

Deutsche Bank

Payment Services Directive 2

LU | Deutsche Bank Luxembourg S.A.|DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
April 1, 2024	0	0	0	100%	100%	100%	0.00
April 2, 2024	0	0	0	100%	100%	100%	0.00
April 3, 2024	0	0	0	100%	100%	100%	0.00
April 4, 2024	0	0	0	100%	100%	100%	0.00
April 5, 2024	0	0	0	100%	100%	100%	0.00
April 6, 2024	0	0	0	100%	100%	100%	0.00
April 7, 2024	0	0	0	100%	100%	100%	0.00
April 8, 2024	0	0	0	100%	100%	100%	0.00
April 9, 2024	0	0	0	100%	100%	100%	0.00
April 10, 2024	0	0	0	100%	100%	100%	0.00
April 11, 2024	0	0	0	100%	100%	100%	0.00
April 12, 2024	0	0	0	100%	100%	100%	0.00
April 13, 2024	0	0	0	100%	100%	100%	0.00
April 14, 2024	0	0	0	100%	100%	100%	0.00
April 15, 2024	0	0	0	100%	100%	100%	0.00
April 16, 2024	0	0	0	100%	100%	100%	0.00
April 17, 2024	0	0	0	100%	100%	100%	0.00
April 18, 2024	0	0	0	100%	100%	100%	0.00
April 19, 2024	0	0	0	100%	100%	100%	0.00
April 20, 2024	0	0	0	100%	100%	100%	0.00
April 21, 2024	0	0	0	100%	100%	100%	0.00
April 22, 2024	0	0	0	100%	100%	100%	0.00
April 23, 2024	0	0	0	100%	100%	100%	0.00
April 24, 2024	0	0	0	100%	100%	100%	0.00
April 25, 2024	0	0	0	100%	100%	100%	0.00
April 26, 2024	0	0	0	100%	100%	100%	0.00
April 27, 2024	0	0	0	100%	100%	100%	0.00
April 28, 2024	0	0	0	100%	100%	100%	0.00
April 29, 2024	0	0	0	100%	100%	100%	0.00
April 30, 2024	0	0	0	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

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
May 1, 2024	0	0	0	100%	100%	100%	0.00
May 2, 2024	0	0	0	100%	100%	100%	0.00
May 3, 2024	0	0	0	100%	100%	100%	0.00
May 4, 2024	0	0	0	100%	100%	100%	0.00
May 5, 2024	0	0	0	100%	100%	100%	0.00
May 6, 2024	0	0	0	100%	100%	100%	0.00
May 7, 2024	0	0	0	100%	100%	100%	0.00
May 8, 2024	0	0	0	100%	100%	100%	0.00
May 9, 2024	0	0	0	100%	100%	100%	0.00
May 10, 2024	0	0	0	100%	100%	100%	0.00
May 11, 2024	0	0	0	100%	100%	100%	0.00
May 12, 2024	0	0	0	100%	100%	100%	0.00
May 13, 2024	0	0	0	100%	100%	100%	0.00
May 14, 2024	0	0	0	100%	100%	100%	0.00
May 15, 2024	0	0	0	100%	100%	100%	0.00
May 16, 2024	0	0	0	100%	100%	100%	0.00
May 17, 2024	0	0	0	100%	100%	100%	0.00
May 18, 2024	0	0	0	100%	100%	100%	0.00
May 19, 2024	0	0	0	100%	100%	100%	0.00
May 20, 2024	0	0	0	100%	100%	100%	0.00
May 21, 2024	0	0	0	100%	100%	100%	0.00
May 22, 2024	0	0	0	100%	100%	100%	0.00
May 23, 2024	0	0	0	100%	100%	100%	0.00
May 24, 2024	0	0	0	100%	100%	100%	0.00
May 25, 2024	0	0	0	100%	100%	100%	0.00
May 26, 2024	0	0	0	100%	100%	100%	0.00
May 27, 2024	0	0	0	100%	100%	100%	0.00
May 28, 2024	0	0	0	100%	100%	100%	0.00
May 29, 2024	0	0	0	100%	100%	100%	0.00
May 30, 2024	0	0	0	100%	100%	100%	0.00
May 31, 2024	0	0	0	100%	100%	100%	0.00

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KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)	ERROR_RATE
June 1, 2024	0	0	0	100%	100%	100%	0.00
June 2, 2024	0	0	0	100%	100%	100%	0.00
June 3, 2024	0	0	0	100%	100%	100%	0.00
June 4, 2024	0	0	0	100%	100%	100%	0.00
June 5, 2024	0	0	0	100%	100%	100%	0.00
June 6, 2024	0	0	0	100%	100%	100%	0.00
June 7, 2024	0	0	0	100%	100%	100%	0.00
June 8, 2024	0	0	0	100%	100%	100%	0.00
June 9, 2024	0	0	0	100%	100%	100%	0.00
June 10, 2024	0	0	0	100%	100%	100%	0.00
June 11, 2024	0	0	0	100%	100%	100%	0.00
June 12, 2024	0	0	0	100%	100%	100%	0.00
June 13, 2024	0	0	0	100%	100%	100%	0.00
June 14, 2024	0	0	0	100%	100%	100%	0.00
June 15, 2024	0	0	0	100%	100%	100%	0.00
June 16, 2024	0	0	0	100%	100%	100%	0.00
June 17, 2024	0	0	0	100%	100%	100%	0.00
June 18, 2024	0	0	0	100%	100%	100%	0.00
June 19, 2024	0	0	0	100%	100%	100%	0.00
June 20, 2024	0	0	0	100%	100%	100%	0.00
June 21, 2024	0	0	0	100%	100%	100%	0.00
June 22, 2024	0	0	0	95%	95%	95%	0.00
June 23, 2024	0	0	0	100%	100%	100%	0.00
June 24, 2024	0	0	0	100%	100%	100%	0.00
June 25, 2024	0	0	0	100%	100%	100%	0.00
June 26, 2024	0	0	0	100%	100%	100%	0.00
June 27, 2024	0	0	0	100%	100%	100%	0.00
June 28, 2024	0	0	0	100%	100%	100%	0.00
June 29, 2024	0	0	0	100%	100%	100%	0.00
June 30, 2024	0	0	0	100%	100%	100%	0.00

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KPI & Statistics

## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
April 1, 2024	353	2396	No transactions	100%
April 2, 2024	349	1717	3395	100%
April 3, 2024	361	2498	3088	100%
April 4, 2024	359	2963	2904	100%
April 5, 2024	353	2300	3601	100%
April 6, 2024	381	3365	No transactions	100%
April 7, 2024	360	3349	No transactions	100%
April 8, 2024	342	2476	5335	100%
April 9, 2024	349	1781	1980	100%
April 10, 2024	352	2496	2257	100%
April 11, 2024	353	2058	3060	100%
April 12, 2024	352	7593	No transactions	100%
April 13, 2024	398	No transactions	No transactions	100%
April 14, 2024	351	No transactions	No transactions	100%
April 15, 2024	342	3743	1822	100%
April 16, 2024	347	1128	2620	100%
April 17, 2024	347	1914	3418	100%
April 18, 2024	348	1674	3130	100%
April 19, 2024	346	1291	6498	100%
April 20, 2024	385	1287	2916	100%
April 21, 2024	379	4013	9805	100%
April 22, 2024	342	3326	3936	100%
April 23, 2024	347	1401	2636	100%
April 24, 2024	347	1971	2681	100%
April 25, 2024	349	1844	3131	100%
April 26, 2024	355	1649	2230	100%
April 27, 2024	383	2670	No transactions	100%
April 28, 2024	345	2220	No transactions	100%
April 29, 2024	332	1921	1662	100%
April 30, 2024	349	1488	2589	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
May 1, 2024	379	2242	3035	100%
May 2, 2024	367	1335	3815	100%
May 3, 2024	345	2051	4160	100%
May 4, 2024	345	1272	4951	100%
May 5, 2024	No transactions	No transactions	No transactions	100%
May 6, 2024	348	4863	5001	100%
May 7, 2024	345	1568	3746	100%
May 8, 2024	361	3814	4491	100%
May 9, 2024	378	1957	3040	100%
May 10, 2024	345	1980	4799	100%
May 11, 2024	372	No transactions	No transactions	100%
May 12, 2024	378	No transactions	No transactions	100%
May 13, 2024	336	1582	No transactions	100%
May 14, 2024	362	1904	9074	100%
May 15, 2024	387	4919	7180	100%
May 16, 2024	364	1974	2525	100%
May 17, 2024	375	1418	6703	100%
May 18, 2024	402	1662		100%
May 19, 2024	349	2802	8971	100%
May 20, 2024	347	2175	No transactions	100%
May 21, 2024	346	1729	3471	100%
May 22, 2024	343	2786	6078	100%
May 23, 2024	358	1449	No transactions	100%
May 24, 2024	381	5672	4980	100%
May 25, 2024	409	3287	No transactions	100%
May 26, 2024	386	2126	4080	100%
May 27, 2024	349	2851	4719	100%
May 28, 2024	347	2464	2465	100%
May 29, 2024	349	1721	2715	100%
May 30, 2024	348	1830	2464	100%
May 31, 2024	356	2597	4172	100%

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## KPI &amp; Statistics

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## Online Channel

	AIS Bal	AIS Tra	PIS Single	Up
June 1, 2024	414	3166	No transactions	100%
June 2, 2024	390	No transactions	No transactions	100%
June 3, 2024	334	5387	3577	100%
June 4, 2024	340	2892	3342	100%
June 5, 2024	348	1713	4556	100%
June 6, 2024	340	5305	3897	100%
June 7, 2024	342	3575	3883	100%
June 8, 2024	404	2451	4172	100%
June 9, 2024	351	2064	7762	100%
June 10, 2024	332	1461	3409	100%
June 11, 2024	338	1685	3710	100%
June 12, 2024	357	2218	4501	100%
June 13, 2024	351	2349	6001	100%
June 14, 2024	349	3274	4511	100%
June 15, 2024	391	2226	No transactions	100%
June 16, 2024	447	1771	2954	100%
June 17, 2024	355	2881		100%
June 18, 2024	343	3624	2720	100%
June 19, 2024	337	1704	5853	100%
June 20, 2024	348	2233	4444	100%
June 21, 2024	339	2012	4504	100%
June 22, 2024	482	2631	No transactions	100%
June 23, 2024	383	5555	No transactions	100%
June 24, 2024	342	2206	4570	100%
June 25, 2024	362	2292	4609	100%
June 26, 2024	354	2142	5928	100%
June 27, 2024	364	1966	5080	100%
June 28, 2024	357	3423	4273	100%
June 29, 2024	363	2073	4393	100%
June 30, 2024	346	1491	No transactions	100%

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## KPI &amp; Statistics

### 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: