

Information on the key availability and performance indicators (KPI) developed by Aion

| Day-Month-Year | Dedicated Interface                                       |  |  |   |  |                                  | Web/App interface *                                       |  |  |   |  |                                  |
|----------------|---|--|--|---|--|----------------------------------|---|--|--|---|--|----------------------------------|
|                | uptime per day - 98% (during planned maintenance day 30%) | downtime per day - 2% (during planned maintenance day 10%) | daily average time (in milliseconds) taken, per request, for the ASPSP to provide the account information service provider (AISP) - 3000ms | daily average time (in milliseconds) taken, per request, for the ASPSP to provide the payment initiation service provider (PISP) - 3000ms | daily average time (in milliseconds) taken, per request, for the ASPSP to provide the card-based payment instrument issuer (CBPI) or the PISP with a 'yes/no' - 3000ms | daily error response rate - 0,5% | uptime per day - 98% (during planned maintenance day 30%) | downtime per day - 2% (during planned maintenance day 10%) | daily average time (in milliseconds) taken, per request, for the ASPSP to provide the account information service provider (AISP) - 3000ms | daily average time (in milliseconds) taken, per request, for the ASPSP to provide the payment initiation service provider (PISP) - 3000ms | daily average time (in milliseconds) taken, per request, for the ASPSP to provide the card-based payment instrument issuer (CBPI) or the PISP with a 'yes/no' - 3000ms | daily error response rate - 0,5% |
| 01-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 759  | 411   | 2 436  | 0.00%                            |
| 02-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 371  | 395   | 1 940  | 0.01%                            |
| 03-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 421  | 453   | 1 867  | 0.01%                            |
| 04-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 404  | 415   | 4 427  | 0.01%                            |
| 05-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 301  | 391   | 2 809  | 0.00%                            |
| 06-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 653  | 395   | 1 477  | 0.00%                            |
| 07-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 476  | 408   | 1 380  | 0.01%                            |
| 08-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 835  | 390   | 2 058  | 0.01%                            |
| 09-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 684  | 400   | 1 384  | 0.00%                            |
| 10-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 761  | 409   | 3 142  | 0.00%                            |
| 11-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 566  | 414   | 4 085  | 0.05%                            |
| 12-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 330  | 366   | 907  | 0.00%                            |
| 13-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 720  | 390   | 2 096  | 0.00%                            |
| 14-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 322  | 401   | 2 429  | 0.00%                            |
| 15-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 507  | 394   | 1 702  | 0.00%                            |
| 16-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 327  | 403   | 4 813  | 0.01%                            |
| 17-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 455  | 389   | 2 061  | 0.03%                            |
| 18-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 347  | 384   | 1 652  | 0.01%                            |
| 19-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 822  | 373   | 4 718  | 0.00%                            |
| 20-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 239  | 417   | 1 179  | 0.00%                            |
| 21-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 344  | 403   | 1 649  | 0.01%                            |
| 22-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 350  | 391   | 1 224  | 0.00%                            |
| 23-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 390  | 432   | 1 742  | 0.24%                            |
| 24-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 707  | 690   | 3 232  | 3.06%                            |
| 25-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 923  | 720   | 5 027  | 2.19%                            |
| 26-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 984  | 675   | 3 682  | 2.57%                            |
| 27-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 141  | 580   | 5 636  | 1.44%                            |
| 28-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 064  | 675   | 8 430  | 1.77%                            |
| 29-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 844  | 594   | 5 536  | 1.59%                            |
| 30-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 718  | 693   | 4 666  | 1.47%                            |
| 31-10-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 80.00%  | 20.00%   | 5 515  | 582   | 18 125   | 1.75%                            |
| 01-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 594  | 604   | 7 070  | 1.63%                            |
| 02-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 861  | 554   | 5 991  | 2.06%                            |
| 03-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 335  | 683   | 6 256  | 1.77%                            |
| 04-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 856  | 652   | 2 610  | 1.31%                            |
| 05-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 145  | 590   | 4 605  | 1.21%                            |
| 06-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 947  | 552   | 2 937  | 1.27%                            |
| 07-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 693  | 642   | 3 080  | 1.41%                            |
| 08-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 908  | 655   | 3 354  | 1.17%                            |
| 09-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100% ****   | 0.00%  | 15 207   | 730   | 9 835  | 1.37%                            |
| 10-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100% ****   | 0.00%  | 1 019  | 759   | 6 121  | 1.74%                            |
| 11-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100% ****   | 0.00%  | 973  | 611   | 3 369  | 1.14%                            |
| 12-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 508  | 659   | 5 124  | 1.06%                            |
| 13-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 007  | 617   | 4 112  | 0.86%                            |
| 14-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 993  | 677   | 5 182  | 0.86%                            |
| 15-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 424  | 630   | 4 211  | 15.85%                           |
| 16-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 802  | 558   | 6 498  | 1.24%                            |
| 17-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 2 213  | 643   | 11 716   | 1.18%                            |
| 18-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 446  | 659   | 6 519  | 0.80%                            |
| 19-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 989  | 641   | 8 657  | 0.77%                            |
| 20-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 306  | 602   | 5 814  | 0.78%                            |
| 21-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 927  | 560   | 5 380  | 0.59%                            |
| 22-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 194  | 564   | 5 599  | 0.73%                            |
| 23-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 213  | 538   | 3 709  | 0.96%                            |
| 24-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 095  | 633   | 6 364  | 0.71%                            |
| 25-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 376  | 577   | 7 076  | 0.64%                            |
| 26-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 346  | 443   | 6 606  | 0.67%                            |
| 27-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 1 957  | 410   | 8 713  | 0.62%                            |
| 28-11-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 5 895  | 444   | 14 266   | 0.46%                            |
| 29-11-2019**** | 66.66% ***  | 33.33% ***   | NDA**  | NDA**   | NDA**  | NDA**                            | 66.66% ***  | 33.33% ***   | 2 092  | 438   | 7 582  | 0.72%                            |
| 30-11-2019**** | 0.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 0% ***  | 100% ***   | NDA***   | NDA***  | NDA***   | NDA***                           |
| 01-12-2019**** | 0.00%   | 100.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 0% ***  | 100% ***   | NDA***   | NDA***  | NDA***   | NDA***                           |
| 02-12-2019**** | 45.83%  | 54.17%   | NDA**  | NDA**   | NDA**  | NDA**                            | 66.66% ***  | 33.33% ***   | 40   | 1 526   | 57   | 0.17%                            |
| 03-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 37   | 1 614   | 54   | 0.19%                            |
| 04-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 40   | 1 961   | 57   | 0.44%                            |
| 05-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 40   | 1 024   | 52   | 0.41%                            |
| 06-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 41   | 1 202   | 47   | 0.37%                            |
| 07-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 46   | 1 003   | 51   | 0.05%                            |
| 08-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 47   | 1 473   | 52   | 0.09%                            |
| 09-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 47   | 2 258   | 53   | 0.10%                            |
| 10-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 45   | 1 000   | 50   | 0.23%                            |
| 11-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 43   | 1 717   | 47   | 0.22%                            |
| 12-12-2019**** | 91.67%  | 8.33%  | NDA**  | NDA**   | NDA**  | NDA**                            | 91.67%  | 8.33%  | 41   | 1 158   | 45   | 0.08%                            |
| 13-12-2019     | 91.67%  | 8.33%  | NDA**  | NDA**   | NDA**  | NDA**                            | 91.67%  | 8.33%  | 46   | 1 742   | 47   | 0.53%                            |
| 14-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 48   | 2 537   | 50   | 0.03%                            |
| 15-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 45   | 2 300   | 47   | 0.03%                            |
| 16-12-2019**** | 91.67%  | 8.33%  | NDA**  | NDA**   | NDA**  | NDA**                            | 91.67%  | 8.33%  | 42   | 668   | 46   | 0.05%                            |
| 17-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 43   | 1 194   | 50   | 0.44%                            |
| 18-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 45   | 1 118   | 58   | 0.03%                            |
| 19-12-2019**** | 95.83%  | 4.17%  | NDA**  | NDA**   | NDA**  | NDA**                            | 95.83%  | 4.17%  | 45   | 770   | 58   | 0.01%                            |
| 20-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 44   | 1 448   | 60   | 0.10%                            |
| 21-12-2019**** | 95.83%  | 4.17%  | NDA**  | NDA**   | NDA**  | NDA**                            | 95.83%  | 4.17%  | 49   | 787   | 64   | 0.05%                            |
| 22-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 50   | 801   | 64   | 0.04%                            |
| 23-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 48   | 1 212   | 68   | 0.04%                            |
| 24-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 59   | 892   | 81   | 0.00%                            |
| 25-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 68   | 838   | 81   | 0.00%                            |
| 26-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 78   | 724   | 94   | 0.00%                            |
| 27-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 82   | 2 454   | 101  | 0.00%                            |
| 28-12-2019**** | 98.00%  | 2.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 98.00%  | 2.00%  | 79   | 822   | 98   | 0.00%                            |
| 29-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 70   | 1 497   | 95   | 0.00%                            |
| 30-12-2019     | 100.00%   | 0.00%  | NDA**  | NDA**   | NDA**  | NDA**                            | 100.00%   | 0.00%  | 57   | 789   | 78   | 0.00%                            |
| 31-12-2019**** | 97.92%  | 2.08%  | NDA**  | NDA**   | NDA**  | NDA**                            | 97.92%  | 2.08%  | 72   | 1 165   | 87   | 0.00%                            |

\* Aion uses the same interface for App and Web.

\*\* No Data Available due to the lack of TPPs connected to OpenAPI.

\*\*\* No Data Available due to core banking system migration process.

\*\*\*\* Planned maintenance day.

\*\*\*\*\* Interface was not available for IOS devices.