

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
April 1,2024	1229	495	1014	100%	100%	100%	0.00
April 2,2024	1253	503	1158	100%	100%	100%	0.01
April 3,2024	1283	529	1165	100%	100%	100%	0.00
April 4,2024	1278	516	1018	100%	100%	100%	0.01
April 5,2024	1258	510	954	100%	100%	100%	0.00
April 6,2024	1221	485	890	100%	100%	100%	0.01
April 7,2024	1231	503	936	100%	100%	100%	0.01
April 8,2024	1283	502	998	100%	100%	100%	0.01
April 9,2024	1376	522	980	100%	100%	100%	0.00
April 10,2024	1262	504	977	100%	100%	100%	0.01
April 11,2024	1250	500	981	100%	100%	100%	0.00
April 12,2024	1256	502	974	100%	100%	100%	0.01
April 13,2024	1385	488	900	100%	100%	100%	0.01
April 14,2024	1339	491	878	100%	100%	100%	0.01
April 15,2024	1278	514	953	100%	100%	100%	0.01
April 16,2024	1265	509	906	100%	100%	100%	0.01
April 17,2024	1225	517	901	100%	100%	100%	0.02
April 18,2024	1233	519	910	100%	100%	100%	0.05
April 19,2024	1222	509	962	100%	100%	100%	0.01
April 20,2024	1201	500	765	100%	100%	100%	0.01
April 21,2024	1201	521	755	100%	100%	100%	0.00
April 22,2024	1226	495	803	100%	100%	100%	0.01
April 23,2024	1297	550	801	100%	100%	100%	0.02
April 24,2024	1228	488	828	100%	100%	100%	0.00
April 25,2024	1253	521	838	100%	100%	100%	0.00
April 26,2024	1230	509	820	100%	100%	100%	0.01
April 27,2024	1270	523	823	100%	100%	100%	0.00
April 28,2024	1223	533	785	100%	100%	100%	0.00
April 29,2024	1267	515	885	100%	100%	100%	0.01
April 30,2024	1236	526	908	100%	100%	100%	0.02

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	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
May 1,2024	1197	484	759	100%	100%	100%	0.00
May 2,2024	1254	508	882	100%	100%	100%	0.01
May 3,2024	1282	564	810	100%	100%	100%	0.00
May 4,2024	1211	531	812	100%	100%	100%	0.00
May 5,2024	1213	521	756	100%	100%	100%	0.00
May 6,2024	1251	509	820	100%	100%	100%	0.18
May 7,2024	1252	517	834	100%	100%	100%	0.01
May 8,2024	1238	511	811	100%	100%	100%	0.00
May 9,2024	1278	525	776	100%	100%	100%	0.00
May 10,2024	1251	527	850	100%	100%	100%	0.01
May 11,2024	1226	526	835	100%	100%	100%	0.01
May 12,2024	1241	542	860	100%	100%	100%	0.00
May 13,2024	1253	516	937	100%	100%	100%	0.00
May 14,2024	1280	507	941	100%	100%	100%	0.01
May 15,2024	1248	520	953	100%	100%	100%	0.01
May 16,2024	1244	519	970	100%	100%	100%	0.00
May 17,2024	1386	516	975	100%	100%	100%	0.01
May 18,2024	1226	516	840	100%	100%	100%	0.00
May 19,2024	1216	535	724	100%	100%	100%	0.01
May 20,2024	1240	744	771	100%	100%	100%	0.01
May 21,2024	1241	513	766	100%	100%	100%	0.03
May 22,2024	1269	520	773	100%	100%	100%	0.01
May 23,2024	1240	507	765	100%	100%	100%	0.05
May 24,2024	1242	502	764	100%	100%	100%	0.01
May 25,2024	1222	501	594	100%	100%	100%	0.00
May 26,2024	1218	505	549	100%	100%	100%	0.01
May 27,2024	1243	503	642	100%	100%	100%	0.01
May 28,2024	1243	496	627	100%	100%	100%	0.00
May 29,2024	1244	860	627	100%	100%	100%	0.01
May 30,2024	1243	500	632	100%	100%	100%	0.00
May 31,2024	1243	504	680	100%	100%	100%	0.01

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
June 1,2024	1207	492	598	100%	100%	100%	0.00
June 2,2024	1206	495	565	100%	100%	100%	0.01
June 3,2024	1256	523	657	100%	100%	100%	0.00
June 4,2024	1264	521	631	100%	100%	100%	0.02
June 5,2024	1283	594	627	100%	100%	100%	0.02
June 6,2024	1185	521	632	100%	100%	100%	0.01
June 7,2024	1178	513	620	100%	100%	100%	0.00
June 8,2024	1164	519	585	80%	80%	80%	0.01
June 9,2024	1144	494	572	100%	100%	100%	0.00
June 10,2024	1188	509	626	100%	100%	100%	0.00
June 11,2024	1196	510	627	100%	100%	100%	0.01
June 12,2024	1189	509	618	100%	100%	100%	0.00
June 13,2024	1189	505	620	100%	100%	100%	0.01
June 14,2024	1178	492	624	100%	100%	100%	0.00
June 15,2024	1212	503	589	100%	100%	100%	1.18
June 16,2024	1155	493	558	100%	100%	100%	0.01
June 17,2024	1176	490	641	100%	100%	100%	0.15
June 18,2024	1171	486	616	100%	100%	100%	0.01
June 19,2024	1172	481	601	100%	100%	100%	0.00
June 20,2024	1170	476	601	100%	100%	100%	0.00
June 21,2024	1173	476	593	100%	100%	100%	0.00
June 22,2024	1190	500	591	95%	95%	95%	1.68
June 23,2024	1176	499	557	100%	100%	100%	0.00
June 24,2024	1191	479	618	100%	100%	100%	0.00
June 25,2024	1183	473	628	100%	100%	100%	0.00
June 26,2024	1192	484	645	100%	100%	100%	0.00
June 27,2024	1239	627	876	100%	100%	100%	0.00
June 28,2024	1261	682	691	100%	100%	100%	0.00
June 29,2024	1196	591	615	100%	100%	100%	0.01
June 30,2024	1210	627	593	100%	100%	100%	0.01

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1,2024	2328	2553	2934	100%
April 2,2024	2725	3138	3150	100%
April 3,2024	2606	3012	3153	100%
April 4,2024	2290	2531	3085	100%
April 5,2024	2355	2614	2975	100%
April 6,2024	2267	2497	2954	100%
April 7,2024	2242	2434	2909	100%
April 8,2024	2361	2635	2987	100%
April 9,2024	2313	2591	3000	100%
April 10,2024	2466	2812	2980	100%
April 11,2024	2425	2929	2954	100%
April 12,2024	2437	2959	2957	100%
April 13,2024	2379	3052	2953	100%
April 14,2024	2350	2740	2920	100%
April 15,2024	2457	2851	2995	100%
April 16,2024	2412	2873	2964	100%
April 17,2024	2400	2483	2949	100%
April 18,2024	2504	2928	2962	100%
April 19,2024	2520	2916	2969	100%
April 20,2024	2377	2945	3424	100%
April 21,2024	2455	2969	2909	100%
April 22,2024	2511	3013	2964	100%
April 23,2024	2431	2864	2976	100%
April 24,2024	2507	3045	2959	100%
April 25,2024	2563	3157	2973	100%
April 26,2024	2586	3023	3020	100%
April 27,2024	2386	2940	2995	100%
April 28,2024	2436	3007	2915	100%
April 29,2024	2511	2886	3037	100%
April 30,2024	2491	3030	3046	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1,2024	2407	2832	2930	100%
May 2,2024	2527	3004	3022	100%
May 3,2024	2499	2986	3000	100%
May 4,2024	2303	2721	3037	100%
May 5,2024	2294	2644	2929	100%
May 6,2024	3453	2806	3020	100%
May 7,2024	2474	2940	2999	100%
May 8,2024	2397	2855	2981	100%
May 9,2024	2354	2771	2927	100%
May 10,2024	2366	2728	2971	100%
May 11,2024	2394	2678	3009	100%
May 12,2024	2359	2776	2925	100%
May 13,2024	2424	2874	3002	100%
May 14,2024	2422	2833	2989	100%
May 15,2024	2380	2746	2991	100%
May 16,2024	2379	2730	2979	100%
May 17,2024	2458	2896	2980	100%
May 18,2024	2353	2750	3008	100%
May 19,2024	2329	2647	2922	100%
May 20,2024	2405	2883	2933	100%
May 21,2024	2412	2871	3249	100%
May 22,2024	2393	2809	2989	100%
May 23,2024	2476	3030	2992	100%
May 24,2024	2850	3987	2997	100%
May 25,2024	2890	4524	2993	100%
May 26,2024	2942	4406	2931	100%
May 27,2024	2929	4162	3035	100%
May 28,2024	2971	3964	3035	100%
May 29,2024	2907	4073	3028	100%
May 30,2024	2908	4113	2978	100%
May 31,2024	3007	4138	3076	100%

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1,2024	3324	4525	3080	100%
June 2,2024	2918	4379	2945	100%
June 3,2024	3143	4281	3091	100%
June 4,2024	3021	4176	3008	100%
June 5,2024	3191	4281	3005	100%
June 6,2024	3005	3763	2986	100%
June 7,2024	2614	2725	2982	100%
June 8,2024	2424	2620	2974	100%
June 9,2024	2349	2647	2917	100%
June 10,2024	2444	2754	2986	100%
June 11,2024	2445	2767	2981	100%
June 12,2024	2445	2824	2979	100%
June 13,2024	2431	2750	2971	100%
June 14,2024	2482	2760	2984	100%
June 15,2024	2382	2608	3002	100%
June 16,2024	2366	2658	2932	100%
June 17,2024	2552	2902	3008	100%
June 18,2024	2521	2847	2990	100%
June 19,2024	2442	2801	2974	100%
June 20,2024	2485	2847	2990	100%
June 21,2024	2557	2797	2993	100%
June 22,2024	2579	2868	2980	100%
June 23,2024	2425	2801	2932	100%
June 24,2024	2500	2854	2991	100%
June 25,2024	2505	2841	3000	100%
June 26,2024	2546	2828	3020	100%
June 27,2024	2674	3015	3062	100%
June 28,2024	2598	2955	3059	100%
June 29,2024	2434	2680	3043	100%
June 30,2024	2453	2736	2969	100%

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1,2024	2793	2819	1527	100%
April 2,2024	3048	3074	1736	100%
April 3,2024	2910	2933	1715	100%
April 4,2024	2820	2881	1614	100%
April 5,2024	2806	2869	1583	100%
April 6,2024	2812	2839	1583	100%
April 7,2024	2761	2824	1533	100%
April 8,2024	3029	2874	1594	100%
April 9,2024	2865	2871	1624	100%
April 10,2024	2928	2854	1573	100%
April 11,2024	2805	2845	1584	100%
April 12,2024	2795	2847	1588	100%
April 13,2024	2791	2828	1566	100%
April 14,2024	2799	2820	1548	99%
April 15,2024	2842	2889	1601	100%
April 16,2024	2801	2866	1590	100%
April 17,2024	2795	2858	1574	100%
April 18,2024	2830	2843	1554	100%
April 19,2024	2824	2842	1557	100%
April 20,2024	2796	2831	1811	100%
April 21,2024	2842	2834	1552	100%
April 22,2024	2900	2850	1577	100%
April 23,2024	2795	2897	1592	100%
April 24,2024	2840	2857	1574	100%
April 25,2024	2860	2823	1610	100%
April 26,2024	2825	2870	1619	100%
April 27,2024	2794	2837	1624	100%
April 28,2024	2796	2807	1537	100%
April 29,2024	2853	2925	1634	100%
April 30,2024	2819	2933	1652	100%

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1,2024	2798	2971	1568	100%
May 2,2024	2910	2922	1633	100%
May 3,2024	2928	2942	1599	100%
May 4,2024	2812	2866	1649	100%
May 5,2024	2806	2825	1543	100%
May 6,2024	2744	2883	1636	100%
May 7,2024	2949	2804	1611	100%
May 8,2024	2823	2873	1622	100%
May 9,2024	2835	2844	1561	100%
May 10,2024	2787	2934	1596	100%
May 11,2024	2816	2873	1625	100%
May 12,2024	2861	2966	1528	100%
May 13,2024	2856	2893	1630	100%
May 14,2024	2812	2813	1593	100%
May 15,2024	2854	2982	1614	100%
May 16,2024	2825	2881	1603	100%
May 17,2024	2829	2873	1577	100%
May 18,2024	2712	2860	1631	100%
May 19,2024	2818	2838	1540	100%
May 20,2024	2965	2860	1551	100%
May 21,2024	2855	2909	1614	100%
May 22,2024	2799	2892	1613	100%
May 23,2024	2809	2895	1615	100%
May 24,2024	2805	2903	1613	100%
May 25,2024	2796	2882	1611	100%
May 26,2024	2707	2843	1548	100%
May 27,2024	2859	2935	1653	100%
May 28,2024	2801	2947	1643	100%
May 29,2024	2819	2812	1646	100%
May 30,2024	2803	2895	1605	100%
May 31,2024	2954	3043	1736	100%

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## KPI &amp; Statistics

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## Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1,2024	3450	2939	1734	100%
June 2,2024	2816	2861	1598	100%
June 3,2024	2889	2982	1660	100%
June 4,2024	2801	2904	1606	100%
June 5,2024	2805	2906	1611	100%
June 6,2024	2824	2885	1575	100%
June 7,2024	2817	2870	1570	100%
June 8,2024	2917	2933	1580	100%
June 9,2024	2803	2841	1528	100%
June 10,2024	2833	2892	1589	100%
June 11,2024	2806	2884	1588	100%
June 12,2024	2822	2872	1608	100%
June 13,2024	2809	2871	1574	100%
June 14,2024	2889	2872	1599	100%
June 15,2024	2796	2873	1640	100%
June 16,2024	2808	2873	1541	100%
June 17,2024	2884	2904	1638	100%
June 18,2024	2811	2879	1601	100%
June 19,2024	2810	2872	1576	100%
June 20,2024	2813	2938	1608	100%
June 21,2024	2806	2868	1593	100%
June 22,2024	2918	2838	1576	100%
June 23,2024	2801	2829	1567	99%
June 24,2024	2814	2882	1616	100%
June 25,2024	2809	2889	1619	100%
June 26,2024	2792	2938	1616	100%
June 27,2024	2800	2926	1656	100%
June 28,2024	2819	2943	1680	100%
June 29,2024	2791	2819	1669	100%
June 30,2024	2729	2843	1603	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 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