

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
October 1, 2023	680	580	354	100%	100%	100%	0.00
October 2, 2023	675	803	285	100%	100%	100%	0.00
October 3, 2023	667	772	247	100%	100%	100%	0.00
October 4, 2023	681	791	236	100%	100%	100%	0.00
October 5, 2023	686	1071	242	100%	100%	100%	0.00
October 6, 2023	646	618	260	100%	100%	100%	0.00
October 7, 2023	642	637	269	100%	100%	100%	0.00
October 8, 2023	668	458	262	100%	100%	100%	0.00
October 9, 2023	658	448	247	100%	100%	100%	0.00
October 10, 2023	678	430	232	100%	100%	100%	0.00
October 11, 2023	963	431	237	100%	100%	100%	0.00
October 12, 2023	756	831	295	100%	100%	100%	0.00
October 13, 2023	752	825	256	100%	100%	100%	0.00
October 14, 2023	707	779	242	100%	100%	100%	0.00
October 15, 2023	742	815	246	100%	100%	100%	0.00
October 16, 2023	755	839	257	100%	100%	100%	0.00
October 17, 2023	764	853	263	100%	100%	100%	0.00
October 18, 2023	757	841	259	100%	100%	100%	0.03
October 19, 2023	634	698	247	100%	100%	100%	0.03
October 20, 2023	607	681	239	100%	100%	100%	0.00
October 21, 2023	579	640	436	100%	100%	100%	0.00
October 22, 2023	598	663	344	100%	100%	100%	0.00
October 23, 2023	615	693	281	100%	100%	100%	0.00
October 24, 2023	610	685	230	100%	100%	100%	0.00
October 25, 2023	618	671	229	100%	100%	100%	0.00
October 26, 2023	722	781	250	100%	100%	100%	0.00
October 27, 2023	709	765	248	100%	100%	100%	0.00
October 28, 2023	712	766	282	100%	100%	100%	0.25
October 29, 2023	1561	1303	276	98%	98%	98%	0.40
October 30, 2023	703	774	227	100%	100%	100%	0.00
October 31, 2023	700	772	237	100%	100%	100%	0.26

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

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
November 1, 2023	695	757	228	100%	100%	100%	0.00
November 2, 2023	701	764	299	100%	100%	100%	0.00
November 3, 2023	702	765	217	100%	100%	100%	0.01
November 4, 2023	668	726	215	100%	100%	100%	0.04
November 5, 2023	707	769	220	100%	100%	100%	0.00
November 6, 2023	717	791	199	100%	100%	100%	0.00
November 7, 2023	714	790	234	100%	100%	100%	0.00
November 8, 2023	720	796	199	100%	100%	100%	0.00
November 9, 2023	720	792	178	100%	100%	100%	0.00
November 10, 2023	717	787	234	100%	100%	100%	0.00
November 11, 2023	712	775	242	100%	100%	100%	0.00
November 12, 2023	723	790	231	100%	100%	100%	0.00
November 13, 2023	728	800	237	100%	100%	100%	0.00
November 14, 2023	755	828	235	100%	100%	100%	0.01
November 15, 2023	769	838	230	100%	100%	100%	0.00
November 16, 2023	763	825	309	100%	100%	100%	0.00
November 17, 2023	765	826	278	100%	100%	100%	0.00
November 18, 2023	766	831	324	100%	100%	100%	0.00
November 19, 2023	823	889	301	100%	100%	100%	0.00
November 20, 2023	826	901	302	100%	100%	100%	0.00
November 21, 2023	886	924	231	100%	100%	100%	0.00
November 22, 2023	818	899	438	100%	100%	100%	0.00
November 23, 2023	814	892	233	100%	100%	100%	0.00
November 24, 2023	818	899	234	100%	100%	100%	0.00
November 25, 2023	803	884	226	97%	97%	97%	0.50
November 26, 2023	836	920	220	100%	100%	100%	0.00
November 27, 2023	963	952	233	100%	100%	100%	0.01
November 28, 2023	862	966	199	100%	100%	100%	0.01
November 29, 2023	861	959	178	100%	100%	100%	0.02
November 30, 2023	864	955	234	100%	100%	100%	0.00

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
December 1, 2023	857	948	242	100%	100%	100%	0.00
December 2, 2023	844	934	231	100%	100%	100%	0.00
December 3, 2023	741	970	232	99%	99%	99%	0.20
December 4, 2023	682	909	239	100%	100%	100%	0.00
December 5, 2023	712	950	228	100%	100%	100%	0.00
December 6, 2023	720	964	231	100%	100%	100%	0.00
December 7, 2023	714	953	241	100%	100%	100%	0.00
December 8, 2023	714	953	255	100%	100%	100%	0.00
December 9, 2023	709	946	236	100%	100%	100%	0.00
December 10, 2023	740	990	236	100%	100%	100%	0.00
December 11, 2023	737	985	250	100%	100%	100%	0.00
December 12, 2023	740	988	277	100%	100%	100%	0.00
December 13, 2023	944	991	238	100%	100%	100%	0.00
December 14, 2023	745	996	241	100%	100%	100%	0.00
December 15, 2023	766	1025	232	100%	100%	100%	0.00
December 16, 2023	742	993	235	100%	100%	100%	0.00
December 17, 2023	762	1031	240	100%	100%	100%	0.00
December 18, 2023	758	1015	224	100%	100%	100%	0.00
December 19, 2023	758	1016	225	100%	100%	100%	0.00
December 20, 2023	759	1018	229	100%	100%	100%	0.00
December 21, 2023	760	1020	232	100%	100%	100%	0.00
December 22, 2023	753	1014	244	100%	100%	100%	0.00
December 23, 2023	749	1006	223	100%	100%	100%	0.00
December 24, 2023	772	1041	225	100%	100%	100%	0.00
December 25, 2023	761	1026	231	100%	100%	100%	0.00
December 26, 2023	761	1023	233	100%	100%	100%	0.00
December 27, 2023	768	1038	233	100%	100%	100%	0.00
December 28, 2023	773	1043	236	100%	100%	100%	0.00
December 29, 2023	777	1047	250	100%	100%	100%	0.00
December 30, 2023	769	1040	277	100%	100%	100%	0.00
December 31, 2023	821	1099	238	100%	100%	100%	0.00

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## KPI &amp; Statistics

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## Online/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up			
October 1, 2023	899	2564	1475	100%			
October 2, 2023	912	2522	1466	100%			
October 3, 2023	897	1548	1466	100%			
October 4, 2023	910	2806	1475	100%			
October 5, 2023	908	1346	1470	100%			
October 6, 2023	907	2390	1477	100%			
October 7, 2023	893	2773	1496	100%			
October 8, 2023	890	1244	1467	100%			
October 9, 2023	908	2921	1474	100%			
October 10, 2023	910	2978	1480	100%			
October 11, 2023	919	1356	1457	100%			
October 12, 2023	920	1432	1468	100%			
October 13, 2023	922	2108	1468	100%			
October 14, 2023	919	1066	1463	100%			
October 15, 2023	917	2517	1462	100%			
October 16, 2023	922	2631	1471	100%			
October 17, 2023	930	2384	1470	100%			
October 18, 2023	931	1504	1385	100%			
October 19, 2023	939	2926	1503	100%			
October 20, 2023	924	2851	1480	100%			
October 21, 2023	918	2370	1455	100%			
October 22, 2023	918	2297	1466	100%			
October 23, 2023	925	2211	1470	100%			
October 24, 2023	934	1296	1477	100%			
October 25, 2023	911	2006	1441	100%			
October 26, 2023	910	1598	1447	100%			
October 27, 2023	911	2175	1444	100%			
October 28, 2023	910	2295	1448	100%			
October 29, 2023	903	1492	1471	100%			
October 30, 2023	910	2244	1440	100%			
October 31, 2023	913	2380	1442	100%			

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

	AIS Bal	AIS Tra	PIS Single	Up			
November 1, 2023	911	2324	1438	100%			
November 2, 2023	910	1872	1437	100%			
November 3, 2023	907	2115	1442	100%			
November 4, 2023	906	1027	1445	100%			
November 5, 2023	908	1071	1455	100%			
November 6, 2023	910	1272	1442	100%			
November 7, 2023	912	1145	1448	100%			
November 8, 2023	910	2535	1452	100%			
November 9, 2023	911	1673	1450	100%			
November 10, 2023	912	1205	1434	100%			
November 11, 2023	908	2109	1447	100%			
November 12, 2023	908	2105	1459	100%			
November 13, 2023	910	2224	1444	100%			
November 14, 2023	913	1138	1452	100%			
November 15, 2023	910	2466	1438	100%			
November 16, 2023	907	2666	1443	100%			
November 17, 2023	907	2440	1467	100%			
November 18, 2023	904	2541	1480	100%			
November 19, 2023	901	2467	1467	100%			
November 20, 2023	906	1098	1454	100%			
November 21, 2023	905	1996	1466	100%			
November 22, 2023	904	2029	1470	100%			
November 23, 2023	904	2512	1470	100%			
November 24, 2023	906	2374	1469	100%			
November 25, 2023	906	2419	1524	100%			
November 26, 2023	901	2873	1471	100%			
November 27, 2023	905	2306	1457	100%			
November 28, 2023	904	2363	1447	100%			
November 29, 2023	907	2699	1450	100%			
November 30, 2023	913	1162	1442	100%			

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## Online/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up			
December 1, 2023	912	1735	1458	100%			
December 2, 2023	907	2443	1463	100%			
December 3, 2023	903	1799	1464	100%			
December 4, 2023	912	1197	1467	100%			
December 5, 2023	913	2620	1486	100%			
December 6, 2023	913	1776	1468	100%			
December 7, 2023	918	1079	1475	100%			
December 8, 2023	917	2328	1484	100%			
December 9, 2023	911	1460	1482	100%			
December 10, 2023	908	2118	1484	100%			
December 11, 2023	916	2361	1480	100%			
December 12, 2023	916	2356	1480	100%			
December 13, 2023	914	2149	1475	100%			
December 14, 2023	916	1393	1468	100%			
December 15, 2023	922	2796	1479	100%			
December 16, 2023	910	2894	1479	100%			
December 17, 2023	906	2260	1495	100%			
December 18, 2023	917	1895	1494	100%			
December 19, 2023	918	2012	1493	100%			
December 20, 2023	916	1611	1486	100%			
December 21, 2023	918	2938	1487	100%			
December 22, 2023	915	2943	1489	100%			
December 23, 2023	908	2111	1471	100%			
December 24, 2023	908	1168	1467	100%			
December 25, 2023	908	2708	1464	100%			
December 26, 2023	905	2110	1479	100%			
December 27, 2023	915	1016	1486	100%			
December 28, 2023	915	2839	1474	100%			
December 29, 2023	915	1582	1469	100%			
December 30, 2023	911	1704	1469	100%			
December 31, 2023	909	2374	1486	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