

## OCTOBER 2020

| Personal Internet Banking (PIB) |               |        |            |
|---------------------------------|---------------|--------|------------|
| Date                            | Response Time | Uptime | Agreed SLA |
| 01.10.2020                      | 0.27          | 99.90  | 99.5       |
| 02.10.2020                      | 0.27          | 99.93  | 99.5       |
| 03.10.2020                      | 0.24          | 99.95  | 99.5       |
| 04.10.2020                      | 0.24          | 99.44  | 99.5       |
| 05.10.2020                      | 0.28          | 99.93  | 99.5       |
| 06.10.2020                      | 0.27          | 99.92  | 99.5       |
| 07.10.2020                      | 0.27          | 99.93  | 99.5       |
| 08.10.2020                      | 0.27          | 99.93  | 99.5       |
| 09.10.2020                      | 0.27          | 99.94  | 99.5       |
| 10.10.2020                      | 0.24          | 99.96  | 99.5       |
| 11.10.2020                      | 0.24          | 99.32  | 99.5       |
| 12.10.2020                      | 0.29          | 99.91  | 99.5       |
| 13.10.2020                      | 0.27          | 99.93  | 99.5       |
| 14.10.2020                      | 0.26          | 99.90  | 99.5       |
| 15.10.2020                      | 0.26          | 99.92  | 99.5       |
| 16.10.2020                      | 0.26          | 99.91  | 99.5       |
| 17.10.2020                      | 0.24          | 99.93  | 99.5       |
| 18.10.2020                      | 0.24          | 99.92  | 99.5       |
| 19.10.2020                      | 0.28          | 99.83  | 99.5       |
| 20.10.2020                      | 0.27          | 99.90  | 99.5       |
| 21.10.2020                      | 0.27          | 99.92  | 99.5       |
| 22.10.2020                      | 0.27          | 99.85  | 99.5       |
| 23.10.2020                      | 0.26          | 99.94  | 99.5       |
| 24.10.2020                      | 0.24          | 99.96  | 99.5       |
| 25.10.2020                      | 0.25          | 95.23  | 99.5       |
| 26.10.2020                      | 0.28          | 99.92  | 99.5       |
| 27.10.2020                      | 0.26          | 99.58  | 99.5       |
| 28.10.2020                      | 0.26          | 99.91  | 99.5       |
| 29.10.2020                      | 0.27          | 99.91  | 99.5       |
| 30.10.2020                      | 0.28          | 99.62  | 99.5       |
| 31.10.2020                      | 0.25          | 99.92  | 99.5       |

| PSD2-API   |               |        |            |
|------------|---------------|--------|------------|
| Date       | Response Time | Uptime | Agreed SLA |
| 01.10.2020 | 0.30          | 99.98  | 99.5       |
| 02.10.2020 | 0.30          | 99.97  | 99.5       |
| 03.10.2020 | 0.29          | 99.99  | 99.5       |
| 04.10.2020 | 0.29          | 99.99  | 99.5       |
| 05.10.2020 | 0.31          | 99.98  | 99.5       |
| 06.10.2020 | 0.31          | 99.98  | 99.5       |
| 07.10.2020 | 0.31          | 99.98  | 99.5       |
| 08.10.2020 | 0.30          | 99.98  | 99.5       |
| 09.10.2020 | 0.30          | 99.98  | 99.5       |
| 10.10.2020 | 0.29          | 99.99  | 99.5       |
| 11.10.2020 | 0.29          | 99.99  | 99.5       |
| 12.10.2020 | 0.32          | 99.95  | 99.5       |
| 13.10.2020 | 0.31          | 99.97  | 99.5       |
| 14.10.2020 | 0.29          | 99.98  | 99.5       |
| 15.10.2020 | 0.28          | 99.83  | 99.5       |
| 16.10.2020 | 0.29          | 99.78  | 99.5       |
| 17.10.2020 | 0.28          | 99.74  | 99.5       |
| 18.10.2020 | 0.28          | 99.77  | 99.5       |
| 19.10.2020 | 0.29          | 99.81  | 99.5       |
| 20.10.2020 | 0.30          | 99.85  | 99.5       |
| 21.10.2020 | 0.30          | 99.99  | 99.5       |
| 22.10.2020 | 0.29          | 99.98  | 99.5       |
| 23.10.2020 | 0.29          | 99.99  | 99.5       |
| 24.10.2020 | 0.29          | 99.99  | 99.5       |
| 25.10.2020 | 0.28          | 99.99  | 99.5       |
| 26.10.2020 | 0.31          | 99.97  | 99.5       |
| 27.10.2020 | 0.29          | 99.96  | 99.5       |
| 28.10.2020 | 0.29          | 99.98  | 99.5       |
| 29.10.2020 | 0.30          | 99.96  | 99.5       |
| 30.10.2020 | 0.29          | 99.98  | 99.5       |
| 31.10.2020 | 0.28          | 99.98  | 99.5       |

## NOVEMBER 2020

| Personal Internet Banking (PIB) |               |        |            |
|---------------------------------|---------------|--------|------------|
| Date                            | Response Time | Uptime | Agreed SLA |
| 01.11.2020                      | 0.25          | 99.81  | 99.5       |
| 02.11.2020                      | 0.31          | 99.84  | 99.5       |
| 03.11.2020                      | 0.29          | 99.74  | 99.5       |
| 04.11.2020                      | 0.29          | 99.84  | 99.5       |
| 05.11.2020                      | 0.29          | 99.77  | 99.5       |
| 06.11.2020                      | 0.28          | 99.93  | 99.5       |
| 07.11.2020                      | 0.25          | 99.94  | 99.5       |
| 08.11.2020                      | 0.24          | 99.79  | 99.5       |
| 09.11.2020                      | 0.29          | 99.89  | 99.5       |
| 10.11.2020                      | 0.36          | 99.39  | 99.5       |
| 11.11.2020                      | 0.29          | 99.93  | 99.5       |
| 12.11.2020                      | 0.29          | 99.94  | 99.5       |
| 13.11.2020                      | 0.30          | 99.95  | 99.5       |
| 14.11.2020                      | 0.25          | 99.95  | 99.5       |
| 15.11.2020                      | 0.24          | 99.68  | 99.5       |
| 16.11.2020                      | 0.29          | 99.82  | 99.5       |
| 17.11.2020                      | 0.27          | 99.94  | 99.5       |
| 18.11.2020                      | 0.27          | 99.93  | 99.5       |
| 19.11.2020                      | 0.27          | 99.93  | 99.5       |
| 20.11.2020                      | 0.28          | 99.95  | 99.5       |
| 21.11.2020                      | 0.24          | 99.95  | 99.5       |
| 22.11.2020                      | 0.23          | 99.90  | 99.5       |
| 23.11.2020                      | 0.27          | 99.94  | 99.5       |
| 24.11.2020                      | 0.36          | 99.51  | 99.5       |
| 25.11.2020                      | 0.27          | 99.93  | 99.5       |
| 26.11.2020                      | 0.27          | 99.91  | 99.5       |
| 27.11.2020                      | 0.27          | 99.94  | 99.5       |
| 28.11.2020                      | 0.24          | 99.96  | 99.5       |
| 29.11.2020                      | 0.23          | 99.94  | 99.5       |
| 30.11.2020                      | 0.28          | 99.93  | 99.5       |

| PSD2-API   |               |        |            |
|------------|---------------|--------|------------|
| Date       | Response Time | Uptime | Agreed SLA |
| 01.11.2020 | 0.28          | 99.99  | 99.5       |
| 02.11.2020 | 0.31          | 99.98  | 99.5       |
| 03.11.2020 | 0.30          | 99.99  | 99.5       |
| 04.11.2020 | 0.30          | 99.99  | 99.5       |
| 05.11.2020 | 0.30          | 99.99  | 99.5       |
| 06.11.2020 | 0.31          | 99.99  | 99.5       |
| 07.11.2020 | 0.28          | 99.99  | 99.5       |
| 08.11.2020 | 0.28          | 99.99  | 99.5       |
| 09.11.2020 | 0.31          | 99.99  | 99.5       |
| 10.11.2020 | 0.31          | 99.97  | 99.5       |
| 11.11.2020 | 0.31          | 99.98  | 99.5       |
| 12.11.2020 | 0.30          | 99.99  | 99.5       |
| 13.11.2020 | 0.31          | 99.97  | 99.5       |
| 14.11.2020 | 0.29          | 99.98  | 99.5       |
| 15.11.2020 | 0.28          | 99.98  | 99.5       |
| 16.11.2020 | 0.30          | 99.99  | 99.5       |
| 17.11.2020 | 0.30          | 99.98  | 99.5       |
| 18.11.2020 | 0.30          | 99.99  | 99.5       |
| 19.11.2020 | 0.28          | 99.99  | 99.5       |
| 20.11.2020 | 0.28          | 99.96  | 99.5       |
| 21.11.2020 | 0.27          | 99.99  | 99.5       |
| 22.11.2020 | 0.26          | 99.99  | 99.5       |
| 23.11.2020 | 0.28          | 99.98  | 99.5       |
| 24.11.2020 | 0.29          | 99.97  | 99.5       |
| 25.11.2020 | 0.28          | 99.99  | 99.5       |
| 26.11.2020 | 0.28          | 99.98  | 99.5       |
| 27.11.2020 | 0.27          | 99.97  | 99.5       |
| 28.11.2020 | 0.26          | 99.99  | 99.5       |
| 29.11.2020 | 0.26          | 99.97  | 99.5       |
| 30.11.2020 | 0.28          | 99.95  | 99.5       |

## DECEMBER 2020

| Personal Internet Banking (PIB) |               |        |            |
|---------------------------------|---------------|--------|------------|
| Date                            | Response Time | Uptime | Agreed SLA |
| 01.12.2020                      | 0.28          | 99.93  | 99.5       |
| 02.12.2020                      | 0.22          | 99.89  | 99.5       |
| 03.12.2020                      | 0.18          | 99.94  | 99.5       |
| 04.12.2020                      | 0.18          | 99.93  | 99.5       |
| 05.12.2020                      | 0.16          | 99.91  | 99.5       |
| 06.12.2020                      | 0.16          | 99.92  | 99.5       |
| 07.12.2020                      | 0.18          | 99.92  | 99.5       |
| 08.12.2020                      | 0.18          | 99.92  | 99.5       |
| 09.12.2020                      | 0.18          | 99.91  | 99.5       |
| 10.12.2020                      | 0.19          | 99.93  | 99.5       |
| 11.12.2020                      | 0.20          | 99.93  | 99.5       |
| 12.12.2020                      | 0.17          | 99.95  | 99.5       |
| 13.12.2020                      | 0.20          | 99.86  | 99.5       |
| 14.12.2020                      | 0.22          | 99.82  | 99.5       |
| 15.12.2020                      | 0.18          | 99.93  | 99.5       |
| 16.12.2020                      | 0.18          | 99.92  | 99.5       |
| 17.12.2020                      | 0.19          | 99.93  | 99.5       |
| 18.12.2020                      | 0.19          | 99.92  | 99.5       |
| 19.12.2020                      | 0.17          | 99.93  | 99.5       |
| 20.12.2020                      | 0.16          | 99.94  | 99.5       |
| 21.12.2020                      | 0.18          | 99.92  | 99.5       |
| 22.12.2020                      | 0.17          | 99.93  | 99.5       |
| 23.12.2020                      | 0.17          | 99.94  | 99.5       |
| 24.12.2020                      | 0.16          | 99.96  | 99.5       |
| 25.12.2020                      | 0.15          | 99.96  | 99.5       |
| 26.12.2020                      | 0.15          | 99.96  | 99.5       |
| 27.12.2020                      | 0.16          | 99.94  | 99.5       |
| 28.12.2020                      | 0.17          | 99.94  | 99.5       |
| 29.12.2020                      | 0.16          | 99.93  | 99.5       |
| 30.12.2020                      | 0.18          | 99.94  | 99.5       |
| 31.12.2020                      | 0.20          | 99.94  | 99.5       |

| PSD2-API   |               |        |            |
|------------|---------------|--------|------------|
| Date       | Response Time | Uptime | Agreed SLA |
| 01.12.2020 | 0.31          | 99.98  | 99.5       |
| 02.12.2020 | 0.29          | 99.98  | 99.5       |
| 03.12.2020 | 0.29          | 99.98  | 99.5       |
| 04.12.2020 | 0.29          | 99.99  | 99.5       |
| 05.12.2020 | 0.27          | 99.99  | 99.5       |
| 06.12.2020 | 0.27          | 99.99  | 99.5       |
| 07.12.2020 | 0.28          | 99.98  | 99.5       |
| 08.12.2020 | 0.28          | 99.96  | 99.5       |
| 09.12.2020 | 0.29          | 99.98  | 99.5       |
| 10.12.2020 | 0.28          | 99.99  | 99.5       |
| 11.12.2020 | 0.29          | 99.98  | 99.5       |
| 12.12.2020 | 0.28          | 99.99  | 99.5       |
| 13.12.2020 | 0.27          | 99.98  | 99.5       |
| 14.12.2020 | 0.29          | 99.96  | 99.5       |
| 15.12.2020 | 0.29          | 99.98  | 99.5       |
| 16.12.2020 | 0.29          | 99.98  | 99.5       |
| 17.12.2020 | 0.31          | 99.99  | 99.5       |
| 18.12.2020 | 0.32          | 99.99  | 99.5       |
| 19.12.2020 | 0.30          | 99.98  | 99.5       |
| 20.12.2020 | 0.28          | 99.99  | 99.5       |
| 21.12.2020 | 0.29          | 99.97  | 99.5       |
| 22.12.2020 | 0.29          | 99.98  | 99.5       |
| 23.12.2020 | 0.29          | 99.94  | 99.5       |
| 24.12.2020 | 0.29          | 99.99  | 99.5       |
| 25.12.2020 | 0.28          | 99.97  | 99.5       |
| 26.12.2020 | 0.27          | 99.99  | 99.5       |
| 27.12.2020 | 0.27          | 99.97  | 99.5       |
| 28.12.2020 | 0.27          | 99.98  | 99.5       |
| 29.12.2020 | 0.27          | 99.99  | 99.5       |
| 30.12.2020 | 0.29          | 99.98  | 99.5       |
| 31.12.2020 | 0.40          | 99.99  | 99.5       |