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KPI & Statistics
Q4 2021



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Deutsche Bank
Payment Services Directive 2



Service Level Targets

A comparison of SLTs between the online channels and the dedicated interface is being provided below.

The dedicated Interface (TPP API) is compared to each channel application separately, hence the same is applicable for the respective service level targets also.

For the channel :

Client hotline (L1): Monday to Friday, from 8.15 am to 5.30 pm IT support (L2): Monday to Friday, from 8 am to 6 pm

(L2) on call Support: 24 x 7

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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