

# **EUROBANK CYPRUS LTD**

**Key performance indicators for our digital channels**

## Systems Availability / Partial Unavailability

Date	Uptime			Downtime		
	Web Banking	Mob banking	Apis	Web Banking	Mob banking	Apis
1/7/2022	100%	100%	100%	100%	100%	100%
2/7/2022	100%	100%	100%	100%	100%	100%
3/7/2022	100%	100%	100%	100%	100%	100%
4/7/2022	100%	100%	100%	100%	100%	100%
5/7/2022	100%	100%	100%	100%	100%	100%
6/7/2022	100%	100%	100%	100%	100%	100%
7/7/2022	97.5%	97.5%	97.5%	2,50%	2,50%	2,50%
8/7/2022	100%	100%	100%	100%	100%	100%
9/7/2022	100%	100%	100%	100%	100%	100%
10/7/2022	100%	100%	100%	100%	100%	100%
11/7/2022	100%	100%	100%	100%	100%	100%
12/7/2022	100%	100%	100%	100%	100%	100%
13/7/2022	100%	100%	100%	100%	100%	100%
14/7/2022	100%	100%	100%	100%	100%	100%
15/7/2022	100%	100%	100%	100%	100%	100%
16/7/2022	100%	100%	100%	100%	100%	100%
17/7/2022	100%	100%	100%	100%	100%	100%
18/7/2022	100%	100%	100%	100%	100%	100%
19/7/2022	100%	100%	100%	100%	100%	100%
20/7/2022	100%	100%	100%	100%	100%	100%
21/7/2022	100%	100%	100%	100%	100%	100%

22/7/2022	100%	100%	100%	100%	100%	100%
23/7/2022	100%	100%	100%	100%	100%	100%
24/7/2022	100%	100%	100%	100%	100%	100%
25/7/2022	100%	100%	100%	100%	100%	100%
26/7/2022	100%	100%	100%	100%	100%	100%
27/7/2022	100%	100%	100%	100%	100%	100%
28/7/2022	100%	100%	100%	100%	100%	100%
29/7/2022	100%	100%	100%	100%	100%	100%
30/7/2022	100%	100%	100%	100%	100%	100%
31/7/2022	100%	100%	100%	100%	100%	100%
1/8/2022	100%	100%	100%	100%	100%	100%
2/8/2022	100%	100%	100%	100%	100%	100%
3/8/2022	100%	100%	100%	100%	100%	100%
4/8/2022	100%	100%	100%	100%	100%	100%
5/8/2022	100%	100%	100%	100%	100%	100%
6/8/2022	100%	100%	100%	100%	100%	100%
7/8/2022	100%	100%	100%	100%	100%	100%
8/8/2022	100%	100%	100%	100%	100%	100%
9/8/2022	100%	100%	100%	100%	100%	100%
10/8/2022	100%	100%	100%	100%	100%	100%
11/8/2022	97.5%	97.5%	97.5%	2,50%	2,50%	2,50%
12/8/2022	100%	100%	100%	100%	100%	100%
13/8/2022	100%	100%	100%	100%	100%	100%
14/8/2022	100%	100%	100%	100%	100%	100%
15/8/2022	100%	100%	100%	100%	100%	100%
16/8/2022	100%	100%	100%	100%	100%	100%
17/8/2022	100%	100%	100%	100%	100%	100%
18/8/2022	100%	100%	100%	100%	100%	100%
19/8/2022	100%	100%	100%	100%	100%	100%

20/8/2022	100%	100%	100%	100%	100%	100%
21/8/2022	100%	100%	100%	100%	100%	100%
22/8/2022	100%	100%	100%	100%	100%	100%
23/8/2022	100%	100%	100%	100%	100%	100%
24/8/2022	100%	100%	100%	100%	100%	100%
25/8/2022	100%	100%	100%	100%	100%	100%
26/8/2022	100%	100%	100%	100%	100%	100%
27/8/2022	100%	100%	100%	100%	100%	100%
28/8/2022	100%	100%	100%	100%	100%	100%
29/8/2022	100%	100%	100%	100%	100%	100%
30/8/2022	100%	100%	100%	100%	100%	100%
31/8/2022	100%	100%	100%	100%	100%	100%
1/9/2022	100%	100%	100%	100%	100%	100%
2/9/2022	100%	100%	100%	100%	100%	100%
3/9/2022	100%	100%	100%	100%	100%	100%
4/9/2022	100%	100%	100%	100%	100%	100%
5/9/2022	100%	100%	100%	100%	100%	100%
6/9/2022	100%	100%	100%	100%	100%	100%
7/9/2022	100%	100%	100%	100%	100%	100%
8/9/2022	100%	100%	100%	100%	100%	100%
9/9/2022	100%	100%	100%	100%	100%	100%
10/9/2022	100%	100%	100%	100%	100%	100%
11/9/2022	100%	100%	100%	100%	100%	100%
12/9/2022	100%	100%	100%	100%	100%	100%
13/9/2022	100%	100%	100%	100%	100%	100%
14/9/2022	100%	100%	100%	100%	100%	100%
15/9/2022	100%	100%	100%	100%	100%	100%
16/9/2022	100%	100%	100%	100%	100%	100%
17/9/2022	100%	100%	100%	100%	100%	100%

18/9/2022	100%	100%	100%	100%	100%	100%
19/9/2022	100%	100%	100%	100%	100%	100%
20/9/2022	100%	100%	100%	100%	100%	100%
21/9/2022	100%	100%	100%	100%	100%	100%
22/9/2022	100%	100%	100%	100%	100%	100%
23/9/2022	100%	100%	100%	100%	100%	100%
24/9/2022	100%	100%	100%	100%	100%	100%
25/9/2022	100%	100%	100%	100%	100%	100%
26/9/2022	100%	100%	100%	100%	100%	100%
27/9/2022	100%	100%	100%	100%	100%	100%
28/9/2022	100%	100%	100%	100%	100%	100%
29/9/2022	100%	100%	100%	100%	100%	100%
30/9/2022	100%	100%	100%	100%	100%	100%

## Performance

### *Account Details*

{Account Information Service Performance}

This section provides information on the relevant apis.

The table below demonstrates daily average time (in seconds) required to serve each account information service (AIS) API request.

Created Date	channel	average_response_time
20220701	APIs	1.738512
	Mobile Banking	2.836663
	Web Banking	3.233325
20220702	APIs	1.739281
	Mobile Banking	2.540229
	Web Banking	2.700280
20220703	APIs	1.895839
	Mobile Banking	2.157934
	Web Banking	2.070580
20220704	APIs	1.632022
	Mobile Banking	2.468479
	Web Banking	2.819659
20220705	APIs	3.314523
	Mobile Banking	2.392060
	Web Banking	2.743432
20220706	APIs	2.513983
	Mobile Banking	2.522889

	Web Banking	2.791813
20220707	APIs	1.582567
	Mobile Banking	2.465851
	Web Banking	2.804670
20220708	APIs	2.147795
	Mobile Banking	2.535332
	Web Banking	2.723658
20220709	APIs	3.065847
	Mobile Banking	2.472132
	Web Banking	2.512456
20220710	APIs	3.313907
	Mobile Banking	2.266632
	Web Banking	2.128690
20220711	APIs	1.313532
	Mobile Banking	7.284289
	Web Banking	2.661858
20220712	APIs	1.649653
	Mobile Banking	2.411990
	Web Banking	2.770009
20220713	APIs	1.754437
	Mobile Banking	2.446589
	Web Banking	2.719864
20220714	APIs	1.653514
	Mobile Banking	2.489340
	Web Banking	3.602546
20220715	APIs	2.264972
	Mobile Banking	2.597698
	Web Banking	2.804457
20220716	APIs	1.768018
	Mobile Banking	3.051591
	Web Banking	2.632664

20220717	APIs	2.447385
	Mobile Banking	2.183450
	Web Banking	2.249785
20220718	APIs	1.878972
	Mobile Banking	2.443119
	Web Banking	2.896034
20220719	APIs	1.418309
	Mobile Banking	6.645537
	Web Banking	2.847850
20220720	APIs	1.877575
	Mobile Banking	2.542534
	Web Banking	2.777192
20220721	APIs	2.061293
	Mobile Banking	2.542140
	Web Banking	2.857337
20220722	APIs	1.950360
	Mobile Banking	6.687768
	Web Banking	2.789660
20220723	APIs	2.108766
	Mobile Banking	2.684801
	Web Banking	2.699422
20220724	APIs	2.094500
	Mobile Banking	2.148168
	Web Banking	2.383758
20220725	APIs	1.932113
	Mobile Banking	2.465033
	Web Banking	2.780702
20220726	APIs	2.025878
	Mobile Banking	2.593862
	Web Banking	3.001126
20220727	APIs	1.493093



	Mobile Banking	2.425066
	Web Banking	2.749860
20220728	APIs	1.708151
	Mobile Banking	2.652745
	Web Banking	3.793455
20220729	APIs	2.160043
	Mobile Banking	2.808512
	Web Banking	3.175171
20220730	APIs	1.589477
	Mobile Banking	2.547159
	Web Banking	2.706288
20220731	APIs	1.643092
	Mobile Banking	2.173270
	Web Banking	2.360987
20220801	APIs	1.542923
	Mobile Banking	2.744277
	Web Banking	3.496402
20220802	APIs	1.586988
	Mobile Banking	2.592143
	Web Banking	2.855771
20220803	APIs	1.789769
	Mobile Banking	2.577825
	Web Banking	2.807451
20220804	APIs	1.508428
	Mobile Banking	7.512989
	Web Banking	2.922912
20220805	APIs	1.423587
	Mobile Banking	2.511492
	Web Banking	2.820478
20220806	APIs	1.922121
	Mobile Banking	2.328108

	Web Banking	2.538306
20220807	APIs	1.805683
	Mobile Banking	2.214921
	Web Banking	2.257537
20220808	APIs	1.427861
	Mobile Banking	2.535134
	Web Banking	2.760007
20220809	APIs	1.760787
	Mobile Banking	2.698036
	Web Banking	2.941761
20220810	APIs	1.885573
	Mobile Banking	2.831665
	Web Banking	3.374769
20220811	APIs	1.778963
	Mobile Banking	2.769388
	Web Banking	3.054816
20220812	APIs	1.774201
	Mobile Banking	2.747146
	Web Banking	3.053381
20220813	APIs	1.406200
	Mobile Banking	3.003241
	Web Banking	3.288508
20220814	APIs	1.716000
	Mobile Banking	2.304128
	Web Banking	2.504548
20220815	APIs	1.634654
	Mobile Banking	2.285940
	Web Banking	2.129578
20220816	APIs	1.845859
	Mobile Banking	2.351774
	Web Banking	2.483114

20220817	APIs	1.803000
	Mobile Banking	2.366082
	Web Banking	2.635231
20220818	APIs	1.636468
	Mobile Banking	2.487928
	Web Banking	2.734944
20220819	APIs	1.999603
	Mobile Banking	2.476048
	Web Banking	2.680165
20220820	APIs	2.258076
	Mobile Banking	2.358173
	Web Banking	2.640082
20220821	APIs	1.804460
	Mobile Banking	2.209879
	Web Banking	2.291036
20220822	APIs	1.411701
	Mobile Banking	2.452335
	Web Banking	2.705651
20220823	APIs	1.644603
	Mobile Banking	2.467710
	Web Banking	2.648848
20220824	APIs	1.342663
	Mobile Banking	2.606973
	Web Banking	2.712416
20220825	APIs	1.651288
	Mobile Banking	2.491933
	Web Banking	2.793385
20220826	APIs	1.614480
	Mobile Banking	2.544116
	Web Banking	2.751342
20220827	APIs	2.145362

	Mobile Banking	2.898182
	Web Banking	2.941453
20220828	APIs	2.215000
	Mobile Banking	2.272000
	Web Banking	2.255565
20220829	APIs	2.206360
	Mobile Banking	2.537476
	Web Banking	2.955328
20220830	APIs	1.647130
	Mobile Banking	6.046013
	Web Banking	3.679334
20220831	APIs	1.639278
	Mobile Banking	2.698642
	Web Banking	3.051221
20220901	APIs	1.866474
	Mobile Banking	2.822747
	Web Banking	3.133176
20220902	APIs	2.112715
	Mobile Banking	2.582801
	Web Banking	2.883000
20220903	APIs	1.348533
	Mobile Banking	2.792248
	Web Banking	3.042676
20220904	APIs	1.849914
	Mobile Banking	2.145278
	Web Banking	2.288851
20220905	APIs	1.654294
	Mobile Banking	7.780241
	Web Banking	2.815991
20220906	APIs	1.463437
	Mobile Banking	2.337562

	Web Banking	2.821459
20220907	APIs	1.587612
	Mobile Banking	7.362521
	Web Banking	2.801764
20220908	APIs	1.950576
	Mobile Banking	2.448476
	Web Banking	2.669054
20220909	APIs	1.634269
	Mobile Banking	2.651995
	Web Banking	2.789277
20220910	APIs	1.532333
	Mobile Banking	2.602463
	Web Banking	2.802887
20220911	APIs	5.189375
	Mobile Banking	2.428876
	Web Banking	2.312730
20220912	APIs	1.615509
	Mobile Banking	2.444992
	Web Banking	2.915920
20220913	APIs	1.504439
	Mobile Banking	2.567788
	Web Banking	2.862271
20220914	APIs	1.545243
	Mobile Banking	2.578316
	Web Banking	2.895160
20220915	APIs	1.715170
	Mobile Banking	2.724533
	Web Banking	3.187911
20220916	APIs	1.733537
	Mobile Banking	3.872753
	Web Banking	3.945011

20220917	APIs	2.877768
	Mobile Banking	2.854485
	Web Banking	2.718966
20220918	APIs	2.536521
	Mobile Banking	2.185148
	Web Banking	2.233842
20220919	APIs	1.427291
	Mobile Banking	2.382062
	Web Banking	2.843717
20220920	APIs	3.000486
	Mobile Banking	2.391904
	Web Banking	2.821767
20220921	APIs	1.199132
	Mobile Banking	2.527532
	Web Banking	2.828595
20220922	APIs	1.485948
	Mobile Banking	2.370232
	Web Banking	2.599633
20220923	APIs	2.893443
	Mobile Banking	2.392396
	Web Banking	2.849117
20220924	APIs	1.598080
	Mobile Banking	3.083811
	Web Banking	2.966083
20220925	APIs	2.819384
	Mobile Banking	2.304452
	Web Banking	2.391626
20220926	APIs	2.040344
	Mobile Banking	2.457758
	Web Banking	2.848004
20220927	APIs	22.703306

	Mobile Banking	2.435969
	Web Banking	2.904707
20220928	APIs	2.010707
	Mobile Banking	7.012546
	Web Banking	3.091953
20220929	APIs	1.423767
	Mobile Banking	2.501563
	Web Banking	2.927783
20220930	APIs	3.508892
	Mobile Banking	2.661250
	Web Banking	3.133098

## Account Transaction History

{Account Information Service Performance}

This section provides information on the relevant apis.

The table below demonstrates daily average time (in seconds) required to serve each account information service (AIS) API request.

Created Date	channel	average_response_time
20220701	Mobile Banking	1.175192
	Web Banking	1.156452
20220702	Mobile Banking	1.477845
	Web Banking	1.642402
20220703	Mobile Banking	1.077475
	Web Banking	1.240619
20220704	Mobile Banking	1.412656
	Web Banking	0.991994
20220705	Mobile Banking	9.050711
	Web Banking	1.361409
20220706	Mobile Banking	1.404094
	Web Banking	1.141362
20220707	Mobile Banking	1.155240
	Web Banking	0.996169
20220708	Mobile Banking	1.492562
	Web Banking	1.284837
20220709	Mobile Banking	1.109117
	Web Banking	1.072867
20220710	Mobile Banking	0.848750
	Web Banking	2.041156
20220711	Mobile Banking	0.996544



	Web Banking	1.034551
20220712	Mobile Banking	1.185500
	Web Banking	1.507190
20220713	Mobile Banking	1.327456
	Web Banking	1.020247
20220714	Mobile Banking	4.264186
	Web Banking	1.158064
20220715	Mobile Banking	1.413952
	Web Banking	1.397932
20220716	Mobile Banking	2.126315
	Web Banking	1.246793
20220717	Mobile Banking	0.961014
	Web Banking	1.113259
20220718	Mobile Banking	2.870265
	Web Banking	1.183103
20220719	Mobile Banking	1.261284
	Web Banking	1.039287
20220720	Mobile Banking	1.191423
	Web Banking	0.987332
20220721	Mobile Banking	1.195153
	Web Banking	1.045974
20220722	Mobile Banking	1.053897
	Web Banking	1.059739
20220723	Mobile Banking	1.344880
	Web Banking	1.692766
20220724	Mobile Banking	0.869801
	Web Banking	0.930911
20220725	Mobile Banking	1.167118
	Web Banking	1.263133
20220726	Mobile Banking	1.220842
	Web Banking	1.053171

20220727	Mobile Banking	1.160389
	Web Banking	1.120479
20220728	Mobile Banking	1.147253
	Web Banking	1.099235
20220729	Mobile Banking	1.275465
	Web Banking	1.404046
20220730	Mobile Banking	1.507173
	Web Banking	1.133028
20220731	Mobile Banking	2.351027
	Web Banking	1.998227
20220801	Mobile Banking	7.855429
	Web Banking	1.082532
20220802	Mobile Banking	1.238590
	Web Banking	1.009049
20220803	Mobile Banking	1.178111
	Web Banking	1.051170
20220804	Mobile Banking	1.032070
	Web Banking	1.070525
20220805	Mobile Banking	1.201821
	Web Banking	1.040138
20220806	Mobile Banking	1.648421
	Web Banking	1.447518
20220807	Mobile Banking	1.137784
	Web Banking	1.895265
20220808	Mobile Banking	1.945259
	Web Banking	1.239846
20220809	Mobile Banking	1.402631
	Web Banking	1.111849
20220810	Mobile Banking	11.513458
	Web Banking	1.221318
20220811	Mobile Banking	1.130383

	Web Banking	1.140250
20220812	Mobile Banking	1.472358
	Web Banking	1.106532
20220813	Mobile Banking	1.432204
	Web Banking	1.265253
20220814	Mobile Banking	0.937154
	Web Banking	0.859403
20220815	Mobile Banking	1.026187
	Web Banking	0.677291
20220816	Mobile Banking	1.092469
	Web Banking	0.889152
20220817	Mobile Banking	1.043773
	Web Banking	0.932414
20220818	Mobile Banking	1.328725
	Web Banking	0.995349
20220819	Mobile Banking	3.899528
	Web Banking	2.982416
20220820	Mobile Banking	1.007663
	Web Banking	1.066770
20220821	Mobile Banking	1.138760
	Web Banking	0.897211
20220822	Mobile Banking	1.924495
	Web Banking	1.303038
20220823	Mobile Banking	1.153130
	Web Banking	0.948034
20220824	Mobile Banking	1.222000
	Web Banking	1.198352
20220825	Mobile Banking	1.664585
	Web Banking	1.204298
20220826	Mobile Banking	2.610593
	Web Banking	1.148599

20220827	Mobile Banking	1.377753
	Web Banking	1.193020
20220828	Mobile Banking	1.022133
	Web Banking	1.835579
20220829	Mobile Banking	1.778642
	Web Banking	1.236015
20220830	Mobile Banking	1.134373
	Web Banking	1.835264
20220831	Mobile Banking	1.254723
	Web Banking	1.266298
20220901	Mobile Banking	2.075689
	Web Banking	1.460520
20220902	Mobile Banking	3.331851
	Web Banking	3.200610
20220903	Mobile Banking	1.192341
	Web Banking	1.558598
20220904	Mobile Banking	0.916030
	Web Banking	1.065962
20220905	Mobile Banking	1.007992
	Web Banking	1.048676
20220906	Mobile Banking	0.923522
	Web Banking	0.978465
20220907	Mobile Banking	1.077659
	Web Banking	1.000073
20220908	Mobile Banking	5.467679
	Web Banking	3.655662
20220909	Mobile Banking	4.677253
	Web Banking	3.688740
20220910	Mobile Banking	1.437922
	Web Banking	1.509787
20220911	Mobile Banking	0.949904

	Web Banking	0.974516
20220912	Mobile Banking	1.835286
	Web Banking	1.247205
20220913	Mobile Banking	1.128372
	Web Banking	1.052729
20220914	Mobile Banking	1.066149
	Web Banking	1.051071
20220915	Mobile Banking	2.802437
	Web Banking	3.445711
20220916	Mobile Banking	3.931948
	Web Banking	3.580521
20220917	Mobile Banking	1.694146
	Web Banking	1.443396
20220918	Mobile Banking	0.925454
	Web Banking	1.350937
20220919	Mobile Banking	2.437592
	Web Banking	1.382702
20220920	Mobile Banking	1.825622
	Web Banking	1.219632
20220921	Mobile Banking	1.589460
	Web Banking	1.482819
20220922	Mobile Banking	1.142796
	Web Banking	1.403851
20220923	Mobile Banking	5.786031
	Web Banking	3.843483
20220924	Mobile Banking	5.133983
	Web Banking	1.393317
20220925	Mobile Banking	1.010777
	Web Banking	1.414679
20220926	Mobile Banking	1.843693
	Web Banking	1.241773

20220927	Mobile Banking	2.435336
	Web Banking	1.324426
20220928	Mobile Banking	1.325500
	Web Banking	1.478463
20220929	Mobile Banking	1.150844
	Web Banking	1.141225
20220930	Mobile Banking	1.318795
	Web Banking	1.040953

### ***Balance Overview***

{Account Information Service Performance}

This section provides information on the relevant apis.

The table below demonstrates daily average time (in seconds) required to serve each account information service (AIS) API request.

Created Date	channel	average_response_time
20220701	Mobile Banking	2.782937
	Web Banking	6.273789
20220702	Mobile Banking	2.956102
	Web Banking	3.708843
20220703	Mobile Banking	2.638157
	Web Banking	3.415022
20220704	Mobile Banking	2.717643
	Web Banking	5.675354
20220705	Mobile Banking	2.893784

	Web Banking	5.957411
20220706	Mobile Banking	2.855245
	Web Banking	5.870208
20220707	Mobile Banking	2.839324
	Web Banking	5.743554
20220708	Mobile Banking	7.999404
	Web Banking	5.789893
20220709	Mobile Banking	2.571538
	Web Banking	3.338852
20220710	Mobile Banking	2.929393
	Web Banking	3.955946
20220711	Mobile Banking	2.759561
	Web Banking	5.626012
20220712	Mobile Banking	2.354087
	Web Banking	6.402355
20220713	Mobile Banking	2.533376
	Web Banking	5.926336
20220714	Mobile Banking	2.612912
	Web Banking	6.041245
20220715	Mobile Banking	2.620523
	Web Banking	5.663649
20220716	Mobile Banking	2.922952
	Web Banking	3.601372
20220717	Mobile Banking	2.515486
	Web Banking	3.151114
20220718	Mobile Banking	2.595682
	Web Banking	5.679453
20220719	Mobile Banking	2.738387
	Web Banking	5.793978
20220720	Mobile Banking	2.675450
	Web Banking	5.858123

20220721	Mobile Banking	2.515131
	Web Banking	6.137769
20220722	Mobile Banking	2.724776
	Web Banking	5.632244
20220723	Mobile Banking	3.188925
	Web Banking	4.603404
20220724	Mobile Banking	2.908081
	Web Banking	3.177262
20220725	Mobile Banking	2.830409
	Web Banking	6.112844
20220726	Mobile Banking	2.736483
	Web Banking	5.611106
20220727	Mobile Banking	2.530903
	Web Banking	5.704709
20220728	Mobile Banking	2.709260
	Web Banking	5.748288
20220729	Mobile Banking	2.883941
	Web Banking	6.542179
20220730	Mobile Banking	2.800783
	Web Banking	3.510458
20220731	Mobile Banking	2.675875
	Web Banking	3.033711
20220801	Mobile Banking	2.814443
	Web Banking	6.261303
20220802	Mobile Banking	2.569558
	Web Banking	5.962922
20220803	Mobile Banking	2.794879
	Web Banking	5.758174
20220804	Mobile Banking	3.031021
	Web Banking	6.323440
20220805	Mobile Banking	2.904082



	Web Banking	5.748007
20220806	Mobile Banking	2.748263
	Web Banking	3.453168
20220807	Mobile Banking	2.536032
	Web Banking	3.260867
20220808	Mobile Banking	2.812278
	Web Banking	5.997915
20220809	Mobile Banking	2.643272
	Web Banking	6.151023
20220810	Mobile Banking	3.207024
	Web Banking	6.351720
20220811	Mobile Banking	2.822290
	Web Banking	6.158675
20220812	Mobile Banking	3.076166
	Web Banking	5.875317
20220813	Mobile Banking	3.320140
	Web Banking	4.795025
20220814	Mobile Banking	2.534010
	Web Banking	3.470069
20220815	Mobile Banking	2.874254
	Web Banking	3.648208
20220816	Mobile Banking	2.620519
	Web Banking	5.149896
20220817	Mobile Banking	2.502944
	Web Banking	5.257472
20220818	Mobile Banking	3.006209
	Web Banking	5.807442
20220819	Mobile Banking	2.727074
	Web Banking	5.475711
20220820	Mobile Banking	2.746620
	Web Banking	3.747845

20220821	Mobile Banking	2.512350
	Web Banking	3.395588
20220822	Mobile Banking	2.842768
	Web Banking	5.679124
20220823	Mobile Banking	2.422885
	Web Banking	5.648790
20220824	Mobile Banking	2.650242
	Web Banking	5.687685
20220825	Mobile Banking	2.552895
	Web Banking	5.690479
20220826	Mobile Banking	2.539626
	Web Banking	5.452524
20220827	Mobile Banking	3.388881
	Web Banking	3.975221
20220828	Mobile Banking	2.357877
	Web Banking	3.714023
20220829	Mobile Banking	2.612739
	Web Banking	5.860693
20220830	Mobile Banking	2.582597
	Web Banking	5.548399
20220831	Mobile Banking	2.881437
	Web Banking	5.701605
20220901	Mobile Banking	2.799634
	Web Banking	6.310396
20220902	Mobile Banking	2.708171
	Web Banking	6.022196
20220903	Mobile Banking	2.859202
	Web Banking	4.040146
20220904	Mobile Banking	2.889801
	Web Banking	3.237961
20220905	Mobile Banking	2.814929

	Web Banking	5.621653
20220906	Mobile Banking	2.558099
	Web Banking	5.896372
20220907	Mobile Banking	2.678353
	Web Banking	5.758704
20220908	Mobile Banking	2.635842
	Web Banking	6.070889
20220909	Mobile Banking	2.992867
	Web Banking	6.152937
20220910	Mobile Banking	2.626615
	Web Banking	3.409431
20220911	Mobile Banking	2.625333
	Web Banking	3.465094
20220912	Mobile Banking	2.609927
	Web Banking	6.128411
20220913	Mobile Banking	2.648510
	Web Banking	5.588776
20220914	Mobile Banking	2.668786
	Web Banking	6.055217
20220915	Mobile Banking	2.747280
	Web Banking	6.087289
20220916	Mobile Banking	8.522261
	Web Banking	6.196977
20220917	Mobile Banking	3.224939
	Web Banking	3.415869
20220918	Mobile Banking	2.428631
	Web Banking	3.399417
20220919	Mobile Banking	2.589782
	Web Banking	5.779782
20220920	Mobile Banking	2.469692
	Web Banking	6.102337

20220921	Mobile Banking	2.578022
	Web Banking	5.914043
20220922	Mobile Banking	2.531887
	Web Banking	5.434725
20220923	Mobile Banking	2.822344
	Web Banking	5.649002
20220924	Mobile Banking	3.040198
	Web Banking	3.983291
20220925	Mobile Banking	2.386228
	Web Banking	4.470951
20220926	Mobile Banking	2.528792
	Web Banking	5.658629
20220927	Mobile Banking	2.494274
	Web Banking	6.174234
20220928	Mobile Banking	2.710651
	Web Banking	6.278232
20220929	Mobile Banking	2.597971
	Web Banking	6.094176
20220930	Mobile Banking	3.005628
	Web Banking	6.159661

## Transfers/ Payments

This section provides information on the relevant apis.

The table below demonstrates daily average time (in seconds) required to serve each payment information service (PISP) API request.

Created Date	channel	average_response_time
20220701	Mobile Banking	30.509318
	Web Banking	41.173500
20220702	Mobile Banking	30.136363
	Web Banking	27.849302
20220703	Mobile Banking	32.500000
	Web Banking	27.220487
20220704	Mobile Banking	37.525869
	Web Banking	29.495853
20220705	Mobile Banking	30.880000
	Web Banking	22.517780
20220706	Mobile Banking	27.394000
	Web Banking	20.363040
20220707	Mobile Banking	26.753125
	Web Banking	21.255070
20220708	Mobile Banking	33.631176
	Web Banking	24.483168
20220709	Mobile Banking	54.055000
	Web Banking	29.750975
20220710	Mobile Banking	38.297500
	Web Banking	24.804255
20220711	Mobile Banking	37.307692
	Web Banking	20.690291
20220712	Mobile Banking	25.213076
	Web Banking	22.176419
20220713	Mobile Banking	30.173225
	Web Banking	20.205311
20220714	Mobile Banking	26.675625
	Web Banking	22.331885
20220715	Mobile Banking	31.451111
	Web Banking	22.471850
20220716	Mobile Banking	27.403333
	Web Banking	29.414444
20220717	Mobile Banking	29.954000
	Web Banking	26.424193
20220718	Mobile Banking	26.923095
	Web Banking	20.765289
20220719	Mobile Banking	26.220000

	Web Banking	18.563264
20220720	Mobile Banking	27.246538
	Web Banking	20.989533
20220721	Mobile Banking	24.311153
	Web Banking	21.023099
20220722	Mobile Banking	30.087500
	Web Banking	23.255180
20220723	Mobile Banking	31.513333
	Web Banking	36.931428
20220724	Mobile Banking	24.705454
	Web Banking	25.486274
20220725	Mobile Banking	31.474545
	Web Banking	20.718650
20220726	Mobile Banking	32.219642
	Web Banking	23.366421
20220727	Mobile Banking	22.720000
	Web Banking	21.777969
20220728	Mobile Banking	58.442391
	Web Banking	36.365327
20220729	Mobile Banking	33.635714
	Web Banking	34.699311
20220730	Mobile Banking	32.486666
	Web Banking	28.855423
20220731	Mobile Banking	26.005000
	Web Banking	26.755294
20220801	Mobile Banking	34.686097
	Web Banking	26.249759
20220802	Mobile Banking	32.207714
	Web Banking	25.758166
20220803	Mobile Banking	30.968461
	Web Banking	21.773632
20220804	Mobile Banking	76.832391
	Web Banking	30.987595 30
20220805	Mobile Banking	28.524230
	Web Banking	22.767933
20220806	Mobile Banking	25.788750
	Web Banking	31.563934
20220807	Mobile Banking	32.730000
	Web Banking	27.559142
20220808	Mobile Banking	26.622857
	Web Banking	23.369929
20220809	Mobile Banking	30.846666
	Web Banking	21.717682
20220810	Mobile Banking	29.316666
	Web Banking	23.705086
20220811	Mobile Banking	28.177727
	Web Banking	18.002446

20220812	Mobile Banking	26.380000
	Web Banking	20.588576
20220813	Mobile Banking	50.075000
	Web Banking	33.306176
20220814	Mobile Banking	35.920000
	Web Banking	26.337241
20220815	Mobile Banking	29.313000
	Web Banking	16.927131
20220816	Mobile Banking	20.366500
	Web Banking	21.191197
20220817	Mobile Banking	30.783333
	Web Banking	20.511338
20220818	Mobile Banking	22.720714
	Web Banking	20.612520
20220819	Mobile Banking	40.495294
	Web Banking	20.350350
20220820	Mobile Banking	29.035000
	Web Banking	32.527045
20220821	Mobile Banking	26.050000
	Web Banking	27.350750
20220822	Mobile Banking	19.343636
	Web Banking	21.045469
20220823	Mobile Banking	26.902916
	Web Banking	21.081544
20220824	Mobile Banking	36.792857
	Web Banking	21.568458
20220825	Mobile Banking	31.925862
	Web Banking	20.540941
20220826	Mobile Banking	23.371818
	Web Banking	21.377418
20220827	Mobile Banking	28.159000
	Web Banking	28.847567
20220828	Mobile Banking	30.794000
	Web Banking	27.555526
20220829	Mobile Banking	45.630333
	Web Banking	30.806480
20220830	Mobile Banking	39.469365
	Web Banking	23.344959
20220831	Mobile Banking	40.637567
	Web Banking	26.712937
20220901	Mobile Banking	35.146808
	Web Banking	26.874842
20220902	Mobile Banking	36.213928
	Web Banking	27.468150
20220903	Mobile Banking	36.606666
	Web Banking	30.441666
20220904	Mobile Banking	32.378888

	Web Banking	23.909245	
20220905	Mobile Banking	59.027619	
	Web Banking	50.386569	
20220906	Mobile Banking	27.212000	
	Web Banking	24.041225	
20220907	Mobile Banking	40.405652	
	Web Banking	23.214743	
20220908	Mobile Banking	26.005384	
	Web Banking	19.585823	
20220909	Mobile Banking	30.294545	
	Web Banking	26.323974	
20220910	Mobile Banking	20.842000	
	Web Banking	24.241176	
20220911	Mobile Banking	32.865000	
	Web Banking	26.679743	
20220912	Mobile Banking	26.302857	
	Web Banking	21.167280	
20220913	Mobile Banking	26.453142	
	Web Banking	22.144057	
20220914	Mobile Banking	22.345000	
	Web Banking	19.947914	
20220915	Mobile Banking	33.104000	
	Web Banking	21.020238	
20220916	Mobile Banking	40.469090	
	Web Banking	26.056709	
20220917	Mobile Banking	30.780000	
	Web Banking	31.690810	
20220918	Mobile Banking	29.714285	
	Web Banking	32.219375	
20220919	Mobile Banking	24.212857	
	Web Banking	21.931107	
20220920	Mobile Banking	31.639230	
	Web Banking	20.580132	32
20220921	Mobile Banking	29.666956	
	Web Banking	23.159959	
20220922	Mobile Banking	25.084210	
	Web Banking	19.947503	
20220923	Mobile Banking	34.391153	
	Web Banking	24.115933	
20220924	Mobile Banking	38.373333	
	Web Banking	34.685121	
20220925	Mobile Banking	35.386666	
	Web Banking	26.602812	
20220926	Mobile Banking	40.457333	
	Web Banking	22.646866	
20220927	Mobile Banking	55.886666	
	Web Banking	24.361195	



20220928	Mobile Banking	30.989782
	Web Banking	26.823339
20220929	Mobile Banking	33.927424
	Web Banking	27.097770
20220930	Mobile Banking	45.267872
	Web Banking	38.271992

### ***Transfer to Third Parties***

This section provides information on the relevant apis.

The table below demonstrates daily average time (in seconds) required to serve each payment information service (PISP) API request.

<b>Created Date</b>	<b>channel</b>	<b>average_response_time</b>
20220701	Mobile Banking	11.691103
	Web Banking	12.414129
20220702	Mobile Banking	9.062769
	Web Banking	8.823846
20220703	Mobile Banking	9.298125
	Web Banking	7.732279
20220704	Mobile Banking	14.870100
	Web Banking	11.283830
20220705	Mobile Banking	10.193900
	Web Banking	9.368814
20220706	Mobile Banking	9.033245
	Web Banking	9.676421
20220707	Mobile Banking	12.377362
	Web Banking	9.373483
20220708	Mobile Banking	10.189552
	Web Banking	9.875412
20220709	Mobile Banking	8.943043
	Web Banking	7.544468
20220710	Mobile Banking	9.013846
	Web Banking	8.290545
20220711	Mobile Banking	10.427096
	Web Banking	9.629254
20220712	Mobile Banking	10.255897
	Web Banking	9.654197
20220713	Mobile Banking	11.420574
	Web Banking	9.061107
20220714	Mobile Banking	12.076880
	Web Banking	10.732763
20220715	Mobile Banking	9.837362

	Web Banking	10.178506
20220716	Mobile Banking	7.697288
	Web Banking	9.199859
20220717	Mobile Banking	8.372380
	Web Banking	8.005925
20220718	Mobile Banking	13.438333
	Web Banking	10.432827
20220719	Mobile Banking	9.311773
	Web Banking	8.745564
20220720	Mobile Banking	9.611186
	Web Banking	12.827911
20220721	Mobile Banking	8.647884
	Web Banking	9.510639
20220722	Mobile Banking	8.767298
	Web Banking	8.766586
20220723	Mobile Banking	7.077750
	Web Banking	8.323766
20220724	Mobile Banking	7.708235
	Web Banking	7.696000
20220725	Mobile Banking	12.806730
	Web Banking	12.438856
20220726	Mobile Banking	13.836984
	Web Banking	12.462484
20220727	Mobile Banking	9.904660
	Web Banking	11.970369
20220728	Mobile Banking	10.525208
	Web Banking	12.790110
20220729	Mobile Banking	13.136097
	Web Banking	13.195152
20220730	Mobile Banking	9.623191
	Web Banking	8.749398
20220731	Mobile Banking	10.556904
	Web Banking	8.178584
20220801	Mobile Banking	13.563407
	Web Banking	14.054466
20220802	Mobile Banking	10.649375
	Web Banking	11.637815
20220803	Mobile Banking	11.060185
	Web Banking	11.096200
20220804	Mobile Banking	10.283566
	Web Banking	10.891174
20220805	Mobile Banking	11.173577
	Web Banking	11.597065
20220806	Mobile Banking	7.782222
	Web Banking	7.187222
20220807	Mobile Banking	9.071923
	Web Banking	7.824942

20220808	Mobile Banking	9.063260	
	Web Banking	9.847218	
20220809	Mobile Banking	11.176666	
	Web Banking	10.073482	
20220810	Mobile Banking	10.085000	
	Web Banking	9.783249	
20220811	Mobile Banking	9.852019	
	Web Banking	10.060612	
20220812	Mobile Banking	9.444660	
	Web Banking	12.619845	
20220813	Mobile Banking	8.434444	
	Web Banking	7.810218	
20220814	Mobile Banking	8.162307	
	Web Banking	8.512112	
20220815	Mobile Banking	8.323529	
	Web Banking	7.765166	
20220816	Mobile Banking	9.210181	
	Web Banking	9.111222	
20220817	Mobile Banking	9.629310	
	Web Banking	8.499868	
20220818	Mobile Banking	10.812982	
	Web Banking	8.863333	
20220819	Mobile Banking	7.728095	
	Web Banking	8.676748	
20220820	Mobile Banking	9.502285	
	Web Banking	8.181250	
20220821	Mobile Banking	10.344000	
	Web Banking	9.068028	
20220822	Mobile Banking	9.763564	
	Web Banking	9.828126	
20220823	Mobile Banking	8.835555	
	Web Banking	8.831027	
20220824	Mobile Banking	10.254257	35
	Web Banking	9.197860	
20220825	Mobile Banking	10.285789	
	Web Banking	9.504860	
20220826	Mobile Banking	9.630483	
	Web Banking	10.169625	
20220827	Mobile Banking	12.610000	
	Web Banking	7.623289	
20220828	Mobile Banking	8.614444	
	Web Banking	8.320625	
20220829	Mobile Banking	11.858039	
	Web Banking	11.097201	
20220830	Mobile Banking	11.002452	
	Web Banking	10.609821	
20220831	Mobile Banking	12.058437	

	Web Banking	10.815402
20220901	Mobile Banking	11.830756
	Web Banking	10.811182
20220902	Mobile Banking	11.920857
	Web Banking	10.771688
20220903	Mobile Banking	9.030714
	Web Banking	9.651333
20220904	Mobile Banking	39.563846
	Web Banking	8.686391
20220905	Mobile Banking	9.485114
	Web Banking	11.778810
20220906	Mobile Banking	10.415166
	Web Banking	9.655384
20220907	Mobile Banking	11.158000
	Web Banking	9.329863
20220908	Mobile Banking	8.401282
	Web Banking	8.982952
20220909	Mobile Banking	9.245864
	Web Banking	9.745474
20220910	Mobile Banking	9.335000
	Web Banking	7.255753
20220911	Mobile Banking	8.369411
	Web Banking	8.422471
20220912	Mobile Banking	9.216880
	Web Banking	10.155874
20220913	Mobile Banking	10.786694
	Web Banking	10.686687
20220914	Mobile Banking	12.697681
	Web Banking	10.990242
20220915	Mobile Banking	10.983055
	Web Banking	10.760619
20220916	Mobile Banking	11.007920
	Web Banking	12.297127
20220917	Mobile Banking	9.245000
	Web Banking	9.023200
20220918	Mobile Banking	12.888095
	Web Banking	6.994893
20220919	Mobile Banking	9.554408
	Web Banking	10.157207
20220920	Mobile Banking	9.130411
	Web Banking	9.743917
20220921	Mobile Banking	9.589291
	Web Banking	9.251314
20220922	Mobile Banking	9.405526
	Web Banking	9.605384
20220923	Mobile Banking	10.309589
	Web Banking	9.587074

20220924	Mobile Banking	14.792250
	Web Banking	10.373294
20220925	Mobile Banking	9.277413
	Web Banking	9.500389
20220926	Mobile Banking	10.693473
	Web Banking	12.064192
20220927	Mobile Banking	10.236354
	Web Banking	12.583994
20220928	Mobile Banking	11.782765
	Web Banking	13.207972
20220929	Mobile Banking	13.750593
	Web Banking	12.399812
20220930	Mobile Banking	11.456929
	Web Banking	14.305007

## Error response rate

The data in this section demonstrate how often an error response is returned to an authorized Third Party Provider compared to other bank channels.

The Ration Percentage daily average is marked as "Null" if no APIs have been used on that day.

CREATED_DATE	channel	RatioPercentage
20220701	API	0.300000000000
	Mobile Banking	0.800000000000
	Web Banking	1.900000000000
20220702	API	0.600000000000
	Mobile Banking	0.600000000000
	Web Banking	2.100000000000
20220703	API	1.500000000000
	Mobile Banking	0.400000000000
	Web Banking	2.400000000000
20220704	API	NULL
	Mobile Banking	0.800000000000

	Web Banking	2.400000000000
20220705	API	0.600000000000
	Mobile Banking	0.400000000000
	Web Banking	2.200000000000
20220706	API	2.900000000000
	Mobile Banking	2.100000000000
	Web Banking	1.800000000000
20220707	API	NULL
	Mobile Banking	0.700000000000
	Web Banking	2.200000000000
20220708	API	4.900000000000
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