

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
October 1, 2024	663	1494	3073	100%	100%	100%	0.00
October 2, 2024	704	1498	3426	100%	100%	100%	0.00
October 3, 2024	644	1336	2070	100%	100%	100%	0.00
October 4, 2024	675	1479	3132	100%	100%	100%	0.00
October 5, 2024	660	1283	2406	100%	100%	100%	0.00
October 6, 2024	648	1172	1921	100%	100%	100%	0.08
October 7, 2024	652	1590	2848	100%	100%	100%	0.00
October 8, 2024	697	1366	2144	100%	100%	100%	0.00
October 9, 2024	675	1577	2497	100%	100%	100%	0.00
October 10, 2024	693	1447	2693	100%	100%	100%	0.34
October 11, 2024	636	1313	3135	100%	100%	100%	0.00
October 12, 2024	540	1262	2457	97%	97%	97%	2.60
October 13, 2024	567	1176	2586	100%	100%	100%	0.07
October 14, 2024	596	1173	2571	100%	100%	100%	0.00
October 15, 2024	615	1308	2227	100%	100%	100%	0.00
October 16, 2024	625	1311	2074	100%	100%	100%	0.56
October 17, 2024	592	1280	3159	100%	100%	100%	0.75
October 18, 2024	607	1363	3510	100%	100%	100%	0.00
October 19, 2024	609	1275	2232	100%	100%	100%	0.88
October 20, 2024	583	1352	2967	100%	100%	100%	0.91
October 21, 2024	604	1427	3323	100%	100%	100%	0.00
October 22, 2024	603	1289	2264	100%	100%	100%	0.00
October 23, 2024	692	1591	3447	100%	100%	100%	0.00
October 24, 2024	575	1387	2810	100%	100%	100%	0.00
October 25, 2024	662	1342	2624	100%	100%	100%	0.33
October 26, 2024	561	1238	2761	96%	96%	100%	2.56
October 27, 2024	569	1172	2049	98%	98%	98%	1.57
October 28, 2024	589	1479	2850	100%	100%	100%	0.00
October 29, 2024	708	1765	2658	100%	100%	100%	0.00
October 30, 2024	743	1394	2703	100%	100%	100%	0.00
October 31, 2024	641	1401	2487	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

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
November 1, 2024	690	1398	2256	100%	100%	100%	0.00
November 2, 2024	638	1283	2303	100%	100%	100%	0.88
November 3, 2024	727	2389	2300	100%	99%	100%	2.42
November 4, 2024	725	1767	2793	100%	100%	100%	0.00
November 5, 2024	716	1440	2860	100%	100%	100%	0.00
November 6, 2024	652	1482	2778	100%	100%	100%	0.00
November 7, 2024	657	1471	3395	100%	100%	100%	0.00
November 8, 2024	604	1288	2566	100%	100%	100%	0.00
November 9, 2024	527	1502	2082	100%	100%	100%	0.00
November 10, 2024	577	1406	1923	100%	100%	100%	0.00
November 11, 2024	586	1325	2617	100%	100%	100%	0.00
November 12, 2024	567	1374	2263	100%	100%	100%	0.00
November 13, 2024	579	1269	2904	100%	100%	100%	0.00
November 14, 2024	575	1417	2669	100%	100%	100%	0.00
November 15, 2024	580	1364	2624	100%	100%	100%	0.00
November 16, 2024	550	1252	2558	100%	100%	100%	0.00
November 17, 2024	702	1499	2386	100%	100%	100%	0.00
November 18, 2024	636	1451	3254	100%	100%	100%	0.00
November 19, 2024	712	1413	2704	100%	100%	100%	0.00
November 20, 2024	673	1343	2295	100%	100%	100%	0.00
November 21, 2024	666	1382	2479	100%	100%	100%	0.00
November 22, 2024	658	1325	3460	100%	100%	100%	0.00
November 23, 2024	641	1389	2178	100%	100%	100%	0.00
November 24, 2024	619	1357	2162	100%	100%	100%	0.00
November 25, 2024	687	1380	2856	100%	100%	100%	0.00
November 26, 2024	693	1425	2362	100%	100%	100%	0.00
November 27, 2024	707	1311	2778	100%	100%	100%	0.00
November 28, 2024	672	1352	3020	100%	100%	100%	0.00
November 29, 2024	711	1517	2531	100%	100%	100%	0.00
November 30, 2024	661	1353	2748	100%	100%	100%	0.00

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
December 1, 2024	630	1200	2031	100%	100%	100%	0.00
December 2, 2024	705	1367	3134	100%	100%	100%	0.00
December 3, 2024	704	1310	2133	100%	100%	100%	0.00
December 4, 2024	831	1339	2460	100%	100%	100%	0.00
December 5, 2024	786	1345	3432	100%	100%	100%	0.00
December 6, 2024	697	1223	2024	100%	100%	100%	0.00
December 7, 2024	614	1253	3245	100%	100%	100%	0.00
December 8, 2024	649	1374	2309	100%	100%	100%	0.00
December 9, 2024	704	1293	2286	100%	100%	100%	0.00
December 10, 2024	662	1264	2184	100%	100%	100%	0.00
December 11, 2024	693	1195	2570	100%	100%	100%	0.00
December 12, 2024	660	1385	2501	100%	100%	100%	0.00
December 13, 2024	646	1323	2731	100%	100%	100%	0.00
December 14, 2024	667	1235	2140	100%	100%	100%	0.00
December 15, 2024	641	1387	2375	100%	100%	100%	0.00
December 16, 2024	607	1340	2708	100%	100%	100%	0.00
December 17, 2024	670	1275	2494	100%	100%	100%	0.00
December 18, 2024	644	1291	3364	100%	100%	100%	0.00
December 19, 2024	707	1256	2397	100%	100%	100%	0.00
December 20, 2024	639	1355	2887	100%	100%	100%	0.00
December 21, 2024	661	1365	2761	100%	100%	100%	0.00
December 22, 2024	608	1275	2139	100%	100%	100%	0.00
December 23, 2024	572	1341	2504	100%	100%	100%	0.00
December 24, 2024	845	1445	2474	100%	100%	100%	0.00
December 25, 2024	549	1344	2492	100%	100%	100%	0.00
December 26, 2024	590	1228	2040	100%	100%	100%	0.00
December 27, 2024	599	1386	2639	100%	100%	100%	0.00
December 28, 2024	575	1328	2347	100%	100%	100%	0.00
December 29, 2024	553	1317	2289	100%	100%	100%	0.00
December 30, 2024	612	1403	2573	100%	100%	100%	0.00
December 31, 2024	568	1272	2615	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, 2024	3651	2999	5519	100%
October 2, 2024	3617	2980	5566	100%
October 3, 2024	3676	2934	5547	100%
October 4, 2024	3557	2909	5610	100%
October 5, 2024	3666	2914	5539	100%
October 6, 2024	3577	2990	5619	100%
October 7, 2024	3571	2954	5598	100%
October 8, 2024	3581	2887	5525	100%
October 9, 2024	3575	2980	5618	100%
October 10, 2024	3606	2964	5585	100%
October 11, 2024	3617	2990	5639	100%
October 12, 2024	3575	2980	5718	100%
October 13, 2024	3609	2950	5529	100%
October 14, 2024	3588	2945	5670	100%
October 15, 2024	3601	2915	5632	100%
October 16, 2024	3550	2959	5729	100%
October 17, 2024	3533	2985	5640	100%
October 18, 2024	3556	2964	5567	100%
October 19, 2024	3529	2978	5608	100%
October 20, 2024	3594	2910	5540	100%
October 21, 2024	3590	2967	5582	100%
October 22, 2024	3591	2925	5587	100%
October 23, 2024	3587	2986	5679	100%
October 24, 2024	3568	3007	5641	100%
October 25, 2024	3559	2989	5703	100%
October 26, 2024	3554	2924	5630	100%
October 27, 2024	3538	2867	5604	100%
October 28, 2024	3547	3012	5578	100%
October 29, 2024	3583	2946	5602	100%
October 30, 2024	3579	2936	5656	100%
October 31, 2024	3559	2899	5652	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
November 1, 2024	3651	2999	5519	100%
November 2, 2024	3654	2801	5521	100%
November 3, 2024	3632	2934	5541	100%
November 4, 2024	3634	2839	5557	100%
November 5, 2024	3643	2772	5550	100%
November 6, 2024	3677	2769	5613	100%
November 7, 2024	3676	2789	5542	100%
November 8, 2024	3673	2807	5534	100%
November 9, 2024	3656	3450	5449	100%
November 10, 2024	3626	2748	5517	100%
November 11, 2024	3634	3031	5501	100%
November 12, 2024	3644	2850	5523	100%
November 13, 2024	3648	2883	5533	100%
November 14, 2024	3655	2869	5551	100%
November 15, 2024	3540	2854	5580	100%
November 16, 2024	3653	2763	5529	100%
November 17, 2024	3620	3070	5502	100%
November 18, 2024	3645	2842	5524	100%
November 19, 2024	3649	2800	5529	100%
November 20, 2024	3679	2851	5549	100%
November 21, 2024	3678	2856	5539	100%
November 22, 2024	3665	2927	5539	100%
November 23, 2024	3660	2926	5526	100%
November 24, 2024	3616	2902	5512	100%
November 25, 2024	3670	2801	5538	100%
November 26, 2024	3649	2805	5536	100%
November 27, 2024	3661	2808	5539	100%
November 28, 2024	3655	2775	5532	100%
November 29, 2024	3644	3018	5530	100%

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Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
December 1, 2024	3447	2870	5640	100%
December 2, 2024	3600	2785	5589	100%
December 3, 2024	3586	2829	5591	100%
December 4, 2024	3479	2829	5595	100%
December 5, 2024	3546	2934	5513	100%
December 6, 2024	3608	2780	5559	100%
December 7, 2024	3580	2751	5537	100%
December 8, 2024	3591	2763	5547	100%
December 9, 2024	3715	2894	5555	100%
December 10, 2024	3653	2828	5552	100%
December 11, 2024	3671	2847	5554	100%
December 12, 2024	3671	2846	5556	100%
December 13, 2024	3648	2822	5568	100%
December 14, 2024	3563	2732	5539	100%
December 15, 2024	3540	2854	5580	100%
December 16, 2024	3706	2884	5561	100%
December 17, 2024	3637	2810	5568	100%
December 18, 2024	3624	2797	5574	100%
December 19, 2024	3629	2803	5573	100%
December 20, 2024	3626	2799	5576	100%
December 21, 2024	3537	2706	5545	100%
December 22, 2024	3528	2697	5536	100%
December 23, 2024	3606	2779	5568	100%
December 24, 2024	3620	2793	5564	100%
December 25, 2024	3560	2730	5528	100%
December 26, 2024	3587	2759	5533	100%
December 27, 2024	3639	2815	5551	100%
December 28, 2024	3568	2739	5528	100%
December 29, 2024	3558	2729	5539	100%
December 30, 2024	3705	2748	5462	100%
December 31, 2024	3809	2729	5248	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
October 1, 2024	6217	4856	6268	100%
October 2, 2024	6232	4876	6285	100%
October 3, 2024	6268	4906	6277	100%
October 4, 2024	6292	4933	6359	100%
October 5, 2024	6264	4854	6305	100%
October 6, 2024	6308	4873	6365	100%
October 7, 2024	6335	4901	6422	100%
October 8, 2024	6355	4815	6470	100%
October 9, 2024	6337	4845	6460	100%
October 10, 2024	6357	4814	6410	100%
October 11, 2024	6295	4837	6366	100%
October 12, 2024	6257	4845	6400	100%
October 13, 2024	6298	4873	6415	100%
October 14, 2024	6336	4895	6444	100%
October 15, 2024	6349	4881	6365	100%
October 16, 2024	6375	4908	6355	100%
October 17, 2024	6296	4959	6375	100%
October 18, 2024	6298	4846	6337	100%
October 19, 2024	6333	4885	6353	100%
October 20, 2024	6303	4840	6361	100%
October 21, 2024	6404	4877	6330	100%
October 22, 2024	6363	4853	6384	100%
October 23, 2024	6307	4877	6386	100%
October 24, 2024	6361	4882	6397	100%
October 25, 2024	6320	4871	6442	100%
October 26, 2024	6326	4905	6394	100%
October 27, 2024	6337	4971	6346	100%
October 28, 2024	6317	4899	6393	100%
October 29, 2024	6341	4866	6424	100%
October 30, 2024	6413	4818	6467	100%
October 31, 2024	6332	4909	6397	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
November 1, 2024	6217	4856	6268	100%
November 2, 2024	6214	4852	6265	100%
November 3, 2024	6205	4858	6263	100%
November 4, 2024	6232	4890	6271	100%
November 5, 2024	6231	4877	6272	100%
November 6, 2024	6257	4892	6283	100%
November 7, 2024	6254	4890	6281	100%
November 8, 2024	6240	4874	6275	100%
November 9, 2024	6214	4854	6290	100%
November 10, 2024	6205	4846	6257	100%
November 11, 2024	6211	4859	6259	100%
November 12, 2024	6234	4885	6269	100%
November 13, 2024	6231	4886	6267	100%
November 14, 2024	6237	4881	6280	100%
November 15, 2024	6374	4941	6207	100%
November 16, 2024	6274	4938	6283	100%
November 17, 2024	6218	4916	6267	100%
November 18, 2024	6230	4913	6268	100%
November 19, 2024	6236	4886	6271	100%
November 20, 2024	6257	4912	6274	100%
November 21, 2024	6243	4902	6274	100%
November 22, 2024	6252	4876	6275	100%
November 23, 2024	6218	4844	6265	100%
November 24, 2024	6206	4843	6259	100%
November 25, 2024	6250	4900	6279	100%
November 26, 2024	6236	4867	6269	100%
November 27, 2024	6245	4929	6281	100%
November 28, 2024	6240	4895	6273	100%
November 29, 2024	6229	4861	6275	100%
November 30, 2024	6296	4882	6206	100%

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up
December 1, 2024	6232	4987	6346	100%
December 2, 2024	6235	4913	6268	100%
December 3, 2024	6240	4897	6273	100%
December 4, 2024	6244	4895	6274	100%
December 5, 2024	6343	5030	6389	100%
December 6, 2024	6223	4887	6264	100%
December 7, 2024	6213	4890	6260	100%
December 8, 2024	6205	4935	6258	100%
December 9, 2024	6231	4867	6266	100%
December 10, 2024	6236	4869	6270	100%
December 11, 2024	6235	4866	6270	100%
December 12, 2024	6241	4882	6276	100%
December 13, 2024	6248	4882	6281	100%
December 14, 2024	6227	4874	6266	100%
December 15, 2024	6374	4941	6207	100%
December 16, 2024	6237	4883	6270	100%
December 17, 2024	6257	4967	6278	100%
December 18, 2024	6253	4902	6277	100%
December 19, 2024	6245	4894	6279	100%
December 20, 2024	6255	4900	6286	100%
December 21, 2024	6227	4861	6269	100%
December 22, 2024	6210	4852	6261	100%
December 23, 2024	6235	4878	6274	100%
December 24, 2024	6233	4897	6274	100%
December 25, 2024	6208	4842	6262	100%
December 26, 2024	6210	4853	6261	100%
December 27, 2024	6226	4859	6273	100%
December 28, 2024	6228	4881	6262	100%
December 29, 2024	6207	4851	6259	100%
December 30, 2024	6096	4955	6290	100%
December 31, 2024	6059	4917	6361	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: 1788 ms

AIS Tra: 1956 ms

PIS Single: 2724
ms

Mobile Channel

AIS Bal: 2654 ms

AIS Tra: 2789 ms

PIS Single: 2848
ms