

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG | DB

KPI & Statistics

## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
July 1, 2024	1189	474	785	100%	100%	100%	0.01
July 2, 2024	1180	479	653	100%	100%	100%	0.00
July 3, 2024	1180	506	645	100%	100%	100%	0.00
July 4, 2024	1196	474	625	100%	100%	100%	0.00
July 5, 2024	1232	466	619	100%	100%	100%	0.00
July 6, 2024	1173	467	584	100%	100%	100%	0.00
July 7, 2024	1193	473	569	97%	97%	97%	1.47
July 8, 2024	1193	511	632	100%	100%	100%	0.01
July 9, 2024	1189	480	617	100%	100%	100%	0.02
July 10, 2024	1192	483	635	100%	100%	100%	0.00
July 11, 2024	1189	486	620	100%	100%	100%	0.00
July 12, 2024	1192	484	627	100%	100%	100%	0.00
July 13, 2024	1166	476	591	100%	100%	100%	0.01
July 14, 2024	1172	488	559	100%	100%	100%	0.00
July 15, 2024	1195	480	617	100%	100%	100%	0.01
July 16, 2024	1188	471	626	100%	100%	100%	0.00
July 17, 2024	1183	472	620	100%	100%	100%	0.00
July 18, 2024	1187	475	615	100%	100%	100%	0.00
July 19, 2024	1196	485	617	100%	100%	100%	0.00
July 20, 2024	1275	573	626	100%	100%	100%	0.01
July 21, 2024	1162	475	529	100%	100%	100%	0.01
July 22, 2024	1198	471	600	100%	100%	100%	0.00
July 23, 2024	1190	464	574	100%	100%	100%	0.01
July 24, 2024	1196	464	582	100%	100%	100%	0.01
July 25, 2024	1196	476	578	100%	100%	100%	0.01
July 26, 2024	1185	454	586	100%	100%	100%	0.01
July 27, 2024	1163	461	540	100%	100%	100%	0.01
July 28, 2024	1170	469	513	100%	100%	100%	0.00
July 29, 2024	1198	484	630	100%	100%	100%	0.00
July 30, 2024	1186	465	621	100%	100%	100%	0.02
July 31, 2024	1190	470	634	100%	100%	100%	0.01

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

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## KPI &amp; Statistics

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
August 1, 2024	1196	477	627	100%	100%	100%	0.01
August 2, 2024	1208	486	614	100%	100%	100%	0.01
August 3, 2024	1185	485	568	100%	100%	100%	0.01
August 4, 2024	1183	489	536	100%	100%	100%	0.03
August 5, 2024	1219	481	605	100%	100%	100%	0.01
August 6, 2024	1219	495	601	100%	100%	100%	0.00
August 7, 2024	1210	487	597	100%	100%	100%	0.22
August 8, 2024	1338	547	605	98%	98%	98%	1.01
August 9, 2024	1205	479	566	100%	100%	100%	0.00
August 10, 2024	1187	485	549	100%	100%	100%	0.01
August 11, 2024	1177	494	521	100%	100%	100%	0.00
August 12, 2024	1207	473	589	100%	100%	100%	0.01
August 13, 2024	1194	465	575	100%	100%	100%	0.00
August 14, 2024	1203	477	582	100%	100%	100%	0.00
August 15, 2024	1202	525	573	100%	100%	100%	0.05
August 16, 2024	1205	476	569	100%	100%	100%	0.00
August 17, 2024	1210	486	562	100%	100%	100%	0.10
August 18, 2024	1191	480	527	100%	100%	100%	0.01
August 19, 2024	1210	482	594	100%	100%	100%	0.01
August 20, 2024	1209	473	576	100%	100%	100%	0.01
August 21, 2024	1209	478	585	100%	100%	100%	0.00
August 22, 2024	1204	482	593	100%	100%	100%	0.45
August 23, 2024	1194	480	575	100%	100%	100%	0.00
August 24, 2024	1260	570	728	100%	100%	100%	0.00
August 25, 2024	1178	489	543	100%	100%	100%	0.00
August 26, 2024	1198	486	624	100%	100%	100%	0.00
August 27, 2024	1201	480	616	100%	100%	100%	0.00
August 28, 2024	1197	485	593	100%	100%	100%	0.00
August 29, 2024	1188	475	607	100%	100%	100%	0.00
August 30, 2024	1198	482	635	100%	100%	100%	0.02
August 31, 2024	1473	561	588	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
September 1, 2024	1196	472	532	100%	100%	100%	0.00
September 2, 2024	1215	489	699	100%	100%	100%	0.01
September 3, 2024	1216	496	593	100%	100%	100%	0.00
September 4, 2024	1218	511	596	100%	100%	100%	0.00
September 5, 2024	1209	513	589	100%	100%	100%	0.09
September 6, 2024	1198	496	574	100%	100%	100%	0.02
September 7, 2024	1229	510	569	100%	100%	100%	0.01
September 8, 2024	1179	506	530	100%	100%	100%	0.01
September 9, 2024	1203	499	581	100%	100%	100%	0.01
September 10, 2024	1196	501	579	100%	100%	100%	0.01
September 11, 2024	1190	481	565	100%	100%	100%	0.01
September 12, 2024	1193	483	578	100%	100%	100%	0.00
September 13, 2024	1196	490	575	100%	100%	100%	0.01
September 14, 2024	1179	479	537	100%	100%	100%	0.01
September 15, 2024	1171	475	513	100%	100%	100%	0.01
September 16, 2024	1201	476	574	100%	100%	100%	0.01
September 17, 2024	1209	478	566	100%	100%	100%	0.01
September 18, 2024	1196	481	551	100%	100%	100%	0.00
September 19, 2024	1185	478	539	100%	100%	100%	0.20
September 20, 2024	1187	479	536	100%	100%	100%	0.01
September 21, 2024	1174	476	587	100%	100%	100%	0.08
September 22, 2024	1169	480	515	100%	100%	100%	0.01
September 23, 2024	1203	477	581	100%	100%	100%	0.03
September 24, 2024	1193	468	563	100%	100%	100%	0.01
September 25, 2024	1192	471	565	100%	100%	100%	0.01
September 26, 2024	1214	492	613	100%	100%	100%	0.01
September 27, 2024	1204	477	595	100%	100%	100%	0.00
September 28, 2024	1368	480	540	100%	100%	100%	0.01
September 29, 2024	1183	490	520	100%	100%	100%	0.01
September 30, 2024	1216	492	694	100%	100%	100%	0.12

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
July 1, 2024	2890	3360	3209	100%
July 2, 2024	2579	2941	2949	100%
July 3, 2024	2513	2824	2985	100%
July 4, 2024	2508	2808	2988	100%
July 5, 2024	2519	2853	2995	100%
July 6, 2024	2452	2765	2986	100%
July 7, 2024	2362	2458	2918	100%
July 8, 2024	2495	2766	2994	100%
July 9, 2024	2470	2761	2989	100%
July 10, 2024	2522	2815	2985	100%
July 11, 2024	2589	2834	3062	99%
July 12, 2024	2533	2794	2988	100%
July 13, 2024	2443	2649	3018	100%
July 14, 2024	2441	2724	2926	100%
July 15, 2024	2529	2845	2993	100%
July 16, 2024	2453	2730	2976	100%
July 17, 2024	2473	2718	2979	100%
July 18, 2024	2454	2713	2973	100%
July 19, 2024	2519	2794	2992	100%
July 20, 2024	2427	2634	3016	100%
July 21, 2024	2402	2609	2917	100%
July 22, 2024	2498	2770	2981	100%
July 23, 2024	2489	2758	2976	100%
July 24, 2024	2451	2704	2972	100%
July 25, 2024	2470	2742	2990	100%
July 26, 2024	2456	2732	3018	100%
July 27, 2024	2406	2575	3048	100%
July 28, 2024	2404	2676	2926	100%
July 29, 2024	2533	2760	3057	100%
July 30, 2024	2518	2784	3033	100%
July 31, 2024	2519	2821	3031	100%

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
August 1, 2024	2588	2950	3027	100%
August 2, 2024	2504	2835	2992	100%
August 3, 2024	2461	2785	3015	100%
August 4, 2024	2429	2707	2937	100%
August 5, 2024	2566	2867	3018	100%
August 6, 2024	2461	2709	2980	100%
August 7, 2024	2525	2811	2988	100%
August 8, 2024	2544	2853	2965	100%
August 9, 2024	2501	2803	2965	100%
August 10, 2024	2473	2740	2973	100%
August 11, 2024	2524	2730	2922	100%
August 12, 2024	2635	2948	3117	100%
August 13, 2024	2787	3046	3401	100%
August 14, 2024	2793	3062	3418	100%
August 15, 2024	2813	3096	3259	100%
August 16, 2024	2586	2863	2991	100%
August 17, 2024	2515	2789	2957	100%
August 18, 2024	2551	2735	2950	100%
August 19, 2024	2586	2847	3004	100%
August 20, 2024	2639	2828	2991	100%
August 21, 2024	2531	2707	2992	100%
August 22, 2024	2607	2765	2990	100%
August 23, 2024	2522	2699	2951	100%
August 24, 2024	2528	2652	2984	100%
August 25, 2024	2453	2793	2918	100%
August 26, 2024	2613	2840	3007	100%
August 27, 2024	2595	2871	3034	100%
August 28, 2024	2572	2868	2991	100%
August 29, 2024	2568	2856	3029	100%
August 30, 2024	2658	2948	3063	100%
August 31, 2024	2493	2791	3030	100%

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
September 1, 2024	2492	2848	2943	100%
September 2, 2024	2831	3208	3173	100%
September 3, 2024	2630	2905	2859	100%
September 4, 2024	2557	2846	2991	100%
September 5, 2024	2633	2914	3013	100%
September 6, 2024	2658	2936	3001	100%
September 7, 2024	2601	2793	2967	100%
September 8, 2024	2425	2667	2914	100%
September 9, 2024	2613	2845	2986	100%
September 10, 2024	2591	2816	3001	100%
September 11, 2024	2515	2764	2970	100%
September 12, 2024	2565	2823	2977	100%
September 13, 2024	2598	2893	2986	100%
September 14, 2024	2624	2871	2998	100%
September 15, 2024	2438	2585	2917	100%
September 16, 2024	2609	2889	2995	100%
September 17, 2024	2551	2822	2966	100%
September 18, 2024	2513	2811	2951	100%
September 19, 2024	2576	2870	2964	100%
September 20, 2024	2603	2895	2983	100%
September 21, 2024	2427	2654	2968	100%
September 22, 2024	2413	2649	2915	100%
September 23, 2024	2532	2792	2986	100%
September 24, 2024	2597	2843	2998	100%
September 25, 2024	2535	2821	2989	100%
September 26, 2024	2608	2916	3020	100%
September 27, 2024	2683	3042	3052	100%
September 28, 2024	2368	2643	3018	100%
September 29, 2024	2446	2727	2922	100%
September 30, 2024	2670	3044	3121	100%

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
July 1, 2024	2835	2894	1806	100%
July 2, 2024	2827	2924	1635	100%
July 3, 2024	2862	2883	1599	100%
July 4, 2024	2822	2873	1604	100%
July 5, 2024	2818	2875	1613	100%
July 6, 2024	2867	2851	1618	100%
July 7, 2024	2774	2819	1542	100%
July 8, 2024	2872	2895	1614	100%
July 9, 2024	2843	2888	1613	100%
July 10, 2024	2874	2877	1599	100%
July 11, 2024	2897	2873	1598	100%
July 12, 2024	2908	2941	1637	100%
July 13, 2024	2704	2876	1633	100%
July 14, 2024	2820	2809	1552	100%
July 15, 2024	2887	2892	1603	100%
July 16, 2024	2819	2874	1594	100%
July 17, 2024	2824	2876	1597	100%
July 18, 2024	2831	2866	1576	100%
July 19, 2024	2843	2866	1581	100%
July 20, 2024	2873	2866	1621	100%
July 21, 2024	2806	2829	1541	100%
July 22, 2024	2901	2980	2391	100%
July 23, 2024	2810	2884	1583	100%
July 24, 2024	2795	2880	1581	100%
July 25, 2024	2794	2886	1607	100%
July 26, 2024	2801	2910	1644	100%
July 27, 2024	2800	2926	1675	100%
July 28, 2024	2851	2838	1557	100%
July 29, 2024	2930	2993	1666	100%
July 30, 2024	2893	2878	2957	100%
July 31, 2024	2934	3042	1657	100%

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
August 1, 2024	2941	2972	1626	100%
August 2, 2024	2706	2904	1612	100%
August 3, 2024	2801	2888	1633	100%
August 4, 2024	2802	2851	1556	100%
August 5, 2024	3080	2921	1635	100%
August 6, 2024	2818	2890	1595	100%
August 7, 2024	2802	2883	1574	100%
August 8, 2024	2799	2876	1578	100%
August 9, 2024	2800	2877	1592	100%
August 10, 2024	2806	2858	1587	100%
August 11, 2024	2992	2867	1540	100%
August 12, 2024	2862	2960	1755	100%
August 13, 2024	3108	3090	2017	100%
August 14, 2024	3006	3069	1960	100%
August 15, 2024	3261	3053	1904	100%
August 16, 2024	2808	2895	1586	100%
August 17, 2024	2811	2861	1585	100%
August 18, 2024	2809	2865	1569	100%
August 19, 2024	2941	2911	1614	100%
August 20, 2024	2926	2906	1607	100%
August 21, 2024	2877	2954	1606	100%
August 22, 2024	2845	2897	1588	100%
August 23, 2024	2837	2885	1577	100%
August 24, 2024	2801	2869	1600	100%
August 25, 2024	2795	2917	1535	100%
August 26, 2024	2950	2930	1630	100%
August 27, 2024	2805	2946	1665	100%
August 28, 2024	2935	2945	1663	100%
August 29, 2024	2789	2954	1647	100%
August 30, 2024	2933	3006	1699	100%
August 31, 2024	2798	2912	1658	100%

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
September 1, 2024	2803	2861	1564	100%
September 2, 2024	2912	3095	1759	100%
September 3, 2024	2755	2947	1635	100%
September 4, 2024	2825	2921	1597	100%
September 5, 2024	2975	2966	1597	100%
September 6, 2024	2810	2912	1583	100%
September 7, 2024	4227	2911	1590	100%
September 8, 2024	2802	2860	1535	100%
September 9, 2024	2869	2921	1607	100%
September 10, 2024	2824	2929	1617	100%
September 11, 2024	2846	2902	1588	100%
September 12, 2024	3022	2901	1596	100%
September 13, 2024	2959	2857	1616	100%
September 14, 2024	2771	2851	1629	100%
September 15, 2024	2870	2814	1537	100%
September 16, 2024	2929	2911	1598	100%
September 17, 2024	2935	2881	1590	100%
September 18, 2024	2816	2877	1566	100%
September 19, 2024	2896	2876	1574	100%
September 20, 2024	2835	2913	1574	100%
September 21, 2024	2803	2891	1585	100%
September 22, 2024	2803	2838	1532	99%
September 23, 2024	3001	2904	1596	100%
September 24, 2024	3052	2907	1609	100%
September 25, 2024	2862	2905	1609	100%
September 26, 2024	2973	2932	1640	100%
September 27, 2024	2889	2887	1649	100%
September 28, 2024	2801	2891	1631	100%
September 29, 2024	2796	2850	1530	100%
September 30, 2024	2910	3099	1738	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