

Deutsche Bank

Payment Services Directive 2

BE | Deutsche Bank AG |
Branch Belgium | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
July 1, 2024	988	1409	2616	100%	100%	100%	0.00
July 2, 2024	955	1657	2905	100%	100%	100%	0.00
July 3, 2024	799	1298	2677	100%	100%	100%	0.00
July 4, 2024	809	1330	2369	100%	100%	100%	0.00
July 5, 2024	834	1345	3198	100%	100%	100%	0.00
July 6, 2024	787	1378	2551	100%	100%	100%	0.00
July 7, 2024	765	1388	2515	97%	97%	97%	3.28
July 8, 2024	789	1429	3001	100%	100%	100%	0.00
July 9, 2024	759	1355	2613	100%	100%	100%	0.00
July 10, 2024	796	1653	2731	100%	100%	100%	0.00
July 11, 2024	854	1342	2749	100%	100%	100%	0.40
July 12, 2024	820	1563	3117	100%	100%	100%	0.00
July 13, 2024	742	1315	2468	100%	100%	100%	0.00
July 14, 2024	791	1408	3083	100%	100%	100%	0.00
July 15, 2024	796	1303	2309	100%	100%	100%	0.00
July 16, 2024	812	1306	2668	100%	100%	100%	0.00
July 17, 2024	1038	1400	2852	100%	100%	100%	0.00
July 18, 2024	839	1416	2454	100%	100%	100%	0.00
July 19, 2024	915	1426	2503	100%	100%	100%	0.00
July 20, 2024	797	1334	2566	100%	100%	100%	0.00
July 21, 2024	799	1399	2338	100%	100%	100%	0.00
July 22, 2024	796	1272	2679	100%	100%	100%	0.00
July 23, 2024	843	1322	2636	100%	100%	100%	0.00
July 24, 2024	844	1298	2680	100%	100%	100%	0.00
July 25, 2024	801	1485	2790	100%	100%	100%	0.00
July 26, 2024	807	1336	2485	100%	100%	100%	1.02
July 27, 2024	772	1339	2520	100%	100%	100%	3.35
July 28, 2024	784	1297	2361	100%	100%	100%	0.00
July 29, 2024	795	1329	2677	100%	100%	100%	0.00
July 30, 2024	782	1308	2757	100%	100%	100%	0.00
July 31, 2024	857	1311	2653	100%	100%	100%	0.00

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KPI & Statistics

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
August 1, 2024	923	1324	2612	100%	100%	100%	0.00
August 2, 2024	852	1424	4250	100%	100%	100%	0.00
August 3, 2024	770	1257	2536	100%	100%	100%	0.00
August 4, 2024	780	1321	2027	100%	100%	100%	0.00
August 5, 2024	870	1383	2724	100%	100%	100%	0.00
August 6, 2024	948	1308	2565	100%	100%	100%	0.00
August 7, 2024	857	1487	2792	100%	100%	100%	0.00
August 8, 2024	812	1327	2959	98%	98%	98%	1.99
August 9, 2024	892	1434	2041	100%	100%	100%	0.00
August 10, 2024	792	1368	2525	100%	100%	100%	0.48
August 11, 2024	760	1303	2366	100%	100%	100%	3.21
August 12, 2024	814	1370	2472	100%	100%	100%	0.00
August 13, 2024	839	1368	2681	100%	100%	100%	0.00
August 14, 2024	933	1366	2150	100%	100%	100%	0.00
August 15, 2024	774	1264	2483	100%	100%	100%	0.00
August 16, 2024	765	1308	2375	100%	100%	100%	0.00
August 17, 2024	726	1316	2222	100%	100%	100%	0.00
August 18, 2024	707	1394	2466	100%	100%	100%	0.00
August 19, 2024	812	1376	2958	100%	100%	100%	0.00
August 20, 2024	811	1529	2335	100%	100%	100%	0.00
August 21, 2024	801	1364	2403	100%	100%	100%	0.00
August 22, 2024	858	1436	3920	100%	100%	100%	0.00
August 23, 2024	815	1435	2464	100%	100%	100%	0.00
August 24, 2024	898	1382	3099	100%	100%	100%	0.00
August 25, 2024	766	1374	4086	100%	100%	100%	2.20
August 26, 2024	809	1344	2370	100%	100%	100%	0.00
August 27, 2024	805	1293	2367	100%	100%	100%	0.00
August 28, 2024	916	1353	2909	100%	100%	100%	0.00
August 29, 2024	875	1319	2458	100%	100%	100%	0.00
August 30, 2024	827	1268	2385	100%	100%	100%	0.00
August 31, 2024	750	1249	2201	100%	100%	100%	0.00

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
September 1, 2024	747	1152	2281	100%	100%	100%	0.00
September 2, 2024	815	1248	2164	100%	100%	100%	0.00
September 3, 2024	895	1323	2237	100%	100%	100%	0.00
September 4, 2024	829	1527	2602	100%	100%	100%	0.00
September 5, 2024	1025	1315	2493	100%	100%	100%	0.41
September 6, 2024	851	1463	2523	100%	100%	100%	0.00
September 7, 2024	884	1407	2496	100%	100%	100%	0.00
September 8, 2024	788	1427	2683	100%	100%	100%	1.91
September 9, 2024	883	2003	2827	100%	100%	100%	0.00
September 10, 2024	819	1480	3837	100%	100%	100%	0.00
September 11, 2024	795	1353	2444	100%	100%	100%	0.00
September 12, 2024	830	1392	2608	100%	100%	100%	0.00
September 13, 2024	842	1505	2987	100%	100%	100%	0.00
September 14, 2024	772	1216	2612	100%	100%	100%	0.47
September 15, 2024	809	1366	2662	95%	95%	95%	2.59
September 16, 2024	800	1656	4439	100%	100%	100%	0.88
September 17, 2024	739	1369	3895	100%	100%	100%	0.00
September 18, 2024	690	1285	2173	100%	100%	100%	0.00
September 19, 2024	726	1463	2074	100%	100%	100%	0.00
September 20, 2024	732	1300	2773	100%	100%	100%	0.00
September 21, 2024	661	1344	2379	100%	100%	100%	0.00
September 22, 2024	646	2210	4473	100%	100%	100%	0.00
September 23, 2024	702	1158	2848	96%	96%	100%	1.98
September 24, 2024	614	1219	1928	100%	100%	100%	0.00
September 25, 2024	676	1351	2264	100%	100%	100%	0.00
September 26, 2024	706	1299	2777	100%	100%	100%	0.00
September 27, 2024	648	1185	2551	100%	100%	100%	0.00
September 28, 2024	635	1168	2047	100%	100%	100%	0.00
September 29, 2024	583	1153	2029	100%	100%	100%	0.00
September 30, 2024	632	1324	2688	100%	100%	100%	0.00

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
July 1, 2024	6261	16675	7447	100%
July 2, 2024	6304	16391	7372	100%
July 3, 2024	6409	16299	7317	100%
July 4, 2024	6431	16527	7252	100%
July 5, 2024	6423	15459	7273	100%
July 6, 2024	6420	15778	7221	100%
July 7, 2024	6409	15731	7180	100%
July 8, 2024	6200	16009	7382	100%
July 9, 2024	6318	15984	7341	100%
July 10, 2024	6428	15818	7173	100%
July 11, 2024	6458	15781	7279	100%
July 12, 2024	6490	15943	7231	100%
July 13, 2024	2976	2584	2921	100%
July 14, 2024	1975	2198	2960	100%
July 15, 2024	6238	15579	7340	100%
July 16, 2024	6397	15917	7273	100%
July 17, 2024	6508	16284	7238	100%
July 18, 2024	6433	15457	7032	100%
July 19, 2024	No Transactions	No Transactions	No Transactions	100%
July 20, 2024	No Transactions	No Transactions	No Transactions	100%
July 21, 2024	No Transactions	No Transactions	No Transactions	100%
July 22, 2024	No Transactions	No Transactions	No Transactions	100%
July 23, 2024	No Transactions	No Transactions	No Transactions	100%
July 24, 2024	No Transactions	No Transactions	No Transactions	100%
July 25, 2024	No Transactions	No Transactions	No Transactions	100%
July 26, 2024	No Transactions	No Transactions	No Transactions	100%
July 27, 2024	No Transactions	No Transactions	No Transactions	100%
July 28, 2024	No Transactions	No Transactions	No Transactions	100%
July 29, 2024	No Transactions	No Transactions	No Transactions	100%
July 30, 2024	No Transactions	No Transactions	No Transactions	100%
July 31, 2024	No Transactions	No Transactions	No Transactions	100%

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No Data Available

Due to a technical issue, there is no data available from online channel side from July 19 to July 31,2024

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
August 1, 2024	3685	2717	5451	100%
August 2, 2024	3713	2793	5600	100%
August 3, 2024	3623	2773	5509	100%
August 4, 2024	3658	2838	5439	100%
August 5, 2024	3612	2875	5449	100%
August 6, 2024	3604	2877	5497	100%
August 7, 2024	3695	2735	5476	100%
August 8, 2024	3736	2690	5536	100%
August 9, 2024	3701	2744	5451	100%
August 10, 2024	3708	2704	5457	100%
August 11, 2024	3690	2701	5447	100%
August 12, 2024	3671	2803	5437	100%
August 13, 2024	3681	2689	5440	100%
August 14, 2024	3693	2781	5451	100%
August 15, 2024	3665	2723	5725	100%
August 16, 2024	3651	2651	5439	100%
August 17, 2024	3668	2686	5444	100%
August 18, 2024	3661	2665	5443	100%
August 19, 2024	3646	2691	5481	100%
August 20, 2024	3654	2666	5474	100%
August 21, 2024	3692	2701	5451	100%
August 22, 2024	3686	2735	5829	100%
August 23, 2024	3696	2704	5451	100%
August 24, 2024	3679	2755	5879	100%
August 25, 2024	3713	2713	5451	100%
August 26, 2024	3686	2732	5447	100%
August 27, 2024	3673	2754	5455	100%
August 28, 2024	3672	2755	5942	100%
August 29, 2024	3671	2673	5440	100%
August 30, 2024	3679	2682	5455	100%
August 31, 2024	3688	2690	5452	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
September 1, 2024	3665	2740	5591	100%
September 2, 2024	3685	2717	5551	100%
September 3, 2024	3682	2696	5708	100%
September 4, 2024	3683	2729	5648	100%
September 5, 2024	3670	2696	5645	100%
September 6, 2024	3620	2707	5670	100%
September 7, 2024	3578	2797	5655	100%
September 8, 2024	3571	2962	5677	100%
September 9, 2024	3620	2778	5747	100%
September 10, 2024	3625	2890	5672	100%
September 11, 2024	3611	2917	5685	100%
September 12, 2024	3613	2838	5677	100%
September 13, 2024	3629	2799	5688	100%
September 14, 2024	3586	3125	5657	100%
September 15, 2024	3581	2764	5663	100%
September 16, 2024	3623	2931	5656	100%
September 17, 2024	3619	2699	5668	100%
September 18, 2024	3600	2986	5684	100%
September 19, 2024	3634	2874	5682	100%
September 20, 2024	3626	2795	5658	100%
September 21, 2024	3616	2959	5637	100%
September 22, 2024	3708	2915	5741	100%
September 23, 2024	3622	2883	5745	100%
September 24, 2024	3615	2852	5536	100%
September 25, 2024	3610	2893	5540	100%
September 26, 2024	3638	2848	5609	100%
September 27, 2024	3638	2848	5609	100%
September 28, 2024	3639	2756	5534	100%
September 29, 2024	3569	2808	5539	100%
September 30, 2024	3724	2980	5624	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
July 1, 2024	10188	584458	11822	100%
July 2, 2024	10432	575833	12483	100%
July 3, 2024	10438	558605	12553	100%
July 4, 2024	10566	546579	12356	100%
July 5, 2024	10521	517668	12233	100%
July 6, 2024	10520	548768	12119	100%
July 7, 2024	10424	552858	12065	100%
July 8, 2024	10208	568207	11725	100%
July 9, 2024	10444	560831	12014	100%
July 10, 2024	10457	557860	12002	100%
July 11, 2024	10580	551942	12036	100%
July 12, 2024	10564	559394	11965	100%
July 13, 2024	3296	3363	3038	100%
July 14, 2024	3112	2923	3124	100%
July 15, 2024	10281	585947	11591	100%
July 16, 2024	10574	570001	12019	100%
July 17, 2024	10559	565929	11940	100%
July 18, 2024	10540	534779	11955	100%
July 19, 2024	No Transactions	No Transactions	No Transactions	100%
July 20, 2024	No Transactions	No Transactions	No Transactions	100%
July 21, 2024	No Transactions	No Transactions	No Transactions	100%
July 22, 2024	No Transactions	No Transactions	No Transactions	100%
July 23, 2024	No Transactions	No Transactions	No Transactions	100%
July 24, 2024	No Transactions	No Transactions	No Transactions	100%
July 25, 2024	No Transactions	No Transactions	No Transactions	100%
July 26, 2024	No Transactions	No Transactions	No Transactions	100%
July 27, 2024	No Transactions	No Transactions	No Transactions	100%
July 28, 2024	No Transactions	No Transactions	No Transactions	100%
July 29, 2024	No Transactions	No Transactions	No Transactions	100%
July 30, 2024	No Transactions	No Transactions	No Transactions	100%
July 31, 2024	No Transactions	No Transactions	No Transactions	100%

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

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KPI & Statistics

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No Data Available

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
August 1, 2024	6272	5052	7754	100%
August 2, 2024	6330	5111	7787	100%
August 3, 2024	6335	5075	7816	100%
August 4, 2024	6254	5059	7749	100%
August 5, 2024	6352	4802	7786	100%
August 6, 2024	6302	4776	7773	100%
August 7, 2024	6304	5118	7803	100%
August 8, 2024	6364	5176	7797	100%
August 9, 2024	6278	5074	7741	100%
August 10, 2024	6275	5054	7743	100%
August 11, 2024	6286	5121	7747	100%
August 12, 2024	6247	5042	7735	100%
August 13, 2024	6249	5068	7738	100%
August 14, 2024	6273	5074	7750	100%
August 15, 2024	6287	5055	7758	100%
August 16, 2024	6234	4947	7737	100%
August 17, 2024	6259	5058	7740	100%
August 18, 2024	6255	5062	7741	100%
August 19, 2024	6282	5110	7752	100%
August 20, 2024	6251	5093	7749	100%
August 21, 2024	6281	5095	7738	100%
August 22, 2024	6290	5127	7748	100%
August 23, 2024	6316	5107	7784	100%
August 24, 2024	6294	5130	7747	100%
August 25, 2024	6292	5091	7769	100%
August 26, 2024	6282	5073	7749	100%
August 27, 2024	6272	5101	7771	100%
August 28, 2024	6294	5108	7753	100%
August 29, 2024	6245	5049	7736	100%
August 30, 2024	6267	5076	7751	100%
August 31, 2024	6275	5060	7740	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
September 1, 2024	6271	5062	6767	100%
September 2, 2024	6272	5052	6754	100%
September 3, 2024	6328	5046	6748	100%
September 4, 2024	6285	5093	6762	100%
September 5, 2024	6352	4978	6749	100%
September 6, 2024	6248	6042	6675	100%
September 7, 2024	6212	6053	6657	100%
September 8, 2024	6208	6131	6653	100%
September 9, 2024	6247	6051	6667	100%
September 10, 2024	6248	6060	6667	100%
September 11, 2024	6245	6115	6667	100%
September 12, 2024	6241	6091	6666	100%
September 13, 2024	6244	6168	6671	100%
September 14, 2024	6208	6135	6652	100%
September 15, 2024	6207	6092	6652	100%
September 16, 2024	6235	6131	6662	100%
September 17, 2024	6237	6449	6664	100%
September 18, 2024	6243	19977	6666	100%
September 19, 2024	6237	9882	6666	100%
September 20, 2024	6243	7883	6672	100%
September 21, 2024	6216	6589	6684	100%
September 22, 2024	6203	7671	6677	100%
September 23, 2024	6236	4941	6663	100%
September 24, 2024	6235	4927	6659	100%
September 25, 2024	6237	4943	6658	100%
September 26, 2024	6257	4969	6676	100%
September 27, 2024	6257	4953	6675	100%
September 28, 2024	6216	4910	6655	100%
September 29, 2024	6205	4901	6658	100%
September 30, 2024	6232	4948	6661	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 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 added to the KPIs shown in the previous page:

Online Channel

AIS Bal: 1788 ms

AIS Tra: 1956 ms

PIS Single: 2724
ms

Mobile Channel

AIS Bal: 2654 ms

AIS Tra: 2789 ms

PIS Single: 2848
ms