

## Quarterly report overview

### KPI measurements Statistic

period: 2022-10-01 until 2022-12-31

#### Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,15	99,8
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:39	23:21
Berenberg PSD2 Open Banking	0:00	24:00

#### Service Level Agreement

KPI according to SLA	
Operating time (%)	
	98,50
	99,00

#### Compare of quarterly average value for performance

measured KPIs			
Response time (msec)	AIS	PIS	PIIS
Wealth Management Portal	1080	352	n.a.*
Berenberg PSD2 Open Banking	770	444	621

\* n.a. = not available

#### Service Level Agreement

KPI according to SLA		
AIS	PIS	PIIS
1800	1500	n.a.
1800	1200	1800

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
Date	msec		%	hh:mm	hh:mm	%
2022-10-01	1080	336	100	24:00	00:00	0
2022-10-02	782	273	100	24:00	00:00	0
2022-10-03	963	735	100	24:00	00:00	0
2022-10-04	1021	358	100	24:00	00:00	0
2022-10-05	1168	319	100	24:00	00:00	0
2022-10-06	1155	381	100	24:00	00:00	0
2022-10-07	1156	366	100	24:00	00:00	0
2022-10-08	1041	359	100	24:00	00:00	0
2022-10-09	871	316	100	24:00	00:00	0
2022-10-10	943	275	100	24:00	00:00	0
2022-10-11	1098	296	100	24:00	00:00	0
2022-10-12	1040	303	100	24:00	00:00	0
2022-10-13	1119	313	100	24:00	00:00	0
2022-10-14	1119	326	100	24:00	00:00	0
2022-10-15	1117	329	100	24:00	00:00	0
2022-10-16	792	279	100	24:00	00:00	0
2022-10-17	904	315	100	24:00	00:00	0
2022-10-18	1133	328	100	24:00	00:00	0
2022-10-19	1144	355	100	24:00	00:00	0
2022-10-20	1178	319	100	24:00	00:00	0
2022-10-21	1105	329	100	24:00	00:00	0
2022-10-22	943	347	100	24:00	00:00	0
2022-10-23	800	278	100	24:00	00:00	0
2022-10-24	922	282	100	24:00	00:00	0
2022-10-25	1083	352	100	24:00	00:00	0
2022-10-26	1210	424	100	24:00	00:00	0
2022-10-27	1103	328	100	24:00	00:00	0
2022-10-28	1084	340	100	24:00	00:00	0
2022-10-29	998	319	99	23:50	00:10	1
2022-10-30	854	291	100	24:00	00:00	0
2022-10-31	892	310	100	24:00	00:00	0
2022-11-01	1287	367	100	24:00	00:00	0
2022-11-02	1203	333	100	24:00	00:00	0
2022-11-03	1206	415	100	24:00	00:00	0
2022-11-04	1258	347	100	24:00	00:00	0
2022-11-05	1054	375	100	24:00	00:00	0
2022-11-06	809	276	100	24:00	00:00	0
2022-11-07	910	301	100	24:00	00:00	0
2022-11-08	1153	392	100	24:00	00:00	0
2022-11-09	1231	310	100	24:00	00:00	0
2022-11-10	1086	372	100	24:00	00:00	0
2022-11-11	1122	357	100	24:00	00:00	0
2022-11-12	1114	362	100	24:00	00:00	0
2022-11-13	871	322	100	24:00	00:00	0
2022-11-14	910	300	100	24:00	00:00	0
2022-11-15	1147	365	100	24:00	00:00	0

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
Date	msec		%	hh:mm	hh:mm	%
2022-11-16	1178	428	100	24:00	00:00	0
2022-11-17	1195	315	100	24:00	00:00	0
2022-11-18	1054	346	100	24:00	00:00	0
2022-11-19	996	366	100	24:00	00:00	0
2022-11-20	909	301	100	24:00	00:00	0
2022-11-21	958	285	100	24:00	00:00	0
2022-11-22	1026	368	99	23:50	00:10	1
2022-11-23	1144	319	100	24:00	00:00	0
2022-11-24	1180	377	100	24:00	00:00	0
2022-11-25	1192	376	100	24:00	00:00	0
2022-11-26	1236	312	100	24:00	00:00	0
2022-11-27	929	351	97	23:15	00:45	3
2022-11-28	1064	322	92	22:00	02:00	8
2022-11-29	1264	383	100	24:00	00:00	0
2022-11-30	1380	425	100	24:00	00:00	0
2022-12-01	1294	371	99	23:50	00:10	1
2022-12-02	1124	399	100	24:00	00:00	0
2022-12-03	1063	331	100	24:00	00:00	0
2022-12-04	908	307	100	24:00	00:00	0
2022-12-05	1025	333	100	24:00	00:00	0
2022-12-06	1112	353	100	24:00	00:00	0
2022-12-07	1026	369	100	24:00	00:00	0
2022-12-08	1263	394	100	24:00	00:00	0
2022-12-09	1234	432	100	24:00	00:00	0
2022-12-10	1076	342	100	24:00	00:00	0
2022-12-11	937	290	100	24:00	00:00	0
2022-12-12	1036	317	100	24:00	00:00	0
2022-12-13	1165	389	100	24:00	00:00	0
2022-12-14	1275	504	100	24:00	00:00	0
2022-12-15	1157	433	100	24:00	00:00	0
2022-12-16	1184	363	100	24:00	00:00	0
2022-12-17	1068	305	100	24:00	00:00	0
2022-12-18	882	311	100	24:00	00:00	0
2022-12-19	981	341	100	24:00	00:00	0
2022-12-20	1226	370	100	24:00	00:00	0
2022-12-21	1271	414	100	24:00	00:00	0
2022-12-22	1258	375	100	24:00	00:00	0
2022-12-23	1166	342	100	24:00	00:00	0
2022-12-24	1201	440	100	24:00	00:00	0
2022-12-25	824	330	100	24:00	00:00	0
2022-12-26	912	332	100	24:00	00:00	0
2022-12-27	1128	309	100	24:00	00:00	0
2022-12-28	1152	305	100	24:00	00:00	0
2022-12-29	1156	377	100	24:00	00:00	0
2022-12-30	1250	377	100	24:00	00:00	0
2022-12-31	1155	269	100	24:00	00:00	0
<b>quarterly average value</b>	<b>1080</b>	<b>352</b>	<b>99,8</b>	<b>23:21</b>	<b>0:39</b>	<b>0,15</b>

Berenberg PSD2 Open Banking	Performance			Availability							
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-10-01	1068	0	0	24:00	100	0	0	1	22	0	0
2022-10-02	0	0	0	24:00	100	0	0	0	0	0	0
2022-10-03	0	0	0	24:00	100	0	0	0	0	0	0
2022-10-04	365	740	0	24:00	100	0	0	1	9	0	0
2022-10-05	586	501	444	24:00	100	0	0	3	26	0	0
2022-10-06	970	0	0	24:00	100	0	0	2	35	0	0
2022-10-07	549	0	0	24:00	100	0	0	2	26	0	0
2022-10-08	1089	0	0	24:00	100	0	0	1	2	0	0
2022-10-09	0	0	0	24:00	100	0	0	0	0	1	0
2022-10-10	909	0	0	24:00	100	0	0	1	12	1	0
2022-10-11	559	0	0	24:00	100	0	0	2	35	1	3
2022-10-12	1268	0	0	24:00	100	0	0	1	18	1	0
2022-10-13	799	0	0	24:00	100	0	0	1	18	1	0
2022-10-14	1492	0	0	24:00	100	0	0	1	10	1	0
2022-10-15	0	0	0	24:00	100	0	0	0	0	1	0
2022-10-16	641	0	0	24:00	100	0	0	1	27	1	0
2022-10-17	567	0	0	24:00	100	0	0	1	23	1	0
2022-10-18	826	0	0	24:00	100	0	0	1	24	1	0
2022-10-19	614	0	0	24:00	100	0	0	1	68	1	0
2022-10-20	501	0	0	24:00	100	0	0	1	61	1	0
2022-10-21	755	0	0	24:00	100	0	0	1	10	1	0
2022-10-22	478	0	0	24:00	100	0	0	1	27	1	0
2022-10-23	386	0	0	24:00	100	0	0	1	18	1	0
2022-10-24	819	0	0	24:00	100	0	0	1	11	1	0
2022-10-25	684	0	0	24:00	100	0	0	1	41	0	0
2022-10-26	0	0	0	24:00	100	0	0	0	0	0	0
2022-10-27	798	0	0	24:00	100	0	0	1	10	0	0
2022-10-28	487	0	0	24:00	100	0	0	1	27	0	0
2022-10-29	786	0	0	24:00	100	0	0	1	60	0	0
2022-10-30	1005	0	0	24:00	100	0	0	1	41	0	0
2022-10-31	498	0	0	24:00	100	0	0	1	46	0	0
2022-11-01	473	0	0	24:00	100	0	0	2	8	0	0
2022-11-02	922	0	0	24:00	100	0	0	1	2	0	0
2022-11-03	1030	0	0	24:00	100	0	0	1	2	0	0
2022-11-04	419	0	0	24:00	100	0	0	2	102	0	0
2022-11-05	0	0	0	24:00	100	0	0	0	0	0	0
2022-11-06	1248	0	0	24:00	100	0	0	1	2	0	0
2022-11-07	798	0	0	24:00	100	0	0	1	4	0	0
2022-11-08	632	0	0	24:00	100	0	0	1	46	0	0
2022-11-09	894	0	0	24:00	100	0	0	1	2	0	0
2022-11-10	545	0	0	24:00	100	0	0	1	34	0	0
2022-11-11	1195	0	0	24:00	100	0	0	1	2	0	0
2022-11-12	510	0	0	24:00	100	0	0	1	25	0	0
2022-11-13	0	0	0	24:00	100	0	0	0	0	0	0
2022-11-14	408	0	0	24:00	100	0	0	1	29	0	0
2022-11-15	886	0	0	24:00	100	0	0	1	12	0	0

Berenberg PSD2 Open Banking	Performance			Availability							
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2022-11-16	874	0	0	24:00	100	0	0	1	20	0	0
2022-11-17	618	0	0	24:00	100	0	0	1	34	0	0
2022-11-18	1036	0	0	24:00	100	0	0	1	2	0	0
2022-11-19	987	0	0	24:00	100	0	0	1	43	0	0
2022-11-20	937	0	0	24:00	100	0	0	1	32	0	0
2022-11-21	559	0	0	24:00	100	0	0	1	73	0	0
2022-11-22	790	0	0	24:00	100	0	0	1	20	0	0
2022-11-23	331	0	0	24:00	100	0	0	1	3	0	0
2022-11-24	0	0	0	24:00	100	0	0	0	0	0	0
2022-11-25	778	0	0	24:00	100	0	0	1	24	8	0
2022-11-26	0	0	0	24:00	100	0	0	0	0	0	0
2022-11-27	649	0	0	24:00	100	0	0	0	0	0	0
2022-11-28	875	0	0	24:00	100	0	0	2	61	0	0
2022-11-29	835	0	0	24:00	100	0	0	1	22	0	0
2022-11-30	835	0	0	24:00	100	0	0	1	40	0	0
2022-12-01	868	0	0	24:00	100	0	0	1	10	0	0
2022-12-02	0	0	0	24:00	100	0	0	1	10	3	0
2022-12-03	0	0	0	24:00	100	0	0	0	0	0	0
2022-12-04	452	0	0	24:00	100	0	0	0	0	0	0
2022-12-05	1004	0	0	24:00	100	0	0	1	20	0	0
2022-12-06	0	0	0	24:00	100	0	0	1	2	0	0
2022-12-07	2330	0	0	24:00	100	0	0	0	0	0	0
2022-12-08	979	0	0	24:00	100	0	0	1	2	0	0
2022-12-09	1009	0	0	24:00	100	0	0	1	11	0	0
2022-12-10	661	0	0	24:00	100	0	0	1	2	0	0
2022-12-11	868	0	0	24:00	100	0	0	0	0	0	0
2022-12-12	958	0	0	24:00	100	0	0	0	0	0	0
2022-12-13	486	0	0	24:00	100	0	0	1	45	0	0
2022-12-14	0	0	0	24:00	100	0	0	1	22	0	0
2022-12-15	527	0	0	24:00	100	0	0	1	22	0	0
2022-12-16	483	0	0	24:00	100	0	0	1	36	0	0
2022-12-17	0	0	0	24:00	100	0	0	0	0	0	0
2022-12-18	527	0	0	24:00	100	0	0	1	23	0	0
2022-12-19	483	0	0	24:00	100	0	0	1	14	0	0
2022-12-20	560	0	0	24:00	100	0	0	1	28	0	0
2022-12-21	635	0	0	24:00	100	0	0	1	33	0	0
2022-12-22	776	0	0	24:00	100	0	0	1	16	0	0
2022-12-23	0	0	0	24:00	100	0	0	0	0	0	0
2022-12-24	505	0	0	24:00	100	0	0	1	24	0	0
2022-12-25	0	0	0	24:00	100	0	0	0	0	0	0
2022-12-26	834	0	0	24:00	100	0	0	1	10	0	0
2022-12-27	836	0	0	24:00	100	0	0	1	10	0	0
2022-12-28	879	0	0	24:00	100	0	0	1	41	0	0
2022-12-29	792	0	0	24:00	100	0	0	1	42	0	0
2022-12-30	499	0	0	24:00	100	0	0	1	73	0	0
2022-12-31	1025	0	0	24:00	100	0	0	1	10	0	0
<b>quarterly average value</b>	<b>770</b>	<b>621</b>	<b>444</b>	<b>24:00</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>25</b>	<b>0,3</b>	<b>0,03</b>