

PSD2: Open Banking – Performance and Indicators

Period 01/04/26 – 30/06/26 (91 days)	eBanking	mBanking	PSD2 interface
Downtime			
AIS	0 day 3h 19m	0 day 2h 01m	0 day 0h 00m
PIS	0 day 14h 57m	n/a	0 day 0h 00m
CBPII	n/a	n/a	0 day 0h 00m
Uptime			
AIS	90 days 20h 41m	90 days 21h 59m	91 days 0h 00m
PIS	90 days 9h 03m	n/a	91 days 0h 00m
CBPII	n/a	n/a	91 days 0h 00m
Downtime %			
AIS	0.15%	0.09%	0.00%
PIS	0.68%	n/a	0.00%
CBPII	n/a	n/a	0.00%
Uptime %			
AISP	99.85%	99.91%	100.00%
PISP	99.32%	n/a	100.00%
CBPII	n/a	n/a	100.00%
Daily average time			
AIS	870 ms	211 ms	1023 ms
PIS	885 ms *	n/a	-
CBPII	n/a	n/a	-
Daily error response rate			
AIS	1.06%	4.41%	0.00%
PIS	0.40% *	n/a	-
CBPII	n/a	n/a	-

(*) For the averages presented in this document, the last 15 days of June were not taken into account when calculating the daily error response rate and the daily average time at PIS level due to the reasons described in the 'EFG eBanking mobilebanking KPI Report Q2 2026' available in the section for detailed reports.