

Deutsche Bank

Payment Services Directive 2

DE | Deutsche Bank AG |
Postbank

KPI &
Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR RATE
July 1, 2024	548	655	1060	100%	100%	100%	0.00
July 2, 2024	531	637	1021	100%	100%	100%	0.00
July 3, 2024	524	614	1020	100%	100%	100%	0.00
July 4, 2024	529	597	1007	100%	100%	100%	0.00
July 5, 2024	534	590	1041	100%	100%	100%	0.00
July 6, 2024	534	595	1600	100%	100%	100%	0.00
July 7, 2024	542	600	987	97%	97%	97%	0.14
July 8, 2024	537	601	1035	100%	100%	100%	0.00
July 9, 2024	582	651	1008	100%	100%	100%	0.00
July 10, 2024	598	667	1075	100%	100%	100%	0.00
July 11, 2024	605	671	1096	100%	100%	100%	0.00
July 12, 2024	561	631	1047	100%	100%	100%	0.00
July 13, 2024	511	577	1006	100%	100%	100%	0.00
July 14, 2024	513	577	942	100%	100%	100%	0.00
July 15, 2024	538	604	983	100%	100%	100%	0.00
July 16, 2024	533	600	998	100%	100%	100%	0.00
July 17, 2024	531	597	1002	100%	100%	100%	0.00
July 18, 2024	533	599	1011	100%	100%	100%	0.00
July 19, 2024	537	606	1039	100%	100%	100%	0.00
July 20, 2024	565	626	1042	100%	100%	100%	0.00
July 21, 2024	512	578	934	100%	100%	100%	0.00
July 22, 2024	549	617	968	100%	100%	100%	0.00
July 23, 2024	531	601	958	100%	100%	100%	0.01
July 24, 2024	518	589	938	100%	100%	100%	0.00
July 25, 2024	513	581	930	100%	100%	100%	0.00
July 26, 2024	513	579	913	100%	100%	100%	0.00
July 27, 2024	501	566	945	100%	100%	100%	0.00
July 28, 2024	496	558	898	100%	100%	100%	0.00
July 29, 2024	514	580	927	100%	100%	100%	0.00
July 30, 2024	519	587	952	100%	100%	100%	0.00
July 31, 2024	571	637	963	100%	100%	100%	0.00

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

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR RATE
August 1, 2024	574	641	979	100%	100%	100%	0.00
August 2, 2024	558	625	989	100%	100%	100%	0.00
August 3, 2024	546	616	970	100%	100%	100%	0.00
August 4, 2024	543	612	1011	100%	100%	100%	0.02
August 5, 2024	570	630	1012	100%	100%	100%	0.01
August 6, 2024	572	629	1033	100%	100%	100%	0.01
August 7, 2024	572	629	1022	100%	100%	100%	0.00
August 8, 2024	620	654	1039	98%	98%	98%	0.11
August 9, 2024	574	628	995	100%	100%	100%	0.00
August 10, 2024	555	605	1004	100%	100%	100%	0.00
August 11, 2024	545	597	966	100%	100%	100%	0.00
August 12, 2024	567	622	982	100%	100%	100%	0.00
August 13, 2024	566	618	985	100%	100%	100%	0.00
August 14, 2024	576	630	1067	100%	100%	100%	0.01
August 15, 2024	568	843	994	100%	100%	100%	0.00
August 16, 2024	574	631	993	100%	100%	100%	0.00
August 17, 2024	556	610	989	100%	100%	100%	0.00
August 18, 2024	546	600	981	100%	100%	100%	0.00
August 19, 2024	573	619	991	100%	100%	100%	0.00
August 20, 2024	576	630	981	100%	100%	100%	0.00
August 21, 2024	550	607	984	100%	100%	100%	0.00
August 22, 2024	553	602	1068	100%	100%	100%	0.00
August 23, 2024	552	603	977	100%	100%	100%	0.00
August 24, 2024	623	676	1209	100%	100%	100%	0.00
August 25, 2024	543	589	1031	100%	100%	100%	0.00
August 26, 2024	571	618	1002	100%	100%	100%	0.00
August 27, 2024	572	625	1130	100%	100%	100%	0.00
August 28, 2024	573	624	1068	100%	100%	100%	0.00
August 29, 2024	571	672	981	100%	100%	100%	0.00
August 30, 2024	569	612	981	100%	100%	100%	0.00
August 31, 2024	655	613	965	100%	100%	100%	0.01

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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
September 1, 2024	545	637	948	100%	100%	100%	0.00
September 2, 2024	581	628	981	100%	100%	100%	0.00
September 3, 2024	567	618	966	100%	100%	100%	0.00
September 4, 2024	561	617	991	100%	100%	100%	0.00
September 5, 2024	561	616	1005	100%	100%	100%	0.00
September 6, 2024	564	615	969	100%	100%	100%	0.01
September 7, 2024	570	614	993	100%	100%	100%	0.00
September 8, 2024	550	603	1748	100%	100%	100%	0.00
September 9, 2024	564	607	977	100%	100%	100%	0.00
September 10, 2024	561	615	1003	100%	100%	100%	0.01
September 11, 2024	547	606	982	100%	100%	100%	0.00
September 12, 2024	551	608	1073	100%	100%	100%	0.00
September 13, 2024	547	603	1009	100%	100%	100%	0.00
September 14, 2024	535	586	957	100%	100%	100%	0.00
September 15, 2024	532	580	948	100%	100%	100%	0.00
September 16, 2024	549	600	983	100%	100%	100%	0.00
September 17, 2024	582	594	978	100%	100%	100%	0.00
September 18, 2024	545	598	1020	100%	100%	100%	0.00
September 19, 2024	548	603	1001	100%	100%	100%	0.00
September 20, 2024	802	601	983	100%	100%	100%	0.00
September 21, 2024	544	594	1043	100%	100%	100%	0.00
September 22, 2024	537	587	970	100%	100%	100%	0.00
September 23, 2024	551	604	1143	100%	100%	100%	0.00
September 24, 2024	549	600	986	100%	100%	100%	0.00
September 25, 2024	551	605	980	100%	100%	100%	0.00
September 26, 2024	551	599	969	100%	100%	100%	0.00
September 27, 2024	548	598	983	100%	100%	100%	0.00
September 28, 2024	576	631	1371	100%	100%	100%	0.00
September 29, 2024	547	599	1019	100%	100%	100%	0.00
September 30, 2024	553	605	1044	100%	100%	100%	0.00

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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
July 1, 2024	916	1044	1150	100%
July 2, 2024	924	1027	1187	100%
July 3, 2024	924	1017	1225	100%
July 4, 2024	923	1034	1197	100%
July 5, 2024	923	1031	1169	100%
July 6, 2024	911	1039	1189	100%
July 7, 2024	908	1031	1220	100%
July 8, 2024	926	1045	1236	100%
July 9, 2024	924	1040	1211	100%
July 10, 2024	926	1048	1212	100%
July 11, 2024	945	1048	1198	100%
July 12, 2024	925	1035	1179	100%
July 13, 2024	914	1011	1211	100%
July 14, 2024	910	1016	1154	100%
July 15, 2024	926	1031	1199	100%
July 16, 2024	967	1038	1205	100%
July 17, 2024	920	1051	1211	100%
July 18, 2024	928	1027	1224	100%
July 19, 2024	923	1036	1287	100%
July 20, 2024	912	1040	1184	100%
July 21, 2024	910	1046	1190	100%
July 22, 2024	925	1028	1210	100%
July 23, 2024	923	1030	1210	100%
July 24, 2024	930	1043	1191	100%
July 25, 2024	928	1030	1206	100%
July 26, 2024	930	1044	1171	100%
July 27, 2024	917	1017	1189	100%
July 28, 2024	913	1027	1176	100%
July 29, 2024	928	1051	1208	100%
July 30, 2024	935	1039	1175	100%
July 31, 2024	910	1038	1145	100%

The backend services for online banking and Mobile banking are same. Hence, the data for both the channels are identical. All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.

Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

KPI & Statistics

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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
August 1, 2024	942	1035	1186	100%
August 2, 2024	920	1013	1190	100%
August 3, 2024	915	1019	1176	100%
August 4, 2024	928	1012	1192	100%
August 5, 2024	933	1037	1199	100%
August 6, 2024	930	1037	1212	100%
August 7, 2024	911	998	1153	100%
August 8, 2024	910	1012	1180	100%
August 9, 2024	908	1010	1171	100%
August 10, 2024	930	1008	1180	100%
August 11, 2024	919	1020	1226	100%
August 12, 2024	940	1027	1194	100%
August 13, 2024	917	1006	1100	100%
August 14, 2024	921	1006	1211	100%
August 15, 2024	913	1026	1180	100%
August 16, 2024	920	1016	1161	100%
August 17, 2024	924	1013	1245	100%
August 18, 2024	919	1018	1167	100%
August 19, 2024	921	1016	1157	100%
August 20, 2024	945	1015	1157	100%
August 21, 2024	923	1001	1159	100%
August 22, 2024	913	1019	1165	100%
August 23, 2024	931	1016	1153	100%
August 24, 2024	907	997	1130	100%
August 25, 2024	923	995	1112	100%
August 26, 2024	926	1030	1138	100%
August 27, 2024	920	1010	1133	100%
August 28, 2024	915	1031	1137	100%
August 29, 2024	928	1040	1222	100%
August 30, 2024	918	996	1130	100%
August 31, 2024	913	1030	1194	100%

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KPI & Statistics

[DE | Deutsche Bank AG | Postbank](#)

Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
September 1, 2024	906	1009	1130	100%
September 2, 2024	919	1028	1145	100%
September 3, 2024	916	996	1222	100%
September 4, 2024	913	996	1111	100%
September 5, 2024	916	1014	1143	100%
September 6, 2024	918	1020	1213	100%
September 7, 2024	915	1026	1158	100%
September 8, 2024	908	993	1149	100%
September 9, 2024	910	1021	1089	100%
September 10, 2024	919	998	1155	100%
September 11, 2024	918	986	1137	100%
September 12, 2024	914	1034	1139	100%
September 13, 2024	916	999	1070	100%
September 14, 2024	910	1013	1160	100%
September 15, 2024	914	1018	1163	100%
September 16, 2024	911	990	1133	100%
September 17, 2024	900	971	1240	100%
September 18, 2024	932	957	1123	100%
September 19, 2024	910	962	1075	100%
September 20, 2024	912	1000	1080	100%
September 21, 2024	910	981	1093	100%
September 22, 2024	920	992	1091	100%
September 23, 2024	900	978	1105	100%
September 24, 2024	900	979	1083	100%
September 25, 2024	910	969	1080	100%
September 26, 2024	927	1010	1080	100%
September 27, 2024	905	979	1085	100%
September 28, 2024	930	1030	1074	100%
September 29, 2024	928	1013	1090	100%
September 30, 2024	929	1000	1098	100%

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[DE | Deutsche Bank AG | Postbank](#)

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: 800 ms

AIS Tra: 800 ms

PIS Single: 900
ms

Mobile Channel

AIS Bal: 800 ms

AIS Tra: 800 ms

PIS Single: 900
ms