

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
April 1, 2024	595	775	1356	100%	100%	100%	0.00
April 2, 2024	629	816	1428	100%	100%	100%	0.00
April 3, 2024	621	804	1446	100%	100%	100%	0.00
April 4, 2024	612	802	1415	100%	100%	100%	0.00
April 5, 2024	617	806	1444	100%	100%	100%	0.00
April 6, 2024	580	750	1333	100%	100%	100%	0.00
April 7, 2024	581	934	1379	100%	100%	100%	0.00
April 8, 2024	594	776	1440	100%	100%	100%	0.00
April 9, 2024	613	795	1502	100%	100%	100%	0.00
April 10, 2024	605	791	1383	100%	100%	100%	0.00
April 11, 2024	605	786	1408	100%	100%	100%	0.00
April 12, 2024	604	787	1440	100%	100%	100%	0.00
April 13, 2024	581	986	1341	100%	100%	100%	0.00
April 14, 2024	577	753	1372	100%	100%	100%	0.00
April 15, 2024	611	792	1393	100%	100%	100%	0.00
April 16, 2024	607	787	1345	100%	100%	100%	0.00
April 17, 2024	614	798	1330	100%	100%	100%	0.00
April 18, 2024	608	791	1342	100%	100%	100%	0.03
April 19, 2024	617	795	1386	100%	100%	100%	0.00
April 20, 2024	585	761	1222	100%	100%	100%	0.00
April 21, 2024	586	763	1199	100%	100%	100%	0.00
April 22, 2024	602	783	1272	100%	100%	100%	0.00
April 23, 2024	658	707	1275	100%	100%	100%	0.00
April 24, 2024	611	686	1338	100%	100%	100%	0.00
April 25, 2024	617	690	1271	100%	100%	100%	0.00
April 26, 2024	605	678	1275	100%	100%	100%	0.00
April 27, 2024	600	670	1332	100%	100%	100%	0.00
April 28, 2024	588	653	1331	100%	100%	100%	0.00
April 29, 2024	627	697	1312	100%	100%	100%	0.00
April 30, 2024	612	908	1309	100%	100%	100%	0.01

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>

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
May 1, 2024	584	655	1182	100%	100%	100%	0.00
May 2, 2024	615	688	1781	100%	100%	100%	0.00
May 3, 2024	591	663	1250	100%	100%	100%	0.00
May 4, 2024	584	646	1276	100%	100%	100%	0.00
May 5, 2024	574	639	1210	100%	100%	100%	0.00
May 6, 2024	594	668	1255	100%	100%	100%	0.01
May 7, 2024	589	654	1282	100%	100%	100%	0.00
May 8, 2024	594	656	1287	100%	100%	100%	0.00
May 9, 2024	667	644	1294	100%	100%	100%	0.00
May 10, 2024	600	658	1306	100%	100%	100%	0.00
May 11, 2024	587	649	1358	100%	100%	100%	0.00
May 12, 2024	611	661	1362	100%	100%	100%	0.02
May 13, 2024	649	716	1517	100%	100%	100%	0.03
May 14, 2024	593	657	1432	100%	100%	100%	0.00
May 15, 2024	607	678	1514	100%	100%	100%	0.00
May 16, 2024	614	677	1540	100%	100%	100%	0.00
May 17, 2024	603	674	1471	100%	100%	100%	0.00
May 18, 2024	576	650	1269	100%	100%	100%	0.00
May 19, 2024	587	651	1209	100%	100%	100%	0.00
May 20, 2024	610	681	1038	100%	100%	100%	0.00
May 21, 2024	623	700	1186	92%	92%	92%	3.82
May 22, 2024	587	846	1298	100%	100%	100%	0.00
May 23, 2024	576	644	1194	100%	100%	100%	0.00
May 24, 2024	586	652	1161	100%	100%	100%	0.00
May 25, 2024	563	624	1081	100%	100%	100%	0.01
May 26, 2024	565	625	973	100%	100%	100%	0.00
May 27, 2024	562	629	1031	100%	100%	100%	0.00
May 28, 2024	565	630	1011	100%	100%	100%	0.00
May 29, 2024	564	634	994	100%	100%	100%	0.00
May 30, 2024	562	630	1007	100%	100%	100%	0.00
May 31, 2024	567	638	1001	100%	100%	100%	0.02

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## Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
June 1, 2024	552	623	970	100%	100%	100%	0.00
June 2, 2024	548	621	1037	100%	100%	100%	0.00
June 3, 2024	563	641	1013	100%	100%	100%	0.00
June 4, 2024	573	649	1055	100%	100%	100%	0.00
June 5, 2024	611	680	1053	100%	100%	100%	0.00
June 6, 2024	588	667	1078	100%	100%	100%	0.00
June 7, 2024	580	661	1043	100%	100%	100%	0.00
June 8, 2024	568	822	1070	80%	80%	80%	0.31
June 9, 2024	627	655	1026	100%	100%	100%	0.22
June 10, 2024	571	651	1088	100%	100%	100%	0.00
June 11, 2024	588	666	1082	100%	100%	100%	0.00
June 12, 2024	571	652	1050	100%	100%	100%	0.00
June 13, 2024	569	648	1042	100%	100%	100%	0.00
June 14, 2024	565	646	1071	100%	100%	100%	0.00
June 15, 2024	552	624	1001	100%	100%	100%	0.00
June 16, 2024	544	613	984	100%	100%	100%	0.00
June 17, 2024	560	634	1015	100%	100%	100%	0.09
June 18, 2024	536	609	990	100%	100%	100%	0.00
June 19, 2024	533	599	962	100%	100%	100%	0.00
June 20, 2024	523	594	958	100%	100%	100%	0.00
June 21, 2024	520	587	957	100%	100%	100%	0.00
June 22, 2024	507	570	1081	95%	95%	95%	2.81
June 23, 2024	495	558	931	100%	100%	100%	0.00
June 24, 2024	605	587	986	100%	100%	100%	0.00
June 25, 2024	523	589	964	100%	100%	100%	0.00
June 26, 2024	527	595	963	100%	100%	100%	0.00
June 27, 2024	568	625	958	100%	100%	100%	0.00
June 28, 2024	556	639	1021	100%	100%	100%	0.00
June 29, 2024	578	626	986	100%	100%	100%	0.00
June 30, 2024	568	632	966	100%	100%	100%	0.00

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## KPI &amp; Statistics

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## Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1, 2024	916	2937	1211	100%
April 2, 2024	924	2755	1218	100%
April 3, 2024	924	2490	1225	100%
April 4, 2024	924	2417	1197	100%
April 5, 2024	923	2881	1169	100%
April 6, 2024	911	2777	1201	100%
April 7, 2024	908	1073	1220	100%
April 8, 2024	926	2885	1236	100%
April 9, 2024	924	1840	1211	100%
April 10, 2024	926	2237	1206	100%
April 11, 2024	926	1261	1198	100%
April 12, 2024	925	1287	1179	100%
April 13, 2024	914	1190	1211	100%
April 14, 2024	910	1449	1224	100%
April 15, 2024	926	2628	1199	100%
April 16, 2024	927	1936	1205	100%
April 17, 2024	925	1905	1211	100%
April 18, 2024	928	1404	1224	100%
April 19, 2024	923	1735	1253	100%
April 20, 2024	911	1278	1184	100%
April 21, 2024	910	1211	1190	100%
April 22, 2024	925	1567	1210	100%
April 23, 2024	923	1347	1215	100%
April 24, 2024	930	1108	1191	100%
April 25, 2024	928	1811	1206	100%
April 26, 2024	936	2028	1171	100%
April 27, 2024	917	1988	1189	100%
April 28, 2024	913	2695	1112	100%
April 29, 2024	933	1783	1208	100%
April 30, 2024	935	2984	1175	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>

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## Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1, 2024	920	1919	1191	100%
May 2, 2024	942	1956	1186	100%
May 3, 2024	934	2470	1190	100%
May 4, 2024	915	2316	1176	100%
May 5, 2024	913	2619	1192	100%
May 6, 2024	933	1766	1202	100%
May 7, 2024	931	1098	1172	100%
May 8, 2024	911	2631	1153	100%
May 9, 2024	905	1261	1171	100%
May 10, 2024	908	1265	1171	100%
May 11, 2024	904	2658	1208	100%
May 12, 2024	919	2564	1226	100%
May 13, 2024	940	1337	1194	100%
May 14, 2024	914	1575	1187	100%
May 15, 2024	917	1668	1211	100%
May 16, 2024	913	1343	1180	100%
May 17, 2024	920	1586	1161	100%
May 18, 2024	912	2756	1179	100%
May 19, 2024	912	2828	1167	100%
May 20, 2024	911	2691	1155	100%
May 21, 2024	945	1683	1157	100%
May 22, 2024	911	1981	1159	100%
May 23, 2024	913	2303	1158	100%
May 24, 2024	914	1948	1153	100%
May 25, 2024	907	2763	1130	100%
May 26, 2024	901	1972	1142	100%
May 27, 2024	912	2386	1138	100%
May 28, 2024	913	1025	1133	100%
May 29, 2024	915	1809	1137	100%
May 30, 2024	912	1515	1141	100%
May 31, 2024	918	1636	1130	100%

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## Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1, 2024	913	1206	1202	100%
June 2, 2024	906	1124	1130	100%
June 3, 2024	915	2547	1145	100%
June 4, 2024	916	2231	1142	100%
June 5, 2024	913	2178	1143	100%
June 6, 2024	917	1735	1143	100%
June 7, 2024	918	2718	1143	100%
June 8, 2024	915	2245	1158	100%
June 9, 2024	908	2711	1149	100%
June 10, 2024	917	2385	1148	100%
June 11, 2024	919	2615	1155	100%
June 12, 2024	911	2833	1137	100%
June 13, 2024	914	2370	1139	100%
June 14, 2024	916	1981	1145	100%
June 15, 2024	910	2912	1160	100%
June 16, 2024	902	2892	1163	100%
June 17, 2024	911	2347	1133	100%
June 18, 2024	900	2855	1124	100%
June 19, 2024	899	2557	1123	100%
June 20, 2024	898	2659	1075	100%
June 21, 2024	898	1046	1080	100%
June 22, 2024	896	1003	1093	100%
June 23, 2024	891	2863	1091	100%
June 24, 2024	900	2946	1105	100%
June 25, 2024	900	2410	1083	100%
June 26, 2024	900	1575	1080	100%
June 27, 2024	902	1825	1080	90%
June 28, 2024	905	2208	1085	100%
June 29, 2024	900	2148	1074	100%
June 30, 2024	909	1338	1098	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: 800 ms

AIS Tra: 800 ms

PIS Single: 900 ms

#### Mobile Channel

AIS Bal: 800 ms

AIS Tra: 800 ms

PIS Single: 900 ms