

Resurs Bank performance and availability statistics

September 2020

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The EBA regulatory technical standards (RTS) requires that banks, which have put in place APIs as a dedicated interface, ensure that the APIs, at all times offer the same level of availability and performance as the other customer interfaces within the bank. This requires monitoring of the APIs availability and performance, as the banks are required to quarterly publish statistics on their website, enabling TPPs and customers to compare the daily availability and performance of the APIs with the bank's customer interfaces.

As a result of this, we will quarterly publish statistics* enabling comparison between our customer interfaces and our dedicated interface. Resurs Bank's dedicated interface is provided in collaboration with Crosskey, which monitors the daily availability and performance of the bank's live PSD2 APIs published through Crosskey Open Banking Market.

**Resurs Bank only provides account information API. There are no statistics for Payment Initiation and Confirmation of Funds available, which is why these columns are empty.*

Summary for period

2020-09-01 – 2020-09-30

| Date | Resurs Customer Interfaces | Account Information | Payment Initiation | Confirmation of Funds |
|------------------------------|----------------------------|---------------------|--------------------|-----------------------|
| Uptime | 100,00 % | 99,91 % | | |
| Average response time | 307 ms | 812 ms | N/A | N/A |
| Error rate | 0,51 % | 29,03 % | | |

Uptime

Daily performance

| Date | Resurs Customer Interfaces | Account Information |
|------------|----------------------------|---------------------|
| 2020-09-01 | 100,00% | 99,69% |
| 2020-09-02 | 100,00% | 99,93% |
| 2020-09-03 | 100,00% | 99,83% |
| 2020-09-04 | 100,00% | 99,86% |
| 2020-09-05 | 100,00% | 99,90% |
| 2020-09-06 | 100,00% | 100,00% |
| 2020-09-07 | 100,00% | 100,00% |
| 2020-09-08 | 100,00% | 99,93% |
| 2020-09-09 | 100,00% | 100,00% |
| 2020-09-10 | 100,00% | 99,93% |
| 2020-09-11 | 100,00% | 99,90% |
| 2020-09-12 | 100,00% | 100,00% |
| 2020-09-13 | 100,00% | 100,00% |
| 2020-09-14 | 100,00% | 99,93% |
| 2020-09-15 | 100,00% | 100,00% |
| 2020-09-16 | 100,00% | 99,97% |
| 2020-09-17 | 100,00% | 99,83% |
| 2020-09-18 | 100,00% | 99,86% |
| 2020-09-19 | 100,00% | 99,83% |
| 2020-09-20 | 100,00% | 99,93% |
| 2020-09-21 | 100,00% | 99,90% |
| 2020-09-22 | 100,00% | 99,97% |
| 2020-09-23 | 100,00% | 99,86% |
| 2020-09-24 | 100,00% | 99,76% |
| 2020-09-25 | 100,00% | 100,00% |
| 2020-09-26 | 100,00% | 99,79% |
| 2020-09-27 | 100,00% | 99,90% |
| 2020-09-28 | 100,00% | 99,90% |
| 2020-09-29 | 100,00% | 99,86% |
| 2020-09-30 | 100,00% | 99,90% |

Average response time

Daily performance

| Date | Resurs Customer Interfaces | Account Information | Payment Initiation | Confirmation of Funds |
|------------|----------------------------|---------------------|--------------------|-----------------------|
| 2020-09-01 | 361 ms | 777 ms | - | - |
| 2020-09-02 | 285 ms | 636 ms | - | - |
| 2020-09-03 | 331 ms | 967 ms | - | - |
| 2020-09-04 | 303 ms | 919 ms | - | - |
| 2020-09-05 | 246 ms | 967 ms | - | - |
| 2020-09-06 | 262 ms | 923 ms | - | - |
| 2020-09-07 | 310 ms | 768 ms | - | - |
| 2020-09-08 | 278 ms | 971 ms | - | - |
| 2020-09-09 | 274 ms | 808 ms | - | - |
| 2020-09-10 | 271 ms | 764 ms | - | - |
| 2020-09-11 | 270 ms | 838 ms | - | - |
| 2020-09-12 | 259 ms | 696 ms | - | - |
| 2020-09-13 | 236 ms | 745 ms | - | - |
| 2020-09-14 | 261 ms | 767 ms | - | - |
| 2020-09-15 | 269 ms | 600 ms | - | - |
| 2020-09-16 | 265 ms | 1082 ms | - | - |
| 2020-09-17 | 277 ms | 758 ms | - | - |
| 2020-09-18 | 271 ms | 759 ms | - | - |
| 2020-09-19 | 246 ms | 652 ms | - | - |
| 2020-09-20 | 247 ms | 811 ms | - | - |
| 2020-09-21 | 268 ms | 867 ms | - | - |
| 2020-09-22 | 276 ms | 888 ms | - | - |
| 2020-09-23 | 678 ms | 791 ms | - | - |
| 2020-09-24 | 364 ms | 761 ms | - | - |
| 2020-09-25 | 330 ms | 860 ms | - | - |
| 2020-09-26 | 290 ms | 858 ms | - | - |
| 2020-09-27 | 475 ms | 687 ms | - | - |
| 2020-09-28 | 320 ms | 757 ms | - | - |
| 2020-09-29 | 403 ms | 801 ms | - | - |
| 2020-09-30 | 283 ms | 880 ms | - | - |

Error rate

Daily performance

| Date | Resurs Customer Interfaces | Account Information |
|------------|----------------------------|---------------------|
| 2020-09-01 | 0,01% | 54,29% |
| 2020-09-02 | 0,00% | 50,00% |
| 2020-09-03 | 0,00% | 61,54% |
| 2020-09-04 | 0,00% | 22,22% |
| 2020-09-05 | 0,00% | 50,00% |
| 2020-09-06 | 0,00% | 0,00% |
| 2020-09-07 | 0,03% | 0,00% |
| 2020-09-08 | 0,00% | 20,00% |
| 2020-09-09 | 0,03% | 0,00% |
| 2020-09-10 | 0,00% | 30,00% |
| 2020-09-11 | 0,00% | 28,57% |
| 2020-09-12 | 0,85% | 0,00% |
| 2020-09-13 | 0,00% | 0,00% |
| 2020-09-14 | 0,00% | 56,25% |
| 2020-09-15 | 0,00% | 0,00% |
| 2020-09-16 | 0,00% | 13,33% |
| 2020-09-17 | 0,01% | 50,00% |
| 2020-09-18 | 0,44% | 48,28% |
| 2020-09-19 | 0,08% | 50,00% |
| 2020-09-20 | 0,00% | 10,71% |
| 2020-09-21 | 0,00% | 50,00% |
| 2020-09-22 | 0,00% | 11,11% |
| 2020-09-23 | 1,10% | 35,29% |
| 2020-09-24 | 0,01% | 33,33% |
| 2020-09-25 | 0,00% | 0,00% |
| 2020-09-26 | 0,01% | 30,91% |
| 2020-09-27 | 0,00% | 55,56% |
| 2020-09-28 | 0,02% | 33,33% |
| 2020-09-29 | 12,82% | 48,94% |
| 2020-09-30 | 0,00% | 27,27% |