

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
October 1, 2024	530	590	987	100%	100%	100%	0.00
October 2, 2024	518	574	944	100%	100%	100%	0.00
October 3, 2024	500	556	900	100%	96%	100%	0.10
October 4, 2024	507	564	919	100%	100%	100%	0.00
October 5, 2024	497	552	916	100%	100%	100%	0.03
October 6, 2024	496	549	947	100%	100%	100%	0.05
October 7, 2024	508	564	941	100%	100%	100%	0.02
October 8, 2024	509	566	954	100%	100%	100%	0.01
October 9, 2024	519	574	968	100%	100%	100%	0.01
October 10, 2024	525	581	950	100%	100%	100%	0.01
October 11, 2024	522	578	934	100%	100%	100%	0.00
October 12, 2024	501	982	906	97%	97%	97%	0.89
October 13, 2024	503	558	917	100%	100%	100%	0.00
October 14, 2024	533	589	959	100%	100%	100%	0.00
October 15, 2024	556	615	986	100%	100%	100%	0.00
October 16, 2024	577	616	980	100%	100%	100%	0.00
October 17, 2024	566	617	962	100%	100%	100%	0.00
October 18, 2024	557	609	962	100%	100%	100%	0.00
October 19, 2024	548	593	1020	100%	100%	100%	0.00
October 20, 2024	551	591	967	100%	100%	100%	0.00
October 21, 2024	563	608	991	100%	100%	100%	0.00
October 22, 2024	564	609	994	100%	100%	100%	0.00
October 23, 2024	569	620	975	100%	100%	100%	0.00
October 24, 2024	611	608	979	100%	100%	100%	0.00
October 25, 2024	552	608	953	100%	100%	100%	0.00
October 26, 2024	543	594	966	96%	96%	96%	0.93
October 27, 2024	531	576	928	98%	98%	98%	0.97
October 28, 2024	557	609	967	100%	100%	100%	0.00
October 29, 2024	555	610	981	100%	100%	100%	0.01
October 30, 2024	532	586	1163	100%	100%	100%	0.01
October 31, 2024	535	583	928	100%	100%	100%	0.00

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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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	Error Rate
November 1, 2024	529	580	956	100%	100%	100%	0.00
November 2, 2024	524	572	920	100%	100%	100%	0.00
November 3, 2024	579	581	966	100%	99%	100%	0.14
November 4, 2024	546	592	973	100%	100%	100%	0.00
November 5, 2024	541	599	955	100%	100%	100%	0.00
November 6, 2024	554	607	954	100%	100%	100%	0.00
November 7, 2024	539	591	950	100%	100%	100%	0.01
November 8, 2024	534	595	943	100%	100%	100%	0.00
November 9, 2024	529	587	948	100%	100%	100%	0.00
November 10, 2024	523	573	945	100%	100%	100%	0.00
November 11, 2024	544	598	953	100%	100%	100%	0.00
November 12, 2024	546	601	1020	100%	100%	100%	0.00
November 13, 2024	525	582	922	100%	100%	100%	0.01
November 14, 2024	506	566	944	100%	100%	100%	0.00
November 15, 2024	502	564	933	100%	100%	100%	0.00
November 16, 2024	494	552	902	100%	100%	100%	0.00
November 17, 2024	490	547	903	100%	100%	100%	0.00
November 18, 2024	503	562	932	100%	100%	100%	0.00
November 19, 2024	509	570	949	100%	100%	100%	0.00
November 20, 2024	508	567	914	100%	100%	100%	0.00
November 21, 2024	508	572	934	100%	100%	100%	0.00
November 22, 2024	505	563	935	100%	100%	100%	0.00
November 23, 2024	489	546	926	100%	100%	100%	0.00
November 24, 2024	492	554	914	100%	100%	100%	0.00
November 25, 2024	520	583	953	100%	100%	100%	0.00
November 26, 2024	524	588	956	100%	100%	100%	0.00
November 27, 2024	522	583	934	100%	100%	100%	0.00
November 28, 2024	536	598	935	100%	100%	100%	0.00
November 29, 2024	543	602	956	100%	100%	100%	0.00
November 30, 2024	518	574	982	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	525	582	930	100%	100%	100%	0.00
December 2, 2024	564	628	982	100%	100%	100%	0.00
December 3, 2024	548	617	968	100%	100%	100%	0.00
December 4, 2024	544	609	951	100%	100%	100%	0.00
December 5, 2024	538	611	963	100%	100%	100%	0.01
December 6, 2024	533	598	947	100%	100%	100%	0.00
December 7, 2024	539	595	949	100%	100%	100%	0.05
December 8, 2024	553	614	959	100%	100%	100%	0.00
December 9, 2024	565	625	1207	100%	100%	100%	0.04
December 10, 2024	572	627	1026	100%	100%	100%	0.00
December 11, 2024	570	629	1248	100%	100%	100%	0.00
December 12, 2024	575	705	1066	100%	100%	100%	0.00
December 13, 2024	564	611	979	100%	100%	100%	0.00
December 14, 2024	556	596	966	100%	100%	100%	0.00
December 15, 2024	554	592	970	100%	100%	100%	0.00
December 16, 2024	577	624	983	100%	100%	100%	0.00
December 17, 2024	570	608	981	100%	100%	100%	0.00
December 18, 2024	573	619	988	100%	100%	100%	0.00
December 19, 2024	532	631	1004	100%	100%	100%	0.00
December 20, 2024	577	620	974	100%	100%	100%	0.00
December 21, 2024	567	616	966	100%	100%	100%	0.00
December 22, 2024	562	611	982	100%	100%	100%	0.00
December 23, 2024	584	630	1096	100%	100%	100%	0.00
December 24, 2024	567	605	954	100%	100%	100%	0.00
December 25, 2024	561	592	962	100%	100%	100%	0.00
December 26, 2024	559	590	952	100%	100%	100%	0.00
December 27, 2024	576	606	964	100%	100%	100%	0.00
December 28, 2024	567	597	939	100%	100%	100%	0.00
December 29, 2024	565	593	959	100%	100%	100%	0.00
December 30, 2024	584	617	1085	100%	100%	100%	0.00
December 31, 2024	574	601	976	100%	100%	100%	0.00

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KPI & Statistics

Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
October 1, 2024	903	988	1087	100%
October 2, 2024	898	958	1076	100%
October 3, 2024	891	959	1066	100%
October 4, 2024	896	967	1070	100%
October 5, 2024	890	967	1064	100%
October 6, 2024	891	977	1075	100%
October 7, 2024	899	993	1085	100%
October 8, 2024	897	969	1087	100%
October 9, 2024	898	970	1085	100%
October 10, 2024	899	987	1073	100%
October 11, 2024	897	998	1077	100%
October 12, 2024	890	976	1075	100%
October 13, 2024	888	971	1086	100%
October 14, 2024	901	989	1091	100%
October 15, 2024	907	983	1096	100%
October 16, 2024	900	977	1076	100%
October 17, 2024	902	981	1076	100%
October 18, 2024	904	985	1078	100%
October 19, 2024	898	1011	1062	100%
October 20, 2024	895	1005	1094	100%
October 21, 2024	902	992	1096	100%
October 22, 2024	901	986	1107	100%
October 23, 2024	903	975	1087	100%
October 24, 2024	911	984	1099	100%
October 25, 2024	911	988	1100	100%
October 26, 2024	939	1008	1128	100%
October 27, 2024	897	1009	1109	100%
October 28, 2024	914	995	1128	100%
October 29, 2024	912	987	1117	100%
October 30, 2024	912	974	1084	100%
October 31, 2024	909	977	1085	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.
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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
November 1, 2024	907	990	1088	100%
November 2, 2024	904	982	1125	100%
November 3, 2024	898	979	1105	100%
November 4, 2024	907	998	1094	100%
November 5, 2024	905	986	1092	100%
November 6, 2024	907	971	1087	100%
November 7, 2024	905	965	1080	100%
November 8, 2024	901	960	1086	100%
November 9, 2024	901	963	1095	100%
November 10, 2024	895	967	1106	100%
November 11, 2024	906	968	1097	100%
November 12, 2024	904	982	1073	100%
November 13, 2024	898	977	1074	100%
November 14, 2024	897	977	1080	100%
November 15, 2024	898	968	1076	100%
November 16, 2024	889	973	1086	100%
November 17, 2024	888	967	1091	100%
November 18, 2024	898	994	1081	100%
November 19, 2024	897	988	1075	100%
November 20, 2024	895	978	1084	100%
November 21, 2024	895	1005	1079	100%
November 22, 2024	894	1004	1078	100%
November 23, 2024	890	991	1088	100%
November 24, 2024	890	994	1088	100%
November 25, 2024	899	996	1087	100%
November 26, 2024	901	992	1084	100%
November 27, 2024	903	989	1078	100%
November 28, 2024	903	989	1077	100%
November 29, 2024	906	979	1087	100%
November 30, 2024	897	988	1077	100%

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Online Channel/Mobile Channel

	AIS Bal	AIS Tra	PIS Single	Up
December 1, 2024	895	989	1084	100%
December 2, 2024	907	988	1094	100%
December 3, 2024	906	998	1086	100%
December 4, 2024	907	1003	1078	100%
December 5, 2024	907	1003	1086	100%
December 6, 2024	905	994	1089	100%
December 7, 2024	902	996	1093	100%
December 8, 2024	902	992	1109	100%
December 9, 2024	914	1004	1135	100%
December 10, 2024	914	998	1109	100%
December 11, 2024	915	997	1094	100%
December 12, 2024	910	997	1087	100%
December 13, 2024	911	993	1090	100%
December 14, 2024	900	1000	1093	100%
December 15, 2024	899	1002	1110	100%
December 16, 2024	912	989	1096	100%
December 17, 2024	911	985	1098	100%
December 18, 2024	911	979	1100	100%
December 19, 2024	915	1012	1099	100%
December 20, 2024	913	1002	1110	100%
December 21, 2024	909	996	1098	100%
December 22, 2024	905	982	1102	100%
December 23, 2024	918	982	1094	100%
December 24, 2024	910	1002	1108	100%
December 25, 2024	907	1020	1135	100%
December 26, 2024	908	987	1103	100%
December 27, 2024	921	986	1100	100%
December 28, 2024	913	985	1101	100%
December 29, 2024	906	984	1094	100%
December 30, 2024	919	1003	1096	100%
December 31, 2024	914	1003	1085	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.

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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