



Objective	Dedicated interface	Online Channel 1	Online Channel 2
	<b>Berenberg PSD2 Open Banking</b>	<b>Wealth Management Portal</b>	<b>FinTS</b>
<b>Problem resolution towards PSU</b>	<p>Depending on fault classification (classification by ASPSP via email/telephone)</p> <p><b>reaction time:</b></p> <p>critical: within 2 hours high: within 3 hours medium or unclassified: within 8 hours</p> <p><b>time period for problem solving:</b></p> <p>critical: within 4 hours high: within 48 hours medium or unclassified: with the next release</p>	Critical issues concerning Berenberg customers will be solved with the highest effort.	Critical issues concerning Berenberg customers will be solved with the highest effort.
<b>Problem resolution towards TPP</b>	<p>Depending on fault classification (classification by ASPSP in the problem tracking system)</p> <p><b>reaction time:</b></p> <p>critical: within 2 hours high: within 3 hours medium or unclassified: within 8 hours</p> <p><b>time period for problem solving:</b></p> <p>critical: within 4 hours high: within 48 hours medium or unclassified: with the next release</p>	Not of relevance for this channel.	Not of relevance for this channel.
<b>Business day support for PSU</b>	9 a.m. to 6 p.m. CET	8 a.m. to 5 p.m. CET	8 a.m. to 5 p.m. CET
<b>Out of hours support for PSU</b>	<p>No out of hours support available.</p> <p>The PSU has the possibility to send an e-mail outside business hours, which will be answered next working day.</p>	<p>No out of hours support available.</p> <p>The PSU has the possibility to send an e-mail outside business hours, which will be answered next working day.</p>	<p>No out of hours support available.</p> <p>The PSU has the possibility to send an e-mail outside business hours, which will be answered next working day.</p>

<b>Monitoring</b>	<p>Servers and communication infrastructure are monitored while for unavailability or degraded service performance an automated alarming is setup.</p> <p>The PSD2 API is additionally monitored by a high-available, external service that checks for availability of the API and alarms in case the conditions for being down are met.</p> <p>The status of the PSD2 API will be published on a separate website that is reachable through the developer portal of the solution.</p>	<p>Monitoring of the business processes as well as technical monitoring in place.</p> <p>Automated alerts are generated in case of an technical error.</p>	<p>Monitoring by an external transaction bot</p>
<b>Contingency Plans</b>	<p>Full Business continuity planning is applied. This includes Backup Policy, High Availability and Fail over, Disaster Recovery etc.</p>	<p>Full Business continuity planning is applied. This includes Backup Policy, High availability and Fail over, Disaster Recovery etc.</p>	<p>Full Business continuity planning is applied. This includes Backup Policy, High Availability and Fail over, Disaster Recovery etc.</p>
<b>Maintenance dedicated interface</b>	<p>For maintenance reasons and to provide new functionality the dedicated interface might be updated while currently one major update and four minor updates are assumed to be released per year.</p> <p>This does not include bugfix or security driven releases that might be published even more often.</p> <p>The planned downtimes (if necessary) will be announced in advance through the status page of the APIs that will be provided on the developer portal of the PSD2 API.</p>	<p>Continuous Development and Continuous Integration</p>	<p>1-2 major releases per year e.g. in case of new functionality and bug fixes</p>
<b>Technical Availability</b>	<p>99,5% as SLO</p>	<p>99,0% as SLO</p>	<p>99,0% as SLO</p>