

**vdk bank statistics on performance of client facing channels for account consultation and payment initiation for Q2 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
1/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	789	152		8,54%
2/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	696	97		5,32%
3/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	686			6,47%
4/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	2%	668			6,44%
5/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	599	259		6,59%
6/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	646			6,33%
7/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	671			8,04%
8/04/2021	100%	0%	0%	99%	1%	0%	99%	1%	0%	666	130		10,33%
9/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	655	146		5,45%
10/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	577			6,34%
11/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	549			4,28%
12/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	627			6,88%
13/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	653	155		6,09%
14/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	624			6,24%
15/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	598	111		5,48%
16/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	593	208		6,07%
17/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	531			5,95%
18/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	513			6,53%
19/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	547			7,88%
20/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	388	235		3,18%
21/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	607	218		6,78%
22/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	645	226		4,65%
23/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	615	227		2,19%
24/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	545			2,51%
25/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	571			2,53%
26/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	658	189		4,13%
27/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	609	162		2,78%
28/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	602			3,02%
29/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	591			2,85%
30/04/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	638	170		5,70%
1/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	529			2,94%
2/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	500			2,27%
3/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	1%	610			2,83%
4/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	608	176		2,82%
5/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	630	279		2,82%
6/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	635	96		2,21%
7/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	603	198		3,25%
8/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	563			3,04%
9/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	516			2,27%

10/05/2021	99%	1%	0%	100%	0%	0%	100%	0%	0%	594		2,01%
11/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	628		4,43%
12/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	638		3,20%
13/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	511	664	2,22%
14/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	495		2,42%
15/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	482		2,18%
16/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	478		3,02%
17/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	594		2,43%
18/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	628		2,93%
19/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	619		2,91%
20/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	596	301	3,55%
21/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	650	307	2,58%
22/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	595		2,51%
23/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	619		2,81%
24/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	599	198	2,65%
25/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	691		2,86%
26/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	1228	257	13,73%
27/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	896	390	3,06%
28/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	723	367	2,91%
29/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	598		2,24%
30/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	576		2,75%
31/05/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	659	351	2,87%
1/06/2021	100%	0%	0%	100%	0%	0%	99%	0%	0%	825		14,82%
2/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	622		0,96%
3/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	736		0,80%
4/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	621		0,36%
5/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	586		0,29%
6/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	542		0,29%
7/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	637		0,59%
8/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	693	393	0,34%
9/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	637	150	0,59%
10/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	629		0,70%
11/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	601	244	0,32%
12/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	562	247	0,44%
13/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	1%	563		0,47%
14/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	607		0,33%
15/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	639	223	0,65%
16/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	663	186	1,31%
17/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	645	239	0,44%
18/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	642	250	0,53%
19/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	572		2,86%
20/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	558		2,84%
21/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	686	234	6,47%
22/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	724	198	2,55%
23/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	736	293	0,80%
24/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	3%	684		0,48%

25/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	669	235	0,48%
26/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	614		0,54%
27/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	1%	584		0,43%
28/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	717	151	0,83%
29/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	723	241	0,54%
30/06/2021	100%	0%	0%	100%	0%	0%	100%	0%	0%	716	200	0,61%

(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.