641	1106	100%	100%	100%	0.00
January 21,2026	567	569	1062	95%	95%	95%	0.27
January 22,2026	576	589	1126	100%	100%	100%	0.00
January 23,2026	562	565	1092	100%	100%	100%	0.00
January 24,2026	542	546	1046	100%	100%	100%	0.00
January 25,2026	547	548	1046	100%	100%	100%	0.00
January 26,2026	564	566	1075	100%	100%	100%	0.01
January 27,2026	576	577	1095	100%	100%	100%	0.00
January 28,2026	582	580	1080	100%	100%	100%	0.01
January 29,2026	585	584	1038	100%	100%	100%	0.01
January 30,2026	590	585	1073	100%	100%	100%	0.01
January 31,2026	565	562	1044	100%	100%	100%	0.00

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

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
February 1,2026	570	569	1065	100%	100%	100%	0.00
February 2,2026	610	606	1100	100%	100%	100%	0.01
February 3,2026	607	596	1092	100%	100%	100%	0.01
February 4,2026	646	925	1087	100%	100%	100%	0.01
February 5,2026	650	609	1085	100%	100%	100%	0.01
February 6,2026	651	610	1075	100%	100%	100%	0.01
February 7,2026	625	592	1067	100%	100%	100%	0.02
February 8,2026	622	887	1075	100%	100%	100%	0.01
February 9,2026	659	613	1092	100%	100%	100%	0.01
February 10,2026	657	611	1087	100%	100%	100%	0.01
February 11,2026	652	621	1086	100%	100%	100%	0.01
February 12,2026	651	847	1117	100%	100%	100%	0.01
February 13,2026	656	607	1067	100%	100%	100%	0.01
February 14,2026	648	590	1059	100%	100%	100%	0.00
February 15,2026	627	589	1062	100%	100%	100%	0.01
February 16,2026	676	628	1119	100%	100%	100%	0.01
February 17,2026	681	619	1115	95%	95%	95%	0.25
February 18,2026	659	615	1092	100%	100%	100%	0.01
February 19,2026	653	552	1066	100%	100%	100%	0.01
February 20,2026	654	601	1070	100%	100%	100%	0.00
February 21,2026	630	595	1057	100%	100%	100%	0.00
February 22,2026	628	588	1056	100%	100%	100%	0.00
February 23,2026	663	617	1080	100%	100%	100%	0.00
February 24,2026	657	613	1135	100%	100%	100%	0.01
February 25,2026	653	597	1925	100%	100%	100%	0.01
February 26,2026	663	606	1069	100%	100%	100%	0.01
February 27,2026	677	622	1079	100%	100%	100%	0.01
February 28,2026	633	593	1036	100%	100%	100%	0.01

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
March 1,2026	648	600	1060	100%	100%	100%	0.01
March 2,2026	717	646	1100	100%	100%	100%	0.01
March 3,2026	634	632	1093	100%	100%	100%	0.01
March 4,2026	681	619	1082	100%	100%	100%	0.01
March 5,2026	673	616	1093	100%	100%	100%	0.01
March 6,2026	672	620	1084	100%	100%	100%	0.01
March 7,2026	641	604	1081	100%	100%	100%	0.01
March 8,2026	633	598	1074	100%	100%	100%	0.01
March 9,2026	684	634	1269	100%	100%	100%	0.01
March 10,2026	664	617	1114	100%	100%	100%	0.02
March 11,2026	655	665	1094	100%	100%	100%	0.03
March 12,2026	661	610	1092	100%	100%	100%	0.01
March 13,2026	669	619	1099	100%	100%	100%	0.01
March 14,2026	640	602	1087	100%	100%	100%	0.02
March 15,2026	643	597	1074	100%	100%	100%	0.02
March 16,2026	681	636	1123	100%	100%	100%	0.02
March 17,2026	678	635	1132	100%	100%	100%	0.01
March 18,2026	885	860	1053	100%	100%	100%	0.01
March 19,2026	772	642	1234	100%	100%	100%	0.01
March 20,2026	701	650	1150	100%	100%	100%	0.01
March 21,2026	664	642	1152	100%	100%	100%	0.02
March 22,2026	696	652	1171	100%	100%	100%	0.02
March 23,2026	719	678	1199	100%	100%	100%	0.00
March 24,2026	731	688	1221	100%	100%	100%	0.01
March 25,2026	751	697	1252	100%	100%	100%	0.01
March 26,2026	732	688	1237	100%	100%	100%	0.01
March 27,2026	745	692	1216	100%	100%	100%	0.01
March 28,2026	672	669	1187	100%	100%	100%	0.00
March 29,2026	718	675	1189	100%	100%	100%	0.01
March 30,2026	742	703	1219	100%	100%	100%	0.01
March 31,2026	758	715	1222	100%	100%	100%	0.00

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Online/Mobile Channel

	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

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

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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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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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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