

Objective	Dedicated Interface	Online Channel
	Berenberg PSD2 Open Banking	Wealth Management Portal
Problem resolution towards PSU	Depending on fault classification (classification by ASPSP via email/telephone) Reaction time: Critical: within 2 hours High: within 3 hours Medium or unclassified: within 8 hours Time period for problem solving: Critical: within 4 hours High: within 48 hours Medium or unclassified: with the next release	Critical issues concerning Berenberg customers will be solved with the highest effort.
Problem resolution towards TPP	Depending on fault classification (classification by ASPSP in the problem tracking system) Reaction time: Critical: within 2 hours High: within 3 hours Medium or unclassified: within 8 hours Time period for problem solving: Critical: within 4 hours High: within 48 hours Medium or unclassified: with the next release	Not of relevance for this channel.
Business day support for PSU	9 a.m. to 6 p.m. CET	8 a.m. to 5 p.m. CET
Out-of-hours support for PSU	No out-of-hours support available. The PSU has the possibility to send an e-mail outside business hours, which will be answered next working day.	No out-of-hours support available. The PSU has the possibility to send an e-mail outside business hours, which will be answered next working day.
Monitoring	Servers and communication infrastructure are monitored while for unavailability or degraded service performance an automated alarming is setup. 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. The status of the PSD2 API will be published on a separate website that is reachable through the developer portal of the solution.	Monitoring of the business processes as well as technical monitoring in place. Automated alerts are generated in case of a technical error.
Contingency plans	Full Business continuity planning is applied. This includes backup policy, high availability and fail over, disaster recovery, etc.	Full business continuity planning is applied. This includes backup policy, high availability and fail over, disaster recovery, etc.
Maintenance dedicated interface	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. This does not include bugfix or security driven releases that might be published even more often. 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.	Continuous development and continuous integration
Technical availability	99,5% as SLO	99,0% as SLO