

Deutsche Bank

Payment Services Directive 2

DE | norisbank GmbH | Noris

KPI & Statistics

Dedicated Interface

| | AIS Bal | AIS Tra | PIS Single | Up (AIS) | Up (PIS) | Up (PIIS) | ERROR_RATE |
|------------|---------|---------|------------|----------|----------|-----------|------------|
| October 1 | 1242 | 543 | 665 | 100% | 100% | 100% | 0.00 |
| October 2 | 1237 | 538 | 681 | 100% | 100% | 100% | 0.00 |
| October 3 | 1209 | 539 | 689 | 100% | 100% | 100% | 0.00 |
| October 4 | 1211 | 551 | 688 | 100% | 100% | 100% | 0.00 |
| October 5 | 1233 | 548 | 674 | 100% | 100% | 100% | 0.00 |
| October 6 | 1232 | 554 | 651 | 100% | 100% | 100% | 0.00 |
| October 7 | 1235 | 544 | 634 | 100% | 100% | 100% | 0.00 |
| October 8 | 1233 | 516 | 643 | 100% | 100% | 100% | 0.00 |
| October 9 | 1223 | 490 | 666 | 100% | 100% | 100% | 0.00 |
| October 10 | 1368 | 482 | 686 | 100% | 100% | 100% | 0.00 |
| October 11 | 1223 | 493 | 690 | 100% | 100% | 100% | 0.00 |
| October 12 | 1277 | 567 | 690 | 100% | 100% | 100% | 0.01 |
| October 13 | 1267 | 551 | 683 | 100% | 100% | 100% | 0.00 |
| October 14 | 1213 | 512 | 649 | 100% | 100% | 100% | 0.01 |
| October 15 | 1232 | 551 | 621 | 100% | 100% | 100% | 0.01 |
| October 16 | 1254 | 554 | 631 | 100% | 100% | 100% | 0.00 |
| October 17 | 1253 | 547 | 677 | 100% | 100% | 100% | 0.02 |
| October 18 | 1239 | 542 | 690 | 100% | 100% | 100% | 0.00 |
| October 19 | 1266 | 573 | 691 | 100% | 100% | 100% | 0.00 |
| October 20 | 1210 | 516 | 689 | 100% | 100% | 100% | 0.00 |
| October 21 | 1177 | 459 | 692 | 100% | 100% | 100% | 0.01 |
| October 22 | 1204 | 496 | 667 | 100% | 100% | 100% | 0.00 |
| October 23 | 1225 | 490 | 587 | 100% | 100% | 100% | 0.00 |
| October 24 | 1240 | 492 | 609 | 100% | 100% | 100% | 0.00 |
| October 25 | 1217 | 507 | 698 | 100% | 100% | 100% | 0.16 |
| October 26 | 1227 | 489 | 724 | 100% | 100% | 100% | 0.04 |
| October 27 | 1215 | 500 | 648 | 100% | 100% | 100% | 0.14 |
| October 28 | 1232 | 506 | 700 | 100% | 100% | 100% | 0.09 |
| October 29 | 1713 | 1604 | 718 | 98% | 98% | 98% | 0.40 |
| October 30 | 1233 | 496 | 657 | 100% | 100% | 100% | 0.01 |
| October 31 | 1230 | 510 | 627 | 100% | 100% | 100% | 0.03 |

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KPI & Statistics

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Dedicated Interface

| | AIS Bal | AIS Tra | PIS Single | Up (AIS) | Up (PIS) | Up (PIIS) | ERROR_RATE |
|-------------|---------|---------|------------|----------|----------|-----------|------------|
| November 1 | 1212 | 504 | 732 | 100% | 100% | 100% | 0.00 |
| November 2 | 1220 | 506 | 750 | 100% | 100% | 100% | 0.01 |
| November 3 | 1229 | 507 | 754 | 100% | 100% | 100% | 0.14 |
| November 4 | 1185 | 506 | 738 | 100% | 100% | 100% | 0.09 |
| November 5 | 1220 | 548 | 714 | 100% | 100% | 100% | 0.00 |
| November 6 | 1230 | 519 | 699 | 100% | 100% | 100% | 0.00 |
| November 7 | 1245 | 514 | 707 | 100% | 100% | 100% | 0.00 |
| November 8 | 1233 | 514 | 732 | 100% | 100% | 100% | 0.00 |
| November 9 | 1243 | 537 | 756 | 100% | 100% | 100% | 0.03 |
| November 10 | 1242 | 522 | 762 | 100% | 100% | 100% | 0.01 |
| November 11 | 1217 | 507 | 743 | 100% | 100% | 100% | 0.00 |
| November 12 | 1225 | 542 | 710 | 100% | 100% | 100% | 0.00 |
| November 13 | 1237 | 524 | 690 | 100% | 100% | 100% | 0.00 |
| November 14 | 1273 | 541 | 698 | 100% | 100% | 100% | 0.00 |
| November 15 | 1269 | 535 | 733 | 100% | 100% | 100% | 0.01 |
| November 16 | 1252 | 544 | 765 | 100% | 100% | 100% | 0.05 |
| November 17 | 1232 | 535 | 771 | 100% | 100% | 100% | 0.01 |
| November 18 | 1240 | 542 | 750 | 100% | 100% | 100% | 0.01 |
| November 19 | 1259 | 577 | 708 | 100% | 100% | 100% | 0.00 |
| November 20 | 1287 | 597 | 672 | 100% | 100% | 100% | 0.01 |
| November 21 | 1272 | 565 | 690 | 100% | 100% | 100% | 0.00 |
| November 22 | 1271 | 564 | 732 | 100% | 100% | 100% | 0.00 |
| November 23 | 1272 | 570 | 776 | 100% | 100% | 100% | 0.00 |
| November 24 | 1275 | 550 | 787 | 100% | 100% | 100% | 0.00 |
| November 25 | 1270 | 563 | 750 | 97% | 97% | 97% | 0.50 |
| November 26 | 1284 | 584 | 712 | 100% | 100% | 100% | 0.01 |
| November 27 | 1299 | 596 | 661 | 100% | 100% | 100% | 0.01 |
| November 28 | 1312 | 598 | 644 | 100% | 100% | 100% | 0.01 |
| November 29 | 1317 | 583 | 765 | 100% | 100% | 100% | 0.01 |
| November 30 | 1335 | 594 | 787 | 100% | 100% | 100% | 0.03 |

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KPI & Statistics

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Dedicated Interface

| | AIS Bal | AIS Tra | PIS Single | Up (AIS) | Up (PIS) | Up (PIIS) | ERROR_RATE |
|-------------|---------|---------|------------|----------|----------|-----------|------------|
| December 1 | 1341 | 599 | 762 | 100% | 100% | 100% | 0.00 |
| December 2 | 1307 | 593 | 761 | 100% | 100% | 100% | 0.02 |
| December 3 | 1319 | 630 | 760 | 99% | 99% | 99% | 0.20 |
| December 4 | 1311 | 600 | 761 | 100% | 100% | 100% | 0.00 |
| December 5 | 1342 | 626 | 763 | 100% | 100% | 100% | 0.00 |
| December 6 | 1349 | 630 | 762 | 100% | 100% | 100% | 0.01 |
| December 7 | 1353 | 626 | 760 | 100% | 100% | 100% | 0.01 |
| December 8 | 1322 | 609 | 759 | 100% | 100% | 100% | 0.01 |
| December 9 | 1314 | 620 | 762 | 100% | 100% | 100% | 0.02 |
| December 10 | 1342 | 664 | 766 | 100% | 100% | 100% | 0.01 |
| December 11 | 1353 | 638 | 762 | 100% | 100% | 100% | 0.02 |
| December 12 | 1352 | 639 | 755 | 100% | 100% | 100% | 0.00 |
| December 13 | 1359 | 638 | 754 | 100% | 100% | 100% | 0.00 |
| December 14 | 1356 | 639 | 770 | 100% | 100% | 100% | 0.00 |
| December 15 | 1359 | 647 | 772 | 100% | 100% | 100% | 0.00 |
| December 16 | 1342 | 638 | 760 | 100% | 100% | 100% | 0.00 |
| December 17 | 1362 | 675 | 737 | 100% | 100% | 100% | 0.00 |
| December 18 | 1383 | 657 | 754 | 100% | 100% | 100% | 0.01 |
| December 19 | 1370 | 656 | 796 | 100% | 100% | 100% | 0.01 |
| December 20 | 1373 | 648 | 783 | 100% | 100% | 100% | 0.02 |
| December 21 | 1386 | 655 | 742 | 100% | 100% | 100% | 0.00 |
| December 22 | 1387 | 653 | 672 | 100% | 100% | 100% | 0.00 |
| December 23 | 1358 | 651 | 808 | 100% | 100% | 100% | 0.00 |
| December 24 | 1370 | 689 | 839 | 100% | 100% | 100% | 0.00 |
| December 25 | 1366 | 671 | 839 | 100% | 100% | 100% | 0.00 |
| December 26 | 1352 | 666 | 579 | 100% | 100% | 100% | 0.01 |
| December 27 | 1378 | 670 | 599 | 100% | 100% | 100% | 0.00 |
| December 28 | 1380 | 676 | 985 | 100% | 100% | 100% | 0.02 |
| December 29 | 1383 | 679 | 952 | 100% | 100% | 100% | 0.00 |
| December 30 | 1374 | 684 | 965 | 100% | 100% | 100% | 0.03 |
| December 31 | 1417 | 734 | 967 | 100% | 100% | 100% | 0.00 |

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KPI & Statistics

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Online Channel

| | AIS Bal | AIS Tra | PIS Single | Up | | |
|------------|---------|---------|------------|------|--|--|
| October 1 | 2839 | 3098 | 2910 | 100% | | |
| October 2 | 2815 | 3374 | 3024 | 100% | | |
| October 3 | 2718 | 2822 | 2927 | 100% | | |
| October 4 | 2503 | 2878 | 2988 | 100% | | |
| October 5 | 2535 | 2794 | 2965 | 100% | | |
| October 6 | 2662 | 3244 | 2946 | 100% | | |
| October 7 | 2493 | 2915 | 2958 | 100% | | |
| October 8 | 2631 | 3147 | 2903 | 100% | | |
| October 9 | 2737 | 2911 | 2990 | 100% | | |
| October 10 | 2525 | 2995 | 2959 | 100% | | |
| October 11 | 2620 | 2672 | 2973 | 100% | | |
| October 12 | 2612 | 3047 | 2967 | 100% | | |
| October 13 | 2635 | 2883 | 2954 | 100% | | |
| October 14 | 2536 | 3301 | 2989 | 100% | | |
| October 15 | 2551 | 3684 | 2905 | 100% | | |
| October 16 | 2548 | 2857 | 2969 | 100% | | |
| October 17 | 2599 | 3068 | 2973 | 100% | | |
| October 18 | 2585 | 3098 | 2963 | 100% | | |
| October 19 | 2587 | 2725 | 2983 | 100% | | |
| October 20 | 2708 | 2901 | 2954 | 100% | | |
| October 21 | 2500 | 3312 | 2959 | 100% | | |
| October 22 | 2849 | 3416 | 2903 | 100% | | |
| October 23 | 2719 | 3286 | 2950 | 100% | | |
| October 24 | 2354 | 2994 | 2961 | 100% | | |
| October 25 | 2470 | 3041 | 2993 | 100% | | |
| October 26 | 2899 | 3253 | 2980 | 100% | | |
| October 27 | 2670 | 2884 | 2967 | 100% | | |
| October 28 | 2853 | 3285 | 2990 | 100% | | |
| October 29 | 2455 | 2907 | 2940 | 100% | | |
| October 30 | 2754 | 3026 | 3064 | 99% | | |
| October 31 | 2585 | 2845 | 2975 | 100% | | |

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KPI & Statistics

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Online Channel

| | AIS Bal | AIS Tra | PIS Single | Up | | |
|-------------|---------|---------|------------|------|--|--|
| November 1 | 2674 | 2721 | 2963 | 100% | | |
| November 2 | 2508 | 2868 | 2976 | 100% | | |
| November 3 | 2717 | 3427 | 2959 | 100% | | |
| November 4 | 2630 | 2936 | 3030 | 100% | | |
| November 5 | 2252 | 2532 | 2909 | 100% | | |
| November 6 | 2815 | 3032 | 2966 | 100% | | |
| November 7 | 2613 | 3492 | 2969 | 100% | | |
| November 8 | 3028 | 3319 | 2961 | 100% | | |
| November 9 | 2406 | 2872 | 2941 | 100% | | |
| November 10 | 2906 | 2948 | 2975 | 100% | | |
| November 11 | 2614 | 2933 | 2958 | 100% | | |
| November 12 | 2519 | 3285 | 2906 | 100% | | |
| November 13 | 2607 | 3237 | 2960 | 100% | | |
| November 14 | 2477 | 2876 | 2968 | 100% | | |
| November 15 | 2612 | 2820 | 2983 | 100% | | |
| November 16 | 2690 | 3192 | 2956 | 100% | | |
| November 17 | 2370 | 2666 | 2960 | 100% | | |
| November 18 | 2912 | 3956 | 2967 | 100% | | |
| November 19 | 2517 | 2892 | 2905 | 100% | | |
| November 20 | 2839 | 3459 | 2989 | 100% | | |
| November 21 | 2529 | 3051 | 2977 | 100% | | |
| November 22 | 2709 | 3227 | 2954 | 100% | | |
| November 23 | 2634 | 2902 | 2970 | 100% | | |
| November 24 | 2714 | 3051 | 2992 | 100% | | |
| November 25 | 2571 | 3302 | 3145 | 100% | | |
| November 26 | 2625 | 3447 | 2926 | 100% | | |
| November 27 | 2732 | 2997 | 3006 | 100% | | |
| November 28 | 2901 | 2897 | 3031 | 100% | | |
| November 29 | 2505 | 2756 | 2988 | 100% | | |
| November 30 | 2972 | 3033 | 3061 | 100% | | |

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KPI & Statistics

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Online Channel

| | AIS Bal | AIS Tra | PIS Single | Up | | |
|-------------|---------|---------|------------|------|--|--|
| December 1 | 2756 | 3046 | 3002 | 100% | | |
| December 2 | 2759 | 2855 | 3025 | 100% | | |
| December 3 | 2406 | 2403 | 2911 | 100% | | |
| December 4 | 2616 | 2914 | 2992 | 100% | | |
| December 5 | 2593 | 3008 | 2982 | 100% | | |
| December 6 | 2641 | 2969 | 2948 | 100% | | |
| December 7 | 3100 | 2894 | 2982 | 100% | | |
| December 8 | 2652 | 2630 | 2939 | 100% | | |
| December 9 | 3082 | 3855 | 2948 | 100% | | |
| December 10 | 2873 | 3291 | 2900 | 100% | | |
| December 11 | 2603 | 3011 | 2979 | 100% | | |
| December 12 | 2813 | 3549 | 2998 | 100% | | |
| December 13 | 2808 | 3259 | 2951 | 100% | | |
| December 14 | 2464 | 2881 | 2955 | 100% | | |
| December 15 | 2863 | 3003 | 2961 | 100% | | |
| December 16 | 2914 | 3015 | 2983 | 100% | | |
| December 17 | 2646 | 3109 | 2906 | 100% | | |
| December 18 | 2670 | 2993 | 2983 | 100% | | |
| December 19 | 2669 | 2933 | 2977 | 100% | | |
| December 20 | 2898 | 3790 | 2961 | 100% | | |
| December 21 | 2663 | 2896 | 2968 | 100% | | |
| December 22 | 2622 | 2903 | 2959 | 100% | | |
| December 23 | 2883 | 3327 | 2996 | 100% | | |
| December 24 | 3240 | 3775 | 2907 | 100% | | |
| December 25 | 2836 | 3414 | 2899 | 100% | | |
| December 26 | 2389 | 3400 | 2914 | 100% | | |
| December 27 | 2556 | 2922 | 3002 | 100% | | |
| December 28 | 2830 | 3081 | 3013 | 100% | | |
| December 29 | 2658 | 3054 | 3048 | 100% | | |
| December 30 | 2519 | 2955 | 2991 | 100% | | |
| December 31 | 2486 | 3094 | 2909 | 100% | | |

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KPI & Statistics

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Mobile Channel

| | AIS Bal | AIS Tra | PIS Single | Up | | |
|------------|---------|---------|------------|------|--|--|
| October 1 | 2712 | 2930 | 1524 | 100% | | |
| October 2 | 2776 | 2901 | 1628 | 100% | | |
| October 3 | 2997 | 2826 | 1561 | 100% | | |
| October 4 | 2735 | 2860 | 1604 | 100% | | |
| October 5 | 2729 | 2844 | 1591 | 100% | | |
| October 6 | 2731 | 2844 | 1571 | 100% | | |
| October 7 | 2726 | 2826 | 1591 | 100% | | |
| October 8 | 2733 | 2840 | 1535 | 100% | | |
| October 9 | 2739 | 2861 | 1614 | 100% | | |
| October 10 | 2751 | 2854 | 1596 | 100% | | |
| October 11 | 2969 | 2988 | 1603 | 100% | | |
| October 12 | 2737 | 2864 | 1610 | 100% | | |
| October 13 | 2733 | 2995 | 1593 | 100% | | |
| October 14 | 2729 | 2841 | 1631 | 100% | | |
| October 15 | 2733 | 2835 | 1541 | 100% | | |
| October 16 | 2739 | 2866 | 1604 | 100% | | |
| October 17 | 2730 | 2867 | 1593 | 100% | | |
| October 18 | 2730 | 2861 | 1580 | 100% | | |
| October 19 | 2796 | 2855 | 1585 | 100% | | |
| October 20 | 2726 | 2855 | 1579 | 100% | | |
| October 21 | 2737 | 2839 | 1594 | 100% | | |
| October 22 | 2730 | 2819 | 1532 | 100% | | |
| October 23 | 2781 | 2851 | 1913 | 100% | | |
| October 24 | 2730 | 2860 | 1595 | 100% | | |
| October 25 | 2739 | 2845 | 1594 | 100% | | |
| October 26 | 2742 | 2842 | 1562 | 100% | | |
| October 27 | 2939 | 2945 | 1600 | 100% | | |
| October 28 | 3084 | 2833 | 1610 | 100% | | |
| October 29 | 2733 | 2914 | 1558 | 100% | | |
| October 30 | 2833 | 3004 | 1681 | 99% | | |
| October 31 | 2733 | 2865 | 1586 | 100% | | |

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KPI & Statistics

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Mobile Channel

| | AIS Bal | AIS Tra | PIS Single | Up | | |
|-------------|---------|---------|------------|------|--|--|
| November 1 | 2729 | 2860 | 1583 | 100% | | |
| November 2 | 2762 | 2863 | 1601 | 100% | | |
| November 3 | 2739 | 2839 | 1580 | 100% | | |
| November 4 | 2723 | 2854 | 1624 | 100% | | |
| November 5 | 2730 | 2815 | 1530 | 100% | | |
| November 6 | 2855 | 2899 | 1580 | 100% | | |
| November 7 | 2734 | 2852 | 1586 | 100% | | |
| November 8 | 2744 | 2846 | 1584 | 100% | | |
| November 9 | 2742 | 2843 | 1580 | 100% | | |
| November 10 | 2761 | 2839 | 1569 | 100% | | |
| November 11 | 2725 | 2821 | 1565 | 100% | | |
| November 12 | 2729 | 2805 | 1518 | 100% | | |
| November 13 | 2770 | 2852 | 1587 | 100% | | |
| November 14 | 2758 | 2852 | 1584 | 100% | | |
| November 15 | 2741 | 2883 | 1575 | 100% | | |
| November 16 | 2728 | 2894 | 1573 | 100% | | |
| November 17 | 2728 | 2833 | 1564 | 100% | | |
| November 18 | 2723 | 2817 | 1577 | 100% | | |
| November 19 | 2725 | 2802 | 1520 | 100% | | |
| November 20 | 2768 | 2848 | 1577 | 100% | | |
| November 21 | 2741 | 2844 | 1598 | 100% | | |
| November 22 | 2726 | 2844 | 1555 | 100% | | |
| November 23 | 2726 | 2834 | 1584 | 100% | | |
| November 24 | 2729 | 2830 | 1575 | 100% | | |
| November 25 | 2729 | 2828 | 1598 | 100% | | |
| November 26 | 2725 | 2826 | 1522 | 100% | | |
| November 27 | 2752 | 2821 | 1634 | 100% | | |
| November 28 | 2736 | 2886 | 1646 | 100% | | |
| November 29 | 2770 | 2878 | 1610 | 100% | | |
| November 30 | 2814 | 2968 | 1660 | 100% | | |

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KPI & Statistics

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Mobile Channel

| | AIS Bal | AIS Tra | PIS Single | Up | | |
|-------------|---------|---------|------------|------|--|--|
| December 1 | 2770 | 2881 | 1613 | 100% | | |
| December 2 | 2747 | 2840 | 1611 | 100% | | |
| December 3 | 2726 | 2805 | 1528 | 100% | | |
| December 4 | 2815 | 2881 | 1616 | 100% | | |
| December 5 | 2756 | 2863 | 1598 | 100% | | |
| December 6 | 2779 | 2849 | 1582 | 100% | | |
| December 7 | 2764 | 2915 | 1584 | 100% | | |
| December 8 | 2746 | 2839 | 1569 | 100% | | |
| December 9 | 2726 | 2822 | 1569 | 100% | | |
| December 10 | 2725 | 2806 | 1519 | 100% | | |
| December 11 | 2801 | 2871 | 1583 | 100% | | |
| December 12 | 2740 | 2859 | 1607 | 100% | | |
| December 13 | 2751 | 2848 | 1579 | 100% | | |
| December 14 | 2870 | 2856 | 1581 | 100% | | |
| December 15 | 2837 | 2857 | 1571 | 100% | | |
| December 16 | 2729 | 2841 | 1621 | 100% | | |
| December 17 | 2729 | 2816 | 1556 | 100% | | |
| December 18 | 2794 | 2870 | 1610 | 100% | | |
| December 19 | 2749 | 2868 | 1620 | 100% | | |
| December 20 | 2777 | 2859 | 1595 | 100% | | |
| December 21 | 2742 | 2861 | 1591 | 100% | | |
| December 22 | 2774 | 2870 | 1598 | 100% | | |
| December 23 | 2728 | 2845 | 1608 | 100% | | |
| December 24 | 2731 | 2835 | 1534 | 100% | | |
| December 25 | 2727 | 2814 | 1531 | 100% | | |
| December 26 | 2727 | 2817 | 1551 | 100% | | |
| December 27 | 2756 | 2897 | 1629 | 100% | | |
| December 28 | 2772 | 2907 | 1629 | 100% | | |
| December 29 | 2773 | 2948 | 1657 | 100% | | |
| December 30 | 2728 | 2857 | 1623 | 100% | | |
| December 31 | 2733 | 2817 | 1544 | 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: 1794 ms AIS

Tra: 1949 ms PIS

Single: 2738 ms

Mobile Channel AIS

Bal: 2684 ms AIS

Tra: 2717 ms PIS

Single: 1404 ms