

Availability and performance of OpenAPI and other online channels CIB Bank (2024 Q1)																								
Date	CIB PSD2 OpenApi						CIB BusinessOnline						CIB Online						CIB MobilApp					
	Uptime (%)	Downtime (%)	Error response rate (%)	Avg. resp. time AIS (in milliseconds)	Avg. resp. time PIS (in milliseconds)	Avg. resp. time PIIS (in milliseconds)	Uptime (%)	Downtime (%)	Error response rate (%)	Avg. resp. time AIS (in milliseconds)	Avg. resp. time PIS (in milliseconds)	Avg. resp. time PIIS (in milliseconds)	Uptime (%)	Downtime (%)	Error response rate (%)	Avg. resp. time AIS (in milliseconds)	Avg. resp. time PIS (in milliseconds)	Avg. resp. time PIIS (in milliseconds)	Uptime (%)	Downtime (%)	Error response rate (%)	Avg. resp. time AIS (in milliseconds)	Avg. resp. time PIS (in milliseconds)	Avg. resp. time PIIS (in milliseconds)
2024.04.01	99.31%	0.69%	No Data	473.24	180.25	156.12	100.00%	0.00%	No Data	579.44	2,658.00	N/A	100.00%	0.00%	No Data	314.12	320.34	N/A	100.00%	0.00%	No Data	217.87	439.76	N/A
2024.04.02	99.44%	0.56%	No Data	535.46	175.83	176.91	100.00%	0.00%	No Data	914.97	1,959.47	N/A	100.00%	0.00%	No Data	423.30	686.90	N/A	100.00%	0.00%	No Data	282.49	543.84	N/A
2024.04.03	99.03%	0.97%	No Data	574.99	173.80	182.62	100.00%	0.00%	No Data	863.21	1,329.76	N/A	100.00%	0.00%	No Data	593.52	656.96	N/A	100.00%	0.00%	No Data	337.53	570.58	N/A
2024.04.04	99.17%	0.83%	No Data	555.87	168.12	179.39	100.00%	0.00%	No Data	714.10	1,132.69	N/A	100.00%	0.00%	No Data	499.84	539.11	N/A	100.00%	0.00%	No Data	325.68	544.53	N/A
2024.04.05	99.10%	0.90%	No Data	535.93	168.15	176.92	100.00%	0.00%	No Data	687.18	1,107.61	N/A	100.00%	0.00%	No Data	446.85	676.77	N/A	100.00%	0.00%	No Data	301.38	547.06	N/A
2024.04.06	99.38%	0.63%	No Data	497.73	162.58	164.01	100.00%	0.00%	No Data	467.50	1,022.69	N/A	100.00%	0.00%	No Data	325.48	431.64	N/A	100.00%	0.00%	No Data	231.67	465.10	N/A
2024.04.07	99.38%	0.63%	No Data	561.09	169.76	171.43	100.00%	0.00%	No Data	519.13	1,170.52	N/A	100.00%	0.00%	No Data	466.46	318.49	N/A	100.00%	0.00%	No Data	301.61	485.08	N/A
2024.04.08	99.17%	0.83%	No Data	548.22	167.33	182.88	100.00%	0.00%	No Data	686.13	1,041.27	N/A	100.00%	0.00%	No Data	452.04	553.87	N/A	100.00%	0.00%	No Data	289.95	530.72	N/A
2024.04.09	99.44%	0.56%	No Data	552.8	190.78	183.43	100.00%	0.00%	No Data	966.47	1,062.70	N/A	100.00%	0.00%	No Data	526.04	544.49	N/A	100.00%	0.00%	No Data	311.52	576.77	N/A
2024.04.10	99.38%	0.63%	No Data	546.93	183.75	182.03	100.00%	0.00%	No Data	739.27	1,148.34	N/A	99.44%	0.56%	No Data	464.32	671.49	N/A	99.44%	0.56%	No Data	337.56	575.21	N/A
2024.04.11	99.17%	0.83%	No Data	546.82	171.51	182.10	70.83%	29.17%	No Data	1,319.43	1,830.19	N/A	70.83%	29.17%	No Data	435.97	510.53	N/A	70.83%	29.17%	No Data	304.50	558.63	N/A
2024.04.12	99.96%	1.04%	No Data	550.31	169.95	182.90	100.00%	0.00%	No Data	756.49	1,006.83	N/A	100.00%	0.00%	No Data	473.77	537.09	N/A	100.00%	0.00%	No Data	315.22	566.03	N/A
2024.04.13	98.47%	1.53%	No Data	575.62	162.68	165.11	100.00%	0.00%	No Data	500.62	1,037.29	N/A	100.00%	0.00%	No Data	368.37	295.41	N/A	100.00%	0.00%	No Data	246.26	475.08	N/A
2024.04.14	99.17%	0.83%	No Data	553.98	159.80	164.46	100.00%	0.00%	No Data	647.74	1,548.15	N/A	100.00%	0.00%	No Data	320.08	299.57	N/A	100.00%	0.00%	No Data	258.54	460.97	N/A
2024.04.15	98.82%	1.18%	No Data	563.16	164.35	177.53	100.00%	0.00%	No Data	1,194.81	1,954.88	N/A	100.00%	0.00%	No Data	651.32	541.82	N/A	100.00%	0.00%	No Data	293.01	538.60	N/A
2024.04.16	99.24%	0.76%	No Data	558.83	165.19	183.06	100.00%	0.00%	No Data	703.78	1,135.07	N/A	100.00%	0.00%	No Data	530.46	628.31	N/A	100.00%	0.00%	No Data	310.61	530.28	N/A
2024.04.17	99.38%	0.63%	No Data	535.88	173.30	179.80	100.00%	0.00%	No Data	747.81	1,255.21	N/A	100.00%	0.00%	No Data	475.22	585.45	N/A	100.00%	0.00%	No Data	303.01	532.08	N/A
2024.04.18	99.44%	0.56%	No Data	515.04	166.85	194.44	100.00%	0.00%	No Data	851.08	1,253.39	N/A	100.00%	0.00%	No Data	407.32	531.18	N/A	100.00%	0.00%	No Data	296.87	521.90	N/A
2024.04.19	99.51%	0.49%	No Data	497.9	165.09	172.33	100.00%	0.00%	No Data	747.86	1,412.20	N/A	100.00%	0.00%	No Data	503.92	568.15	N/A	100.00%	0.00%	No Data	289.16	506.11	N/A
2024.04.20	97.50%	2.50%	No Data	818.6	163.00	166.79	70.83%	29.17%	No Data	567.31	1,361.05	N/A	70.83%	29.17%	No Data	358.93	346.96	N/A	70.83%	29.17%	No Data	284.90	481.97	N/A
2024.04.21	99.03%	0.97%	No Data	528.19	162.33	168.12	100.00%	0.00%	No Data	660.89	1,772.93	N/A	100.00%	0.00%	No Data	300.12	337.36	N/A	100.00%	0.00%	No Data	234.49	435.24	N/A
2024.04.22	99.86%	0.14%	No Data	510.99	164.92	177.76	100.00%	0.00%	No Data	641.26	1,227.74	N/A	100.00%	0.00%	No Data	450.92	514.12	N/A	100.00%	0.00%	No Data	283.73	507.51	N/A
2024.04.23	99.86%	0.14%	No Data	567.45	162.58	185.92	100.00%	0.00%	No Data	732.67	1,339.85	N/A	100.00%	0.00%	No Data	472.25	491.02	N/A	100.00%	0.00%	No Data	327.16	562.18	N/A
2024.04.24	99.93%	0.07%	No Data	537.13	168.43	180.58	100.00%	0.00%	No Data	758.74	1,468.79	N/A	100.00%	0.00%	No Data	482.23	545.36	N/A	100.00%	0.00%	No Data	316.15	536.91	N/A
2024.04.25	99.93%	0.07%	No Data	522.99	167.42	182.46	75.42%	24.58%	No Data	929.75	1,529.50	N/A	90.69%	9.31%	No Data	422.85	561.60	N/A	90.69%	9.31%	No Data	289.80	544.30	N/A
2024.04.26	99.86%	0.14%	No Data	499.59	171.00	174.91	95.14%	4.86%	No Data	641.88	1,450.29	N/A	100.00%	0.00%	No Data	422.19	481.77	N/A	100.00%	0.00%	No Data	274.35	493.74	N/A
2024.04.27	99.93%	0.07%	No Data	485.78	162.93	167.73	100.00%	0.00%	No Data	558.63	1,383.01	N/A	100.00%	0.00%	No Data	335.83	257.80	N/A	100.00%	0.00%	No Data	235.92	435.41	N/A
2024.04.28	99.93%	0.07%	No Data	533.41	160.83	168.19	100.00%	0.00%	No Data	628.80	2,024.65	N/A	100.00%	0.00%	No Data	339.38	320.22	N/A	100.00%	0.00%	No Data	244.54	431.42	N/A
2024.04.29	99.93%	0.07%	No Data	528.48	162.02	177.06	100.00%	0.00%	No Data	850.02	1,430.15	N/A	100.00%	0.00%	No Data	498.97	507.45	N/A	100.00%	0.00%	No Data	271.33	481.36	N/A
2024.04.30	99.86%	0.14%	No Data	556.93	168.49	192.08	100.00%	0.00%	No Data	715.12	1,352.23	N/A	100.00%	0.00%	No Data	515.91	612.17	N/A	100.00%	0.00%	No Data	317.47	527.08	N/A
2024.05.01	99.86%	0.14%	No Data	501.23	164.49	171.14	100.00%	0.00%	No Data	662.83	1,189.64	N/A	100.00%	0.00%	No Data	384.95	328.24	N/A	100.00%	0.00%	No Data	254.12	462.27	N/A
2024.05.02	99.93%	0.07%	No Data	552.25	174.15	199.40	100.00%	0.00%	No Data	1,283.91	2,042.14	N/A	100.00%	0.00%	No Data	477.37	533.31	N/A	100.00%	0.00%	No Data	292.18	529.77	N/A
2024.05.03	99.93%	0.07%	No Data	539.3	168.71	187.77	100.00%	0.00%	No Data	758.68	1,418.68	N/A	100.00%	0.00%	No Data	440.32	514.77	N/A	100.00%	0.00%	No Data	288.87	498.78	N/A
2024.05.04	92.36%	7.64%	No Data	527.13	163.04	175.74	100.00%	0.00%	No Data	810.71	1,756.30	N/A	100.00%	0.00%	No Data	414.82	291.27	N/A	100.00%	0.00%	No Data	258.27	446.45	N/A
2024.05.05	98.33%	1.67%	No Data	506.59	160.17	171.32	100.00%	0.00%	No Data	686.19	1,928.71	N/A	100.00%	0.00%	No Data	365.05	325.89	N/A	100.00%	0.00%	No Data	234.15	421.47	N/A
2024.05.06	99.93%	0.07%	No Data	533.74	170.20	186.71	100.00%	0.00%	No Data	713.46	1,579.10	N/A	100.00%	0.00%	No Data	403.50	514.36	N/A	100.00%	0.00%	No Data	272.87	487.18	N/A
2024.05.07	99.86%	0.14%	No Data	561.12	164.71	186.14	79.17%	20.83%	No Data	853.39	1,758.75	N/A	79.17%	20.83%	No Data	498.55	581.02	N/A	79.17%	20.83%	No Data	319.76	514.53	N/A
2024.05.08	99.93%	0.07%	No Data	545.91	170.34	190.21	100.00%	0.00%	No Data	909.68	1,669.15	N/A	100.00%	0.00%	No Data	506.04	641.15	N/A	100.00%	0.00%	No Data	305.55	507.97	N/A
2024.05.09	93.19%	6.81%	No Data	575.39	181.91	193.54	70.83%	29.17%	No Data	843.87	1,636.24	N/A	70.83%	29.17%	No Data	526.13	511.02	N/A	70.83%	29.17%	No Data	322.34	546.67	N/A
2024.05.10	98.47%	1.53%	No Data	568.11	197.59	199.71	100.00%	0.00%	No Data	966.10	1,548.34	N/A	100.00%	0.00%	No Data	475.27	480.81	N/A	100.00%	0.00%	No Data	308.92	589.57	N/A
2024.05.11	99.93%	0.07%	No Data	515.66	206.56	182.36	100.00%	0.00%	No Data	605.07	2,068.57	N/A	100.00%	0.00%	No Data	405.49	284.35	N/A	100.00%	0.00%	No Data	250.58	466.15	N/A
2024.05.12	99.44%	0.56%	No Data	547.08	195.84	179.54	100.00%	0.00%	No Data	749.95	2,956.66	N/A	100.00%	0.00%	No Data	380.03	349.70	N/A	100.00%	0.00%	No Data	246.49	466.59	N/A
2024.05.13	99.44%	0.56%	No Data	552.35	181.15	194.69	100.00%	0.00%	No Data	794.64	1,221.92	N/A	100.00%	0.00%	No Data	470.82	528.55	N/A	100.00%	0.00%	No Data	283.24	519.85	N/A
2024.05.14	95.83%	4.17%	No Data	548.43	158.06	205.48	79.17%	20.83%	No Data	823.34	2,156.82	N/A	79.17%	20.83%	No Data	542.39	556.00	N/A	79.17%	20.83%	No Data	335.63	568.13	N/A
2024.05.15	98.30%	1.70%	4.30%	595.57	163.38	178.13	100.00%	0.00%	0.00%	752.74	1,476.42	N/A	100.00%	0.00%	0.00%	513.47	553.81	N/A	100.00%	0.00%	0.00%	289.11	535.09	N/A
2024.05.16	100.00%	0.00%	0.20%	661.69	164.54	174.75	100.00%	0.00%	0.00%	795.69	1,240.10	N/A	100.00%	0.00%	0.00%	469.74	716.09	N/A	100.00%	0.00%	0.00%	298.73	525.55	N/A
2024.05.17	100.00%	0.00%	0.20%	650.61	167.89	174.48	100.00%	0.00%	0.00%	2,313.24	1,262.18	N/A	100.00%	0.00%	0.00%	437.48	556.68	N/A	100.00%	0.00%	0.00%	291.59	535.29	N/A
2024.05.18	100.00%	0.00%	0.10%	618.56	160.17	176.02	100.00%	0.00%	0.00%	2,398.23	1,871.82	N/A	100.00%	0.00%	0.00%	420.15	297.02	N/A	100.00%	0.00%	0.00%	264.29	525.53	N/A
2024.05.19	100.00%	0.00%	0.10%	614.16	157.97	168.45	100.00%	0.00%	0.00%	796.57	2,991.62	N/A	100.00%	0.00%	0.00%	485.92	314.20	N/A	100.00%	0.00%	0.00%	244.57	461.16	N/A
2024.05.20	100.00%	0.00%	0.10%	558.21	148.09	157.27	100.00%	0.00%	0															