

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
January 1,2025	973	480	558	100%	100%	100%	0.02
January 2,2025	1015	489	607	100%	100%	100%	0.00
January 3,2025	1008	490	594	100%	100%	100%	0.00
January 4,2025	984	488	562	100%	100%	100%	0.00
January 5,2025	972	497	555	100%	100%	100%	0.00
January 6,2025	999	498	594	100%	100%	100%	1.69
January 7,2025	993	492	588	100%	100%	100%	0.02
January 8,2025	992	491	590	100%	100%	100%	0.01
January 9,2025	985	440	564	100%	100%	100%	0.09
January 10,2025	986	438	574	100%	100%	100%	0.53
January 11,2025	967	434	549	100%	100%	100%	0.06
January 12,2025	961	433	550	100%	100%	100%	0.05
January 13,2025	988	422	582	100%	100%	100%	0.01
January 14,2025	988	419	557	100%	100%	100%	0.22
January 15,2025	981	419	567	100%	100%	100%	0.12
January 16,2025	984	424	572	100%	100%	100%	0.08
January 17,2025	981	423	565	100%	100%	100%	0.06
January 18,2025	977	421	559	100%	100%	100%	0.09
January 19,2025	2252	4912	573	100%	97%	100%	0.12
January 20,2025	1206	597	608	100%	100%	100%	0.01
January 21,2025	1890	1322	620	100%	100%	100%	0.01
January 22,2025	993	436	581	100%	100%	100%	0.12
January 23,2025	977	414	578	100%	100%	100%	0.06
January 24,2025	974	407	568	100%	100%	100%	0.14
January 25,2025	964	421	558	100%	100%	100%	0.09
January 26,2025	986	439	577	100%	100%	100%	0.08
January 27,2025	1017	450	639	100%	100%	100%	0.11
January 28,2025	998	415	584	100%	100%	100%	0.09
January 29,2025	984	399	569	100%	100%	100%	0.01
January 30,2025	984	392	561	100%	100%	100%	1.89
January 31,2025	976	390	557	100%	100%	100%	0.08

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>

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
February 1,2025	965	388	546	100%	100%	100%	0.06
February 2,2025	974	409	544	100%	100%	100%	0.13
February 3,2025	1020	438	605	100%	100%	100%	0.09
February 4,2025	1006	413	590	100%	100%	100%	0.06
February 5,2025	999	415	735	100%	100%	100%	0.12
February 6,2025	996	411	569	100%	100%	100%	0.37
February 7,2025	992	422	555	100%	100%	100%	1.84
February 8,2025	977	419	533	100%	100%	100%	0.19
February 9,2025	986	427	923	100%	100%	100%	0.02
February 10,2025	1013	432	590	100%	100%	100%	0.03
February 11,2025	1008	423	576	100%	100%	100%	0.04
February 12,2025	998	417	564	100%	100%	100%	0.28
February 13,2025	1021	441	585	100%	100%	100%	0.26
February 14,2025	990	412	575	100%	100%	100%	0.33
February 15,2025	966	411	531	100%	100%	100%	0.23
February 16,2025	976	433	535	100%	100%	100%	1.55
February 17,2025	1021	439	597	100%	100%	100%	0.26
February 18,2025	1016	428	608	100%	100%	100%	0.21
February 19,2025	1008	422	572	100%	100%	100%	0.49
February 20,2025	1017	432	579	100%	100%	100%	0.41
February 21,2025	1007	425	567	100%	100%	100%	0.28
February 22,2025	994	428	560	100%	98%	100%	1.66
February 23,2025	988	428	536	100%	100%	100%	0.19
February 24,2025	1025	437	598	100%	100%	100%	0.37
February 25,2025	1031	430	601	100%	100%	100%	0.28
February 26,2025	1071	491	625	100%	100%	100%	0.37
February 27,2025	1067	461	671	100%	100%	100%	0.33
February 28,2025	1070	464	661	100%	100%	100%	0.25

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>

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
March 1,2025	1001	414	567	100%	100%	100%	0.17
March 2,2025	1001	437	558	100%	100%	100%	0.21
March 3,2025	1039	447	618	100%	100%	100%	0.35
March 4,2025	1043	441	607	100%	100%	100%	0.2
March 5,2025	1038	438	589	100%	100%	100%	0.31
March 6,2025	1036	439	609	100%	100%	100%	0.3
March 7,2025	1020	428	587	100%	100%	100%	0.31
March 8,2025	1019	413	556	98%	98%	98%	2.16
March 9,2025	3279	996	556	100%	98%	100%	1.09
March 10,2025	1161	539	619	100%	100%	100%	0.23
March 11,2025	1000	403	575	100%	100%	100%	0.21
March 12,2025	999	398	541	100%	100%	100%	0.22
March 13,2025	1004	395	527	100%	100%	100%	0.2
March 14,2025	1003	397	528	100%	100%	100%	0.31
March 15,2025	991	406	505	100%	100%	100%	0.24
March 16,2025	978	399	507	100%	100%	100%	0.35
March 17,2025	1014	403	529	100%	100%	100%	0.46
March 18,2025	1004	388	518	100%	100%	100%	0.34
March 19,2025	1003	395	499	100%	100%	100%	0.39
March 20,2025	1007	393	513	100%	100%	100%	0.31
March 21,2025	991	386	500	100%	100%	100%	0.24
March 22,2025	983	391	507	100%	100%	100%	0.2
March 23,2025	989	446	465	98%	98%	100%	2.12
March 24,2025	1023	415	550	100%	100%	100%	0.2
March 25,2025	1018	401	522	100%	100%	100%	0.15
March 26,2025	1014	408	522	100%	100%	100%	0.24
March 27,2025	1018	416	535	100%	100%	100%	0.19
March 28,2025	1006	409	530	100%	100%	100%	0.16
March 29,2025	1090	428	528	100%	100%	100%	0.13
March 30,2025	993	436	507	100%	100%	100%	0.14
March 31,2025	1077	470	620	100%	100%	100%	0.16

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>

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1,2025	2542	2054	2894	100%
January 2,2025	2919	2993	2925	100%
January 3,2025	2277	2526	2966	100%
January 4,2025	2936	2951	2817	100%
January 5,2025	2449	2614	2885	100%
January 6,2025	1892	2874	2979	100%
January 7,2025	2042	2626	2853	100%
January 8,2025	1957	2966	2893	100%
January 9,2025	2825	2687	2973	100%
January 10,2025	2241	2278	2957	100%
January 11,2025	1823	2026	2981	100%
January 12,2025	2416	2312	2996	100%
January 13,2025	2823	2744	2903	100%
January 14,2025	2296	2822	2843	100%
January 15,2025	2161	2881	2910	100%
January 16,2025	2998	2819	2974	100%
January 17,2025	2266	2641	2858	100%
January 18,2025	2769	2289	2978	100%
January 19,2025	1882	2601	2887	100%
January 20,2025	2365	2426	2807	100%
January 21,2025	2306	2469	2926	100%
January 22,2025	2279	2865	2854	100%
January 23,2025	2407	2491	2862	100%
January 24,2025	2275	2042	2966	100%
January 25,2025	1924	2581	2912	100%
January 26,2025	2005	2929	2908	100%
January 27,2025	1936	2623	2967	100%
January 28,2025	2117	2806	2935	100%
January 29,2025	2279	2436	2847	100%
January 30,2025	1853	2926	2899	100%
January 31,2025	1812	2770	2926	100%

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>

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1,2025	2064	2970	2887	100%
February 2,2025	2788	2089	2939	100%
February 3,2025	2007	2391	2957	100%
February 4,2025	2315	2199	2992	100%
February 5,2025	2982	2640	2829	100%
February 6,2025	2349	2223	2823	100%
February 7,2025	2817	2898	2838	100%
February 8,2025	2426	2498	2946	100%
February 9,2025	2751	2167	2997	100%
February 10,2025	2005	2476	2962	100%
February 11,2025	1845	2438	2802	100%
February 12,2025	2042	2283	2837	100%
February 13,2025	2396	2187	2935	100%
February 14,2025	2751	2600	2838	100%
February 15,2025	2799	2590	2867	100%
February 16,2025	1850	2669	2951	100%
February 17,2025	2213	2082	2888	100%
February 18,2025	2840	2523	2985	100%
February 19,2025	2625	2794	2829	100%
February 20,2025	1863	2754	2849	100%
February 21,2025	2993	2970	2947	100%
February 22,2025	2612	2828	2934	100%
February 23,2025	2091	2087	2930	100%
February 24,2025	2515	2110	2967	100%
February 25,2025	2288	2345	2898	100%
February 26,2025	2133	2433	2822	100%
February 27,2025	2819	2777	2994	100%
February 28,2025	2678	2299	2884	100%

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>

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1,2025	2377	2572	3004	100%
March 2,2025	2349	2563	2950	100%
March 3,2025	2515	2794	2994	100%
March 4,2025	2406	2656	2988	100%
March 5,2025	2347	2583	2963	100%
March 6,2025	2507	2778	2986	100%
March 7,2025	2384	2606	2961	100%
March 8,2025	2308	2476	2971	100%
March 9,2025	2329	2540	2926	100%
March 10,2025	2379	2609	2969	100%
March 11,2025	2390	2652	2969	100%
March 12,2025	2422	2640	2969	100%
March 13,2025	2403	2599	2962	100%
March 14,2025	2360	2568	2958	100%
March 15,2025	2298	2512	2968	100%
March 16,2025	2345	2564	2927	100%
March 17,2025	2383	2649	2972	100%
March 18,2025	2391	2630	2962	100%
March 19,2025	2373	2635	2952	100%
March 20,2025	2408	2611	2953	100%
March 21,2025	2419	2666	2962	100%
March 22,2025	2387	2605	2987	100%
March 23,2025	2293	2479	2923	100%
March 24,2025	2396	2604	2970	100%
March 25,2025	2454	2688	2973	100%
March 26,2025	2375	2618	2802	100%
March 27,2025	2395	2611	2980	100%
March 28,2025	2426	2644	2971	100%
March 29,2025	2389	2576	3006	100%
March 30,2025	2385	2607	2951	99%
March 31,2025	2576	2818	3056	100%

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>

Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
January 1,2025	2999	2894	2265	100%
January 2,2025	2810	2828	2230	100%
January 3,2025	2933	2919	2858	100%
January 4,2025	2968	2816	1876	100%
January 5,2025	2710	2900	1873	100%
January 6,2025	2841	2952	2679	100%
January 7,2025	2887	2861	1615	100%
January 8,2025	2749	2975	1708	100%
January 9,2025	2851	2972	2261	100%
January 10,2025	2898	2897	1716	100%
January 11,2025	2890	2862	1853	100%
January 12,2025	2929	2903	2649	100%
January 13,2025	2868	2807	2278	100%
January 14,2025	2723	2984	2396	100%
January 15,2025	2747	2858	2413	100%
January 16,2025	2733	2832	2963	100%
January 17,2025	2975	2848	2206	100%
January 18,2025	2949	2940	1665	100%
January 19,2025	2849	2963	2829	100%
January 20,2025	2703	2997	2111	100%
January 21,2025	2992	2930	1874	100%
January 22,2025	2844	2987	1934	100%
January 23,2025	2916	2826	2039	100%
January 24,2025	2741	2836	1565	100%
January 25,2025	2714	2841	1928	100%
January 26,2025	2848	2804	1810	100%
January 27,2025	2834	2987	1600	100%
January 28,2025	2849	2913	1652	100%
January 29,2025	2955	2829	2216	100%
January 30,2025	2704	2983	1604	100%
January 31,2025	2859	2974	2681	100%

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>



Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
February 1,2025	2939	2837	2571	100%
February 2,2025	2923	2995	1621	100%
February 3,2025	2701	2968	2741	100%
February 4,2025	2855	2942	1697	100%
February 5,2025	2937	2815	1872	100%
February 6,2025	2721	2898	2283	100%
February 7,2025	2917	2934	2325	100%
February 8,2025	2972	2842	2836	100%
February 9,2025	2758	2913	2079	100%
February 10,2025	2841	2966	1814	100%
February 11,2025	2948	2894	2170	100%
February 12,2025	2797	2867	2116	100%
February 13,2025	2879	2934	1806	100%
February 14,2025	2738	2821	2465	100%
February 15,2025	2991	2838	2745	100%
February 16,2025	2701	2878	2807	100%
February 17,2025	2992	2894	2150	100%
February 18,2025	2862	2830	2203	100%
February 19,2025	2965	2927	1598	100%
February 20,2025	2816	2976	1661	100%
February 21,2025	2984	2918	2831	100%
February 22,2025	2937	2845	2239	100%
February 23,2025	2717	2968	2454	100%
February 24,2025	2991	2918	2930	100%
February 25,2025	2956	2924	2529	100%
February 26,2025	2700	2831	1851	100%
February 27,2025	2713	2841	2872	100%
February 28,2025	2759	2850	1503	100%

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>

Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
March 1,2025	2944	2875	1603	100%
March 2,2025	2824	2825	1543	100%
March 3,2025	2856	2867	1552	100%
March 4,2025	2839	2860	1570	100%
March 5,2025	2845	2844	1547	100%
March 6,2025	2876	2833	1548	100%
March 7,2025	2815	2835	1550	100%
March 8,2025	2886	2829	1571	100%
March 9,2025	2812	2817	1527	100%
March 10,2025	2879	2876	1553	100%
March 11,2025	2864	2853	1547	100%
March 12,2025	2872	2829	1555	100%
March 13,2025	2820	2838	1548	100%
March 14,2025	2841	2836	1555	100%
March 15,2025	2809	2832	1573	100%
March 16,2025	2848	2831	1535	100%
March 17,2025	2870	2851	1560	100%
March 18,2025	2859	2847	1552	100%
March 19,2025	2819	2844	1546	100%
March 20,2025	2746	2833	1554	100%
March 21,2025	2814	2841	1561	100%
March 22,2025	3343	2863	1586	100%
March 23,2025	2832	2833	1530	100%
March 24,2025	2865	2853	1552	100%
March 25,2025	2823	2852	1547	100%
March 26,2025	2818	2852	1543	100%
March 27,2025	2813	2955	1562	100%
March 28,2025	2800	2859	1551	100%
March 29,2025	2795	2996	1597	100%
March 30,2025	2800	2833	1546	99%
March 31,2025	2818	2877	2607	100%

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>

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 incomparability 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