

**vdk bank statistics on performance of client facing channels for account consultation and payment initiation for Q1 2021**

Date	online@vdk			mobile@vdk			vdk PSD2 API <sup>(1)</sup>			vdk PSD2 API <sup>(2)</sup>			
	Uptime	Planned downtime	Unplanned downtime	Uptime	Planned downtime	Unplanned downtime	Uptime	Planned downtime	Unplanned downtime	Avg response time AISP (ms)	Avg response time PISP <sup>(3)</sup> (ms)	Avg response time CBPII <sup>(4)</sup> (ms)	Daily error rate
1/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	468			2,83%
2/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	427			2,42%
3/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	469			3,05%
4/01/2021	100%	0%	0%	100%	0%	0%	98%	0%	2%	473			28,43%
5/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	559			3,51%
6/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	616	215		3,15%
7/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	509	227		2,46%
8/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	491	175		1,76%
9/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	440	174		1,46%
10/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	459	169		1,70%
11/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	529	173		2,01%
12/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	504	199		1,56%
13/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	596			1,96%
14/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	504			1,55%
15/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	506			1,58%
16/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	481			1,38%
17/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	463			1,71%
18/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	520			1,61%
19/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	511			2,46%
20/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	612			2,00%
21/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	597			2,46%
22/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	517			1,56%
23/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	494			1,18%
24/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	497			1,69%
25/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	569			1,80%
26/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	604	260		3,53%
27/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	583			1,82%
28/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	601			1,89%
29/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	593			1,89%
30/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	499			1,76%
31/01/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	490			1,64%
1/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	567			1,64%
2/02/2021	99%	0%	1%	100%	0%	0%	99%	0%	1%	657			3,04%
3/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	585			1,62%
4/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	585			1,62%
5/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	585			1,77%
6/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	519			1,70%
7/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	524			0,46%
8/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	585			0,58%

9/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	583		0,54%
10/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	574		0,69%
11/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	677		2,67%
12/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	592		0,58%
13/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	531		0,58%
14/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	552	173	0,59%
15/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	620		2,22%
16/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	693		1,27%
17/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	658		1,00%
18/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	668	226	0,81%
19/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	624	224	0,71%
20/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	555		0,65%
21/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	528		0,54%
22/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	659	133	0,98%
23/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	737	250	1,27%
24/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	731	259	1,30%
25/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	798		1,47%
26/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	739	128	6,36%
27/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	644	244	4,73%
28/02/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	619		4,49%
1/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	811		4,92%
2/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	755		5,49%
3/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	768	179	2,49%
4/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	767		1,30%
5/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	658	164	0,67%
6/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	550	241	7,35%
7/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	578		8,75%
8/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	706		8,51%
9/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	697		7,37%
10/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	671		6,69%
11/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	659	132	6,68%
12/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	617	165	6,45%
13/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	555		7,87%
14/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	567		7,02%
15/03/2021	100%	0%	0%	100%	0%	0%	99%	0%	1%	869	242	14,22%
16/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	753		6,81%
17/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	631	266	6,05%
18/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	681	173	10,45%
19/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	605		7,56%
20/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	581		6,31%
21/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	577		6,24%
22/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	685		6,51%
23/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	717		7,09%
24/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	656		7,15%
25/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	669	175	5,69%
26/03/2021	100%	0%	0%	100%	0%	0%	97%	0%	3%	1127		29,87%

27/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	706		5,44%
28/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	840		4,04%
29/03/2021	99%	0%	1%	99%	0%	1%	99%	0%	1%	798	292	7,35%
30/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	758		7,58%
31/03/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	770		7,02%

(1) Aggregate statistics based on availability of the frontend hosted by the external service provider and the bank backend.

(2) Statistics based on data by the external service provider.

(3) Statistics only available for days on which the functionality was used by TPP.

(4) Functionality currently not actively used by TPP's.