

Deutsche Bank

Payment Services Directive 2

## DE | Deutsche Bank AG- Branch Belgium | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
April 1, 2024	767	1162	2874	100%	100%	100%	0.00
April 2, 2024	906	1355	3315	100%	100%	100%	0.00
April 3, 2024	1065	1285	2203	100%	100%	100%	0.00
April 4, 2024	1140	1315	3006	100%	100%	100%	0.00
April 5, 2024	927	1359	3705	100%	100%	100%	0.00
April 6, 2024	816	1224	2920	100%	100%	100%	0.75
April 7, 2024	822	1292	3589	100%	100%	100%	0.00
April 8, 2024	950	1492	3539	100%	100%	100%	0.00
April 9, 2024	958	1383	3150	100%	100%	100%	0.35
April 10, 2024	1072	1312	3044	100%	100%	100%	0.00
April 11, 2024	913	1368	2958	100%	100%	100%	0.00
April 12, 2024	948	1454	2374	100%	100%	100%	0.41
April 13, 2024	1008	1317	2983	100%	100%	100%	0.00
April 14, 2024	821	1377	3006	100%	100%	100%	3.31
April 15, 2024	948	1346	2920	100%	100%	100%	0.00
April 16, 2024	952	1358	2276	100%	100%	100%	0.00
April 17, 2024	884	1346	2957	100%	100%	100%	0.00
April 18, 2024	1035	1349	3463	100%	100%	100%	0.00
April 19, 2024	954	1410	3256	100%	100%	100%	0.00
April 20, 2024	816	1336	2773	100%	100%	100%	0.58
April 21, 2024	875	1412	2540	100%	100%	100%	0.00
April 22, 2024	871	1700	2989	100%	100%	100%	0.00
April 23, 2024	822	1397	2723	100%	100%	100%	0.00
April 24, 2024	874	1459	4948	100%	100%	100%	0.00
April 25, 2024	927	1579	4654	100%	100%	100%	0.00
April 26, 2024	985	1678	2566	100%	100%	100%	0.00
April 27, 2024	766	1304	2629	100%	100%	100%	0.00
April 28, 2024	1215	1914	2160	100%	100%	100%	2.04
April 29, 2024	1030	1629	4085	100%	100%	100%	0.62
April 30, 2024	839	1468	2792	100%	100%	100%	0.00

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

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KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
May 1, 2024	805	1200	2867	100%	100%	100%	0.00
May 2, 2024	847	1434	3006	100%	100%	100%	0.00
May 3, 2024	876	1432	2755	100%	100%	100%	0.89
May 4, 2024	737	1278	2618	100%	100%	100%	0.00
May 5, 2024	720	1336	2612	100%	100%	100%	3.11
May 6, 2024	908	1592	2824	100%	100%	100%	0.00
May 7, 2024	763	1370	2566	100%	100%	100%	0.00
May 8, 2024	865	1436	2684	100%	100%	100%	0.00
May 9, 2024	791	1298	2671	100%	100%	100%	0.00
May 10, 2024	762	1419	3109	100%	100%	100%	0.00
May 11, 2024	723	1227	2801	100%	100%	100%	0.00
May 12, 2024	768	1425	3097	100%	100%	100%	3.27
May 13, 2024	856	1349	3134	100%	100%	100%	0.00
May 14, 2024	861	1548	3238	100%	100%	100%	0.00
May 15, 2024	860	1473	3465	100%	100%	100%	0.00
May 16, 2024	873	1514	3114	100%	100%	100%	0.00
May 17, 2024	798	1620	4208	100%	100%	100%	0.00
May 18, 2024	882	1388	2873	100%	100%	100%	0.00
May 19, 2024	705	1387	2428	100%	100%	100%	0.00
May 20, 2024	802	1463	2743	100%	100%	100%	0.00
May 21, 2024	857	1518	2915	100%	100%	100%	0.00
May 22, 2024	928	1746	2662	100%	100%	100%	0.00
May 23, 2024	803	1876	2802	100%	100%	100%	0.00
May 24, 2024	841	1464	3360	100%	100%	100%	0.00
May 25, 2024	742	1324	2306	100%	100%	100%	0.00
May 26, 2024	911	1438	2375	100%	100%	100%	3.14
May 27, 2024	915	1592	3162	100%	100%	100%	0.00
May 28, 2024	915	1301	2882	100%	100%	100%	0.39
May 29, 2024	901	1386	2488	100%	100%	100%	1.91
May 30, 2024	899	1259	2591	100%	100%	100%	0.00
May 31, 2024	986	1526	2865	100%	100%	100%	0.00

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KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
June 1, 2024	872	1369	2732	100%	100%	100%	0.00
June 2, 2024	819	1297	2519	100%	100%	100%	0.00
June 3, 2024	953	1404	2479	100%	100%	100%	0.00
June 4, 2024	870	1518	2677	100%	100%	100%	0.00
June 5, 2024	839	1310	2415	100%	100%	100%	0.00
June 6, 2024	836	1408	3034	100%	100%	100%	0.00
June 7, 2024	870	1487	2941	100%	100%	100%	0.00
June 8, 2024	715	1322	2174	100%	100%	100%	0.00
June 9, 2024	704	1252	2825	100%	100%	100%	0.00
June 10, 2024	877	1429	2354	100%	100%	100%	0.00
June 11, 2024	781	1352	2472	100%	100%	100%	0.00
June 12, 2024	792	1431	2714	100%	100%	100%	0.00
June 13, 2024	755	1319	2663	100%	100%	100%	0.00
June 14, 2024	1171	1418	2498	100%	100%	100%	0.00
June 15, 2024	702	1276	3113	100%	100%	100%	0.00
June 16, 2024	712	1349	2610	100%	100%	100%	0.00
June 17, 2024	907	1331	2616	100%	100%	100%	0.00
June 18, 2024	832	1588	2861	100%	100%	100%	0.00
June 19, 2024	862	1721	3028	100%	100%	100%	0.00
June 20, 2024	784	1424	2618	100%	100%	100%	0.00
June 21, 2024	855	1470	2738	100%	100%	100%	0.00
June 22, 2024	1005	1865	2971	95%	95%	95%	4.59
June 23, 2024	770	1324	2850	100%	100%	100%	2.45
June 24, 2024	804	1433	2842	100%	100%	100%	0.00
June 25, 2024	1060	1597	2998	100%	100%	100%	0.00
June 26, 2024	788	1568	3796	100%	100%	100%	0.00
June 27, 2024	764	1793	3345	100%	100%	100%	0.00
June 28, 2024	892	1314	3355	100%	100%	100%	0.00
June 29, 2024	728	1855	2815	100%	100%	100%	0.00
June 30, 2024	1009	1711	2524	100%	100%	100%	2.38

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up (AIS)
April 1, 2024	6260	15138	8414	100%
April 2, 2024	6263	15630	8443	100%
April 3, 2024	2263	2360	2921	100%
April 4, 2024	6380	16280	8569	100%
April 5, 2024	6486	15877	8610	100%
April 6, 2024	6400	15201	8474	100%
April 7, 2024	2358	2975	2856	100%
April 8, 2024	6222	15336	8625	100%
April 9, 2024	6358	15900	8578	100%
April 10, 2024	6417	15831	8602	100%
April 11, 2024	6428	15850	8504	100%
April 12, 2024	6501	15833	8621	100%
April 13, 2024	6504	16058	8645	100%
April 14, 2024	6391	16092	8482	100%
April 15, 2024	6219	16240	8546	100%
April 16, 2024	2395	2043	2935	100%
April 17, 2024	2779	2832	2827	100%
April 18, 2024	6441	16319	8763	100%
April 19, 2024	2930	2102	2898	100%
April 20, 2024	6466	15746	8587	100%
April 21, 2024	6325	15014	8425	100%
April 22, 2024	6268	15468	8427	100%
April 23, 2024	2803	2060	2822	100%
April 24, 2024	6365	16253	8606	100%
April 25, 2024	2958	2972	2929	100%
April 26, 2024	6461	15926	8571	100%
April 27, 2024	6561	15804	8569	100%
April 28, 2024	2822	2175	2963	100%
April 29, 2024	6304	15921	8484	100%
April 30, 2024	6437	16218	7128	100%

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KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up (AIS)
May 1, 2024	6386	16256	7153	100%
May 2, 2024	6334	15990	7248	100%
May 3, 2024	6371	16324	7274	100%
May 4, 2024	6523	15913	7035	100%
May 5, 2024	6464	15925	7176	100%
May 6, 2024	6265	16055	7320	100%
May 7, 2024	6413	15810	7212	100%
May 8, 2024	6498	15871	7081	100%
May 9, 2024	6502	16279	7176	100%
May 10, 2024	6483	15951	7015	100%
May 11, 2024	6541	16148	6998	100%
May 12, 2024	6468	15309	7130	100%
May 13, 2024	6228	15984	7389	100%
May 14, 2024	6412	16221	7260	100%
May 15, 2024	6464	16280	7156	100%
May 16, 2024	6479	16239	7189	100%
May 17, 2024	6592	16009	7063	100%
May 18, 2024	6568	15945	6985	100%
May 19, 2024	6470	15867	7095	100%
May 20, 2024	6339	15924	7309	100%
May 21, 2024	6551	15892	7057	100%
May 22, 2024	6500	16242	7153	100%
May 23, 2024	6462	16430	7106	100%
May 24, 2024	6437	16580	7092	100%
May 25, 2024	6512	16405	7054	100%
May 26, 2024	6465	16167	7213	100%
May 27, 2024	6333	15946	7280	100%
May 28, 2024	6460	16295	7163	100%
May 29, 2024	6534	16008	7175	100%
May 30, 2024	6501	16810	7189	100%
May 31, 2024	6521	16216	7145	100%

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KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

Online Channel

	AIS Bal	AIS Tra	PIS Single	Up (AIS)
June 1, 2024	6445	16274	7102	100%
June 2, 2024	6459	16068	7165	100%
June 3, 2024	6299	16329	7293	100%
June 4, 2024	6415	16041	7315	100%
June 5, 2024	6410	16121	7162	100%
June 6, 2024	6507	16270	7235	100%
June 7, 2024	6534	16152	7191	100%
June 8, 2024	6476	15730	7156	100%
June 9, 2024	2362	2453	2881	100%
June 10, 2024	2995	2503	2976	100%
June 11, 2024	6340	16456	7340	100%
June 12, 2024	6478	16303	7223	100%
June 13, 2024	6475	16204	7279	100%
June 14, 2024	6528	16283	7234	100%
June 15, 2024	6506	16446	7118	100%
June 16, 2024	6471	15853	7198	100%
June 17, 2024	6296	16222	7363	100%
June 18, 2024	6449	15958	7203	100%
June 19, 2024	6528	15941	7161	100%
June 20, 2024	6491	16552	7279	100%
June 21, 2024	6605	16316	7207	100%
June 22, 2024	6538	16695	7178	100%
June 23, 2024	6417	16364	7240	100%
June 24, 2024	6143	16466	7265	100%
June 25, 2024	6411	16568	7264	100%
June 26, 2024	6482	16640	7324	100%
June 27, 2024	6438	16361	7309	100%
June 28, 2024	6404	16793	7344	100%
June 29, 2024	6449	16788	7332	100%
June 30, 2024	6383	16317	7238	100%

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KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

### Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up (AIS)
April 1, 2024	10128	541217	11973	100%
April 2, 2024	10289	511003	12295	100%
April 3, 2024	3243	3084	3155	100%
April 4, 2024	10458	515135	12267	100%
April 5, 2024	10542	504055	12241	100%
April 6, 2024	10449	489317	11780	100%
April 7, 2024	3010	3352	3384	100%
April 8, 2024	10132	535244	12064	100%
April 9, 2024	10407	523776	12198	100%
April 10, 2024	10413	520654	12393	100%
April 11, 2024	10440	540267	12294	100%
April 12, 2024	10449	529363	12312	100%
April 13, 2024	10496	536372	12293	100%
April 14, 2024	10349	550704	11821	100%
April 15, 2024	10169	554297	12261	100%
April 16, 2024	3032	3359	3349	100%
April 17, 2024	3412	3358	2915	100%
April 18, 2024	10430	528228	12109	100%
April 19, 2024	3144	3086	2910	100%
April 20, 2024	10370	525983	11795	100%
April 21, 2024	10238	538715	11758	100%
April 22, 2024	10163	565890	11873	100%
April 23, 2024	3377	2845	3358	100%
April 24, 2024	10433	525585	12029	100%
April 25, 2024	3019	2931	3026	100%
April 26, 2024	10423	539909	11850	100%
April 27, 2024	10496	531827	11826	100%
April 28, 2024	2824	3089	3258	100%
April 29, 2024	10295	548072	11578	100%
April 30, 2024	10393	554455	12112	100%

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### KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up (AIS)
May 1, 2024	10437	545774	12072	100%
May 2, 2024	10343	524357	11765	100%
May 3, 2024	10384	551125	12158	100%
May 4, 2024	10514	534362	12134	100%
May 5, 2024	10435	521029	12018	100%
May 6, 2024	10238	552059	12018	100%
May 7, 2024	10477	534472	12068	100%
May 8, 2024	10591	524224	11987	100%
May 9, 2024	10546	523061	12072	100%
May 10, 2024	10574	505285	11347	100%
May 11, 2024	10582	561376	11596	100%
May 12, 2024	10384	559221	11725	100%
May 13, 2024	10246	580680	12072	100%
May 14, 2024	10490	547460	12223	100%
May 15, 2024	10537	523297	12247	100%
May 16, 2024	10586	539249	12036	100%
May 17, 2024	10584	518621	12087	100%
May 18, 2024	10551	524786	11949	100%
May 19, 2024	10385	520147	11386	100%
May 20, 2024	10267	558043	11756	100%
May 21, 2024	10567	532644	11669	100%
May 22, 2024	10490	553873	12146	100%
May 23, 2024	10500	529246	11818	100%
May 24, 2024	10522	523465	12242	100%
May 25, 2024	10506	526227	11812	100%
May 26, 2024	10387	535405	11861	100%
May 27, 2024	10199	551155	11982	100%
May 28, 2024	10439	551878	12065	100%
May 29, 2024	10474	548311	12039	100%
May 30, 2024	10456	564995	12040	100%
May 31, 2024	10368	562253	12233	100%

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KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up (AIS)
June 1, 2024	10382	561406	11877	100%
June 2, 2024	10283	546418	11903	100%
June 3, 2024	10190	556574	11965	100%
June 4, 2024	10403	555365	12116	100%
June 5, 2024	10464	547990	12181	100%
June 6, 2024	10540	532825	12169	100%
June 7, 2024	10559	539711	12087	100%
June 8, 2024	10535	538736	12164	100%
June 9, 2024	2713	3481	3198	100%
June 10, 2024	3151	3221	3285	100%
June 11, 2024	10406	546784	12458	100%
June 12, 2024	10516	551883	12644	100%
June 13, 2024	10634	550696	12168	100%
June 14, 2024	10564	549248	12103	100%
June 15, 2024	10504	557845	12107	100%
June 16, 2024	10430	559518	11627	100%
June 17, 2024	10326	573088	12055	100%
June 18, 2024	10509	572197	12454	100%
June 19, 2024	10615	550784	12097	100%
June 20, 2024	10554	559678	12066	100%
June 21, 2024	10620	576130	12106	100%
June 22, 2024	10494	570707	12280	100%
June 23, 2024	10336	567815	11476	100%
June 24, 2024	10188	573631	11673	100%
June 25, 2024	10519	582053	12136	100%
June 26, 2024	10513	578953	12448	100%
June 27, 2024	10492	589731	12127	100%
June 28, 2024	10527	594898	12317	100%
June 29, 2024	10466	610915	12333	100%
June 30, 2024	10363	590876	12045	100%

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KPI & Statistics

DE | Deutsche Bank AG – Branch Belgium | DB

## 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