

HELLENIC BANK

Key performance indicators for our remote payment channels

Background information

Hellenic Bank offers daily statistics on a quarterly basis on the availability and performance of API Banking and digital banking interfaces made available to our customers for directly accessing their payment accounts online. With “digital banking interfaces” we refer to Online Banking Business which includes the Web Banking Business and Online Banking Retail which includes Web Banking Personal and Mobile App Personal.

The aim of this report is to inform our customers on how well our remote payment channels are performing. It shows how fast our services have been and whether there have been times when they weren't available. The reporting period is from the **1st of October 2023 to the 31st of Decemberr2023**.

Availability

This section provides comparative data on the availability of API Banking and the rest of our digital banking interfaces.

System outages can be planned to allow for system upgrades to be deployed and for maintenance activities to be carried out. Planned outages are kept to a minimum, they are planned for low or non-peak hours when they are less likely to cause disruption to our customers' activities and are communicated to them along with suggestions of alternative methods for carrying out their banking activities.

This section provides information on all the instances our API Banking and digital banking interfaces weren't available, whether the outage was planned or unplanned.

Summary

API Banking

Quarterly average uptime:	99.586%
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Digital Banking Interfaces

Online Banking Business quarterly average uptime:	100.000%
Online Banking Retail quarterly average uptime:	99.531%

Daily downtime in seconds

The tables below demonstrate the amount of time our API Banking and our digital banking interfaces were unavailable over the respective reporting period.

OCTOBER 2023

Date	Online Banking Business		Online Banking Retail		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01/10/2023	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
02/10/2023	100.000%	0.000%	99.438%	0.562%	100.000%	0.000%
03/10/2023	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
04/10/2023	100.000%	0.000%	99.951%	0.049%	99.860%	0.140%
05/10/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
06/10/2023	100.000%	0.000%	99.885%	0.115%	100.000%	0.000%
07/10/2023	100.000%	0.000%	99.753%	0.247%	99.720%	0.280%
08/10/2023	100.000%	0.000%	99.644%	0.356%	82.500%	17.500%
09/10/2023	100.000%	0.000%	99.893%	0.107%	100.000%	0.000%
10/10/2023	100.000%	0.000%	99.902%	0.098%	100.000%	0.000%
11/10/2023	100.000%	0.000%	99.934%	0.066%	100.000%	0.000%
12/10/2023	100.000%	0.000%	99.902%	0.098%	100.000%	0.000%
13/10/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
14/10/2023	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
15/10/2023	100.000%	0.000%	99.964%	0.036%	98.890%	1.110%
16/10/2023	100.000%	0.000%	99.893%	0.107%	99.310%	0.690%
17/10/2023	100.000%	0.000%	99.963%	0.037%	97.010%	2.990%
18/10/2023	100.000%	0.000%	99.891%	0.109%	93.820%	6.180%
19/10/2023	100.000%	0.000%	99.893%	0.107%	99.720%	0.280%
20/10/2023	100.000%	0.000%	99.858%	0.142%	99.930%	0.070%
21/10/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
22/10/2023	100.000%	0.000%	98.897%	1.103%	100.000%	0.000%
23/10/2023	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
24/10/2023	100.000%	0.000%	99.901%	0.099%	100.000%	0.000%
25/10/2023	100.000%	0.000%	99.917%	0.083%	100.000%	0.000%
26/10/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
27/10/2023	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
28/10/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
29/10/2023	100.000%	0.000%	99.963%	0.037%	96.000%	4.000%

30/10/2023	100.000%	0.000%	99.302%	0.698%	100.000%	0.000%
31/10/2023	100.000%	0.000%	99.077%	0.923%	100.000%	0.000%

NOVEMBER 2023

Date	Online Banking Business		Online Banking Retail		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01/11/2023	100.000%	0.000%	79.306%	20.694%	100.000%	0.000%
02/11/2023	100.000%	0.000%	99.962%	0.038%	100.000%	0.000%
03/11/2023	100.000%	0.000%	99.872%	0.128%	100.000%	0.000%
04/11/2023	100.000%	0.000%	99.718%	0.282%	97.917%	2.083%
05/11/2023	100.000%	0.000%	99.965%	0.035%	99.930%	0.070%
06/11/2023	100.000%	0.000%	99.934%	0.066%	99.930%	0.070%
07/11/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
08/11/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
09/11/2023	100.000%	0.000%	99.953%	0.047%	100.000%	0.000%
10/11/2023	100.000%	0.000%	99.894%	0.106%	100.000%	0.000%
11/11/2023	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
12/11/2023	100.000%	0.000%	99.989%	0.011%	100.000%	0.000%
13/11/2023	100.000%	0.000%	99.185%	0.815%	100.000%	0.000%
14/11/2023	100.000%	0.000%	91.736%	8.264%	100.000%	0.000%
15/11/2023	100.000%	0.000%	99.965%	0.035%	100.000%	0.000%
16/11/2023	100.000%	0.000%	99.934%	0.066%	100.000%	0.000%
17/11/2023	100.000%	0.000%	99.934%	0.066%	100.000%	0.000%
18/11/2023	100.000%	0.000%	99.998%	0.002%	99.930%	0.070%
19/11/2023	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
20/11/2023	100.000%	0.000%	98.445%	1.555%	100.000%	0.000%
21/11/2023	100.000%	0.000%	99.901%	0.099%	99.930%	0.070%
22/11/2023	100.000%	0.000%	99.868%	0.132%	100.000%	0.000%
23/11/2023	100.000%	0.000%	99.931%	0.069%	100.000%	0.000%
24/11/2023	100.000%	0.000%	99.932%	0.068%	100.000%	0.000%
25/11/2023	100.000%	0.000%	99.965%	0.035%	100.000%	0.000%
26/11/2023	100.000%	0.000%	99.804%	0.196%	99.930%	0.070%
27/11/2023	100.000%	0.000%	99.930%	0.070%	100.000%	0.000%
28/11/2023	100.000%	0.000%	99.964%	0.036%	99.930%	0.070%
29/11/2023	100.000%	0.000%	98.913%	1.087%	100.000%	0.000%
30/11/2023	100.000%	0.000%	99.927%	0.073%	100.000%	0.000%

DECEMBER 2023

Date	Online Banking Business		Online Banking Retail		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
02/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
03/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
04/12/2023	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
05/12/2023	100.000%	0.000%	99.955%	0.045%	99.930%	0.070%
06/12/2023	100.000%	0.000%	99.953%	0.047%	100.000%	0.000%
07/12/2023	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
08/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
09/12/2023	100.000%	0.000%	99.608%	0.392%	97.917%	2.083%
10/12/2023	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
11/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
12/12/2023	100.000%	0.000%	99.679%	0.321%	99.930%	0.070%
13/12/2023	100.000%	0.000%	99.964%	0.036%	99.930%	0.070%
14/12/2023	100.000%	0.000%	99.847%	0.153%	100.000%	0.000%
15/12/2023	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
16/12/2023	100.000%	0.000%	99.967%	0.033%	100.000%	0.000%
17/12/2023	100.000%	0.000%	99.706%	0.294%	100.000%	0.000%
18/12/2023	100.000%	0.000%	99.930%	0.070%	100.000%	0.000%
19/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
20/12/2023	100.000%	0.000%	99.931%	0.069%	100.000%	0.000%
21/12/2023	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
22/12/2023	100.000%	0.000%	99.927%	0.073%	100.000%	0.000%
23/12/2023	100.000%	0.000%	99.930%	0.070%	100.000%	0.000%
24/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
25/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
26/12/2023	100.000%	0.000%	99.967%	0.033%	100.000%	0.000%
27/12/2023	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
28/12/2023	100.000%	0.000%	99.133%	0.867%	100.000%	0.000%
29/12/2023	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
30/12/2023	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
31/12/2023	100.000%	0.000%	99.964%	0.036%	99.930%	0.070%

Percentage of time available

The tables below illustrate the availability of our API Banking compared to that of our digital banking interfaces over the respective reporting period.

OCTOBER 2023

Date	Online Banking Business Downtime (seconds)	Online Banking Retail Downtime (seconds)	API Banking Downtime (seconds)
01/10/2023	0.000	61.860	0.000
02/10/2023	0.000	485.860	0.000
03/10/2023	0.000	62.460	0.000
04/10/2023	0.000	42.380	120.960
05/10/2023	0.000	31.320	0.000
06/10/2023	0.000	98.980	0.000
07/10/2023	0.000	213.790	241.920
08/10/2023	0.000	307.890	15120.000
09/10/2023	0.000	92.660	0.000
10/10/2023	0.000	85.030	0.000
11/10/2023	0.000	56.740	0.000
12/10/2023	0.000	84.350	0.000
13/10/2023	0.000	31.390	0.000
14/10/2023	0.000	31.550	0.000
15/10/2023	0.000	31.240	959.040
16/10/2023	0.000	92.150	596.160
17/10/2023	0.000	31.830	2583.360
18/10/2023	0.000	93.910	5339.520
19/10/2023	0.000	92.800	241.920
20/10/2023	0.000	122.600	60.480
21/10/2023	0.000	30.990	0.000
22/10/2023	0.000	953.300	0.000
23/10/2023	0.000	32.350	0.000
24/10/2023	0.000	85.400	0.000
25/10/2023	0.000	71.360	0.000
26/10/2023	0.000	31.260	0.000
27/10/2023	0.000	31.600	0.000
28/10/2023	0.000	31.340	0.000
29/10/2023	0.000	31.760	3456.000
30/10/2023	0.000	603.310	0.000
31/10/2023	0.000	797.050	0.000

NOVEMBER 2023

Date	Online Banking Business Downtime (seconds)	Online Banking Retail Downtime (seconds)	API Banking Downtime (seconds)
01/11/2023	0.000	17880.000	0.000
02/11/2023	0.000	32.860	0.000
03/11/2023	0.000	110.810	0.000
04/11/2023	0.000	243.650	1800.000
05/11/2023	0.000	30.250	60.480
06/11/2023	0.000	56.950	60.480
07/11/2023	0.000	31.030	0.000
08/11/2023	0.000	30.940	0.000
09/11/2023	0.000	40.790	0.000
10/11/2023	0.000	91.820	0.000
11/11/2023	0.000	61.340	0.000
12/11/2023	0.000	9.720	0.000
13/11/2023	0.000	704.480	0.000
14/11/2023	0.000	7140.000	0.000
15/11/2023	0.000	30.200	0.000
16/11/2023	0.000	57.360	0.000
17/11/2023	0.000	57.200	0.000
18/11/2023	0.000	1.910	60.480
19/11/2023	0.000	31.830	0.000
20/11/2023	0.000	1343.310	0.000
21/11/2023	0.000	85.380	60.480
22/11/2023	0.000	114.400	0.000
23/11/2023	0.000	60.030	0.000
24/11/2023	0.000	58.450	0.000
25/11/2023	0.000	30.580	0.000
26/11/2023	0.000	169.490	60.480
27/11/2023	0.000	60.620	0.000
28/11/2023	0.000	31.370	60.480
29/11/2023	0.000	939.100	0.000
30/11/2023	0.000	62.760	0.000

DECEMBER 2023

Date	Online Banking Business Downtime (seconds)	Online Banking Retail Downtime (seconds)	API Banking Downtime (seconds)
01/12/2023	0.000	31.310	0.000
02/12/2023	0.000	31.420	0.000
03/12/2023	0.000	30.860	0.000
04/12/2023	0.000	62.030	0.000
05/12/2023	0.000	39.130	60.480
06/12/2023	0.000	40.760	0.000
07/12/2023	0.000	61.620	0.000
08/12/2023	0.000	30.990	0.000
09/12/2023	0.000	338.650	1800.000
10/12/2023	0.000	61.770	0.000
11/12/2023	0.000	31.120	0.000
12/12/2023	0.000	276.930	60.480
13/12/2023	0.000	31.390	60.480
14/12/2023	0.000	132.180	0.000
15/12/2023	0.000	61.540	0.000
16/12/2023	0.000	28.360	0.000
17/12/2023	0.000	254.050	0.000
18/12/2023	0.000	60.570	0.000
19/12/2023	0.000	31.380	0.000
20/12/2023	0.000	59.780	0.000
21/12/2023	0.000	31.750	0.000
22/12/2023	0.000	62.770	0.000
23/12/2023	0.000	60.480	0.000
24/12/2023	0.000	31.040	0.000
25/12/2023	0.000	31.000	0.000
26/12/2023	0.000	28.230	0.000
27/12/2023	0.000	31.140	0.000
28/12/2023	0.000	749.290	0.000
29/12/2023	0.000	61.700	0.000
30/12/2023	0.000	31.680	0.000
31/12/2023	0.000	31.130	60.480

Performance

Payment Initiation Service Performance

This section provides information on the performance of payment initiation services offered via the digital interfaces of the Bank or via Third Party Providers authorised to retrieve them using the API interface.

PIS API Banking quarterly average response time:	408.313 ms
PIS Online Banking Business quarterly average response time:	874.926 ms
PIS Online Banking Retail quarterly average response time:	1578.156 ms

The table below demonstrates daily average time (in milliseconds) required to serve each payment service initiation (PIS) request.

OCTOBER 2023

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/10/2023	721.06	2166.21	38.30
02/10/2023	904.53	3751.17	581.66
03/10/2023	877.63	3380.00	376.88
04/10/2023	862.94	2480.79	253.79
05/10/2023	837.52	2932.27	506.08
06/10/2023	1240.20	3300.83	860.05
07/10/2023	912.01	3591.72	877.27
08/10/2023	571.28	2264.18	1987.48
09/10/2023	842.44	3611.37	511.51
10/10/2023	860.19	3088.74	463.92
11/10/2023	809.78	1227.83	835.30
12/10/2023	842.25	1251.08	379.01
13/10/2023	799.07	1289.05	317.37
14/10/2023	681.88	1522.72	252.25
15/10/2023	538.67	1149.62	201.81
16/10/2023	775.29	1256.50	563.33
17/10/2023	799.29	1275.18	471.33
18/10/2023	825.04	1240.36	369.24
19/10/2023	799.36	1259.26	492.28

20/10/2023	855.06	1294.68	537.82
21/10/2023	637.24	1217.42	438.41
22/10/2023	928.43	1182.14	206.25
23/10/2023	804.94	1270.58	325.31
24/10/2023	846.52	1303.75	337.50
25/10/2023	855.16	1389.65	186.54
26/10/2023	793.67	1348.08	316.86
27/10/2023	953.75	1404.23	583.30
28/10/2023	756.50	1246.10	459.46
29/10/2023	516.90	1152.19	356.36
30/10/2023	2071.60	2626.33	1034.11
31/10/2023	1491.19	2154.63	460.12

NOVEMBER 2023

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/11/2023	919.78	1760.82	494.00
02/11/2023	885.62	1414.16	567.74
03/11/2023	894.46	1390.93	663.49
04/11/2023	772.89	1564.93	743.06
05/11/2023	851.26	1151.29	40.63
06/11/2023	936.88	1407.86	291.21
07/11/2023	900.37	1344.50	434.74
08/11/2023	847.44	1351.72	363.87
09/11/2023	877.08	1352.90	326.00
10/11/2023	829.77	1413.39	753.61
11/11/2023	601.43	1228.65	82.36
12/11/2023	480.08	1176.28	47.52
13/11/2023	916.44	1343.67	388.24
14/11/2023	883.01	1377.24	555.17
15/11/2023	832.60	1372.02	455.25
16/11/2023	917.31	1407.04	456.09
17/11/2023	822.18	1468.89	223.76
18/11/2023	645.04	1236.75	66.56
19/11/2023	602.54	1151.70	84.47
20/11/2023	853.40	2466.91	324.00
21/11/2023	833.47	1339.90	616.83
22/11/2023	824.86	1268.48	632.92

23/11/2023	790.82	1298.46	410.87
24/11/2023	820.80	1331.47	501.82
25/11/2023	869.05	1253.74	186.09
26/11/2023	650.69	1164.45	106.01
27/11/2023	1229.23	1347.92	223.04
28/11/2023	961.60	1385.38	546.47
29/11/2023	1253.07	1738.85	231.12
30/11/2023	1215.95	1593.23	505.78

DECEMBER 2023

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/12/2023	872.34	1519.43	402.45
02/12/2023	1342.93	1222.91	180.18
03/12/2023	1374.03	1161.01	222.19
04/12/2023	892.04	1386.93	551.07
05/12/2023	888.05	1355.59	492.80
06/12/2023	789.00	1291.08	383.10
07/12/2023	844.63	1412.21	265.48
08/12/2023	779.59	1367.60	272.46
09/12/2023	714.82	1232.46	139.65
10/12/2023	570.77	1156.91	143.94
11/12/2023	836.18	1353.59	266.04
12/12/2023	830.47	1378.48	504.35
13/12/2023	1136.25	1479.23	499.57
14/12/2023	846.16	1525.63	266.84
15/12/2023	884.77	1490.60	486.83
16/12/2023	659.16	1262.07	283.65
17/12/2023	751.89	1314.15	100.18
18/12/2023	871.07	1389.72	305.72
19/12/2023	888.54	1450.65	438.92
20/12/2023	845.35	1496.25	290.80
21/12/2023	1144.37	1717.07	593.34
22/12/2023	863.44	1569.88	633.71
23/12/2023	1043.91	1322.91	517.48
24/12/2023	827.44	1303.30	219.03
25/12/2023	989.68	1206.57	236.75
26/12/2023	860.87	1175.65	328.95
27/12/2023	956.03	1636.59	498.92
28/12/2023	991.15	1868.24	330.46

29/12/2023	859.73	1676.01	238.57
30/12/2023	809.08	1402.82	389.34
31/12/2023	798.89	1332.60	178.47

Account Information Service Performance

This section provides information on how quickly we provide data when we are asked for them either via the digital interfaces of the Bank or via Third Party Providers authorised to retrieve them using the API interface.

AIS API Banking quarterly average response time:	247.208 ms
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AIS Online Banking Business quarterly average response time:	401.569 ms
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AIS Online Banking Retail quarterly average response time:	327.596 ms
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The table below demonstrates daily average time (in milliseconds) required to serve each account information service (AIS) request. For the API channel, the daily average is marked as “N/A” if no account information services have been used on that day, via this specific channel.

OCTOBER 2023

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/10/2023	745.26	31.31	175.10
02/10/2023	354.24	31.42	623.34
03/10/2023	315.83	30.86	213.77
04/10/2023	307.45	62.03	287.73
05/10/2023	321.75	39.13	267.39
06/10/2023	317.10	40.76	303.01
07/10/2023	692.31	61.62	213.85
08/10/2023	297.65	30.99	589.94
09/10/2023	294.61	338.65	296.21
10/10/2023	322.96	61.77	264.29
11/10/2023	285.94	31.12	227.37
12/10/2023	300.81	276.93	291.20
13/10/2023	294.13	31.39	365.13
14/10/2023	399.73	132.18	396.98
15/10/2023	329.96	61.54	260.00
16/10/2023	281.83	28.36	289.18

17/10/2023	299.51	254.05	224.83
18/10/2023	303.36	60.57	257.60
19/10/2023	302.18	31.38	289.19
20/10/2023	300.05	59.78	347.23
21/10/2023	439.02	31.75	321.71
22/10/2023	445.48	62.77	395.49
23/10/2023	328.40	60.48	251.22
24/10/2023	319.74	31.04	222.76
25/10/2023	323.62	31.00	199.88
26/10/2023	330.52	28.23	222.69
27/10/2023	326.44	31.14	305.35
28/10/2023	502.27	749.29	298.22
29/10/2023	475.03	61.70	338.62
30/10/2023	362.87	31.68	367.78
31/10/2023	483.38	31.13	227.20

NOVEMBER 2023

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/11/2023	358.47	678.84	296.95
02/11/2023	308.85	512.06	356.14
03/11/2023	289.21	571.31	332.76
04/11/2023	554.92	441.99	336.44
05/11/2023	533.10	413.80	304.00
06/11/2023	322.05	517.78	266.24
07/11/2023	303.43	501.50	236.88
08/11/2023	321.32	498.68	302.68
09/11/2023	330.20	507.48	208.13
10/11/2023	327.97	548.69	191.63
11/11/2023	627.06	456.49	234.89
12/11/2023	479.58	427.73	253.47
13/11/2023	353.37	535.81	254.47
14/11/2023	295.82	533.91	154.76
15/11/2023	320.65	517.22	261.80
16/11/2023	323.36	534.22	220.99
17/11/2023	318.72	556.74	181.03
18/11/2023	446.57	440.57	135.40
19/11/2023	365.35	423.77	179.39

20/11/2023	318.30	1506.77	253.97
21/11/2023	323.68	525.87	200.19
22/11/2023	339.16	474.93	118.54
23/11/2023	350.72	477.07	106.89
24/11/2023	346.02	498.61	150.53
25/11/2023	645.43	444.03	231.97
26/11/2023	567.56	321.45	304.31
27/11/2023	512.57	362.97	195.14
28/11/2023	368.65	365.24	203.90
29/11/2023	389.23	406.55	198.28
30/11/2023	381.66	409.86	127.57

DECEMBER 2023

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/12/2023	371.32	393.97	221.32
02/12/2023	650.87	329.92	213.66
03/12/2023	617.29	317.99	145.44
04/12/2023	338.58	393.86	214.99
05/12/2023	318.67	374.49	240.34
06/12/2023	281.37	389.41	123.63
07/12/2023	275.63	423.04	177.26
08/12/2023	268.07	395.29	257.08
09/12/2023	328.47	346.11	298.08
10/12/2023	397.99	327.18	224.45
11/12/2023	282.73	409.79	206.28
12/12/2023	279.20	408.84	202.04
13/12/2023	293.50	458.27	183.74
14/12/2023	293.51	452.70	200.50
15/12/2023	327.55	432.24	104.67
16/12/2023	480.59	345.23	101.09
17/12/2023	351.21	354.80	325.12
18/12/2023	328.98	421.80	180.59
19/12/2023	353.40	392.61	204.56
20/12/2023	355.05	394.35	235.18
21/12/2023	363.15	414.90	246.10
22/12/2023	375.12	410.69	195.71
23/12/2023	774.24	359.55	217.55
24/12/2023	897.22	342.06	288.76

25/12/2023	771.28	299.05	252.90
26/12/2023	745.94	320.46	253.26
27/12/2023	396.13	410.27	223.64
28/12/2023	412.83	445.57	222.80
29/12/2023	415.53	426.55	155.02
30/12/2023	736.93	359.83	236.43
31/12/2023	735.58	330.03	257.37

Funds Confirmation API Performance

The data in this section demonstrate how quickly an authorised Third-Party Provider was served with a response when enquiring for adequate fund availability.

Funds Confirmation API Banking quarterly average response time:	881.458 ms
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The daily average is marked as “N/A” if the Funds Confirmation API has not been used on that specific day.

OCTOBER 2023		NOVEMBER 2023		DECEMBER 2023	
Date	API Banking response (ms)	Date	API Banking response (ms)	Date	API Banking response (ms)
01/10/2023	N/A	01/11/2023	N/A	01/12/2023	N/A
02/10/2023	N/A	02/11/2023	N/A	02/12/2023	N/A
03/10/2023	N/A	03/11/2023	N/A	03/12/2023	N/A
04/10/2023	N/A	04/11/2023	N/A	04/12/2023	N/A
05/10/2023	N/A	05/11/2023	N/A	05/12/2023	N/A
06/10/2023	N/A	06/11/2023	N/A	06/12/2023	N/A
07/10/2023	N/A	07/11/2023	N/A	07/12/2023	N/A
08/10/2023	1114.67	08/11/2023	N/A	08/12/2023	N/A
09/10/2023	N/A	09/11/2023	N/A	09/12/2023	N/A
10/10/2023	N/A	10/11/2023	N/A	10/12/2023	N/A
11/10/2023	N/A	11/11/2023	N/A	11/12/2023	N/A
12/10/2023	N/A	12/11/2023	N/A	12/12/2023	703.00
13/10/2023	N/A	13/11/2023	N/A	13/12/2023	810.17
14/10/2023	N/A	14/11/2023	N/A	14/12/2023	N/A
15/10/2023	898.00	15/11/2023	N/A	15/12/2023	N/A
16/10/2023	N/A	16/11/2023	N/A	16/12/2023	N/A
17/10/2023	N/A	17/11/2023	N/A	17/12/2023	N/A
18/10/2023	N/A	18/11/2023	N/A	18/12/2023	N/A
19/10/2023	N/A	19/11/2023	N/A	19/12/2023	N/A
20/10/2023	N/A	20/11/2023	N/A	20/12/2023	N/A
		21/11/2023	N/A	21/12/2023	N/A

21/10/2023	N/A	22/11/2023	N/A	22/12/2023	N/A
22/10/2023	N/A	23/11/2023	N/A	23/12/2023	N/A
23/10/2023	N/A	24/11/2023	N/A	24/12/2023	N/A
24/10/2023	N/A	25/11/2023	N/A	25/12/2023	N/A
25/10/2023	N/A	26/11/2023	N/A	26/12/2023	N/A
26/10/2023	N/A	27/11/2023	N/A	27/12/2023	N/A
27/10/2023	N/A	28/11/2023	N/A	28/12/2023	N/A
28/10/2023	N/A	29/11/2023	N/A	29/12/2023	N/A
29/10/2023	N/A	30/11/2023	N/A	30/12/2023	N/A
30/10/2023	N/A			31/12/2023	N/A
31/10/2023	N/A				

Error response rate

The data in this section demonstrate how often an error response is returned via each interface of the Bank.

API Banking quarterly average error rate: 0.018%

Online Banking Business quarterly average error rate: 0.191%

Online Banking Retail quarterly average error rate: 0.038%

For all the interfaces, the error rate percentage represents the number of error messages, concerning errors attributable to Hellenic Bank sent to Third Party Providers, divided by the number of requests received by Hellenic Bank from any Third-Party Provider in the same day.

OCTOBER 2023

Date	Online Banking Business error response rate (%)	Online Banking Retail error response rate (%)	API Banking error response rate (%)
01/10/2023	0.494%	0.030%	0.000%
02/10/2023	0.098%	0.030%	0.000%
03/10/2023	0.150%	0.030%	0.000%
04/10/2023	0.059%	0.030%	0.000%
05/10/2023	0.137%	0.030%	0.000%
06/10/2023	0.122%	0.040%	0.669%
07/10/2023	0.000%	0.050%	0.083%
08/10/2023	0.264%	0.210%	0.694%
09/10/2023	0.085%	0.030%	0.000%

10/10/2023	0.087%	0.030%	0.000%
11/10/2023	0.089%	0.030%	0.041%
12/10/2023	0.031%	0.030%	0.000%
13/10/2023	0.115%	0.030%	0.000%
14/10/2023	0.083%	0.040%	0.000%
15/10/2023	2.203%	0.030%	0.000%
16/10/2023	0.053%	0.030%	0.000%
17/10/2023	0.103%	0.030%	0.000%
18/10/2023	0.083%	0.030%	0.000%
19/10/2023	0.094%	0.040%	0.000%
20/10/2023	0.039%	0.040%	0.000%
21/10/2023	2.034%	0.030%	0.082%
22/10/2023	0.467%	0.130%	0.000%
23/10/2023	0.068%	0.030%	0.000%
24/10/2023	0.068%	0.030%	0.000%
25/10/2023	0.090%	0.080%	0.000%
26/10/2023	0.286%	0.040%	0.000%
27/10/2023	0.172%	0.030%	0.000%
28/10/2023	0.260%	0.030%	0.000%
29/10/2023	0.291%	0.030%	0.000%
30/10/2023	0.063%	0.030%	0.041%
31/10/2023	0.146%	0.120%	0.000%

NOVEMBER 2023

Date	Online Banking Business error response rate (%)	Online Banking Retail error response rate (%)	API Banking error response rate (%)
01/11/2023	0.110%	0.130%	0.000%
02/11/2023	0.078%	0.030%	0.000%
03/11/2023	0.293%	0.040%	0.000%
04/11/2023	0.270%	0.030%	0.000%
05/11/2023	2.124%	0.030%	0.000%
06/11/2023	0.098%	0.030%	0.000%
07/11/2023	0.084%	0.030%	0.000%
08/11/2023	0.082%	0.030%	0.000%
09/11/2023	0.117%	0.030%	0.000%
10/11/2023	0.087%	0.030%	0.000%
11/11/2023	0.148%	0.030%	0.000%
12/11/2023	0.209%	0.030%	0.000%

13/11/2023	0.089%	0.040%	0.000%
14/11/2023	0.067%	0.040%	0.000%
15/11/2023	0.089%	0.030%	0.000%
16/11/2023	0.143%	0.030%	0.000%
17/11/2023	0.112%	0.030%	0.000%
18/11/2023	0.077%	0.050%	0.000%
19/11/2023	0.104%	0.030%	0.000%
20/11/2023	0.101%	0.140%	0.000%
21/11/2023	0.099%	0.030%	0.000%
22/11/2023	0.112%	0.030%	0.000%
23/11/2023	0.053%	0.020%	0.000%
24/11/2023	0.235%	0.020%	0.000%
25/11/2023	0.000%	0.020%	0.000%
26/11/2023	0.216%	0.030%	0.000%
27/11/2023	0.063%	0.020%	0.000%
28/11/2023	0.077%	0.020%	0.000%
29/11/2023	0.073%	0.020%	0.000%
30/11/2023	0.059%	0.030%	0.000%

DECEMBER 2023

Date	Online Banking Business error response rate (%)	Online Banking Retail error response rate (%)	API Banking error response rate (%)
01/12/2023	0.079%	0.020%	0.000%
02/12/2023	0.052%	0.020%	0.000%
03/12/2023	0.153%	0.020%	0.000%
04/12/2023	0.066%	0.020%	0.000%
05/12/2023	0.069%	0.020%	0.000%
06/12/2023	0.086%	0.030%	0.000%
07/12/2023	0.076%	0.130%	0.000%
08/12/2023	0.116%	0.020%	0.000%
09/12/2023	0.211%	0.030%	0.000%
10/12/2023	0.197%	0.020%	0.000%
11/12/2023	0.066%	0.020%	0.000%
12/12/2023	0.077%	0.020%	0.000%
13/12/2023	0.107%	0.020%	0.046%
14/12/2023	0.065%	0.050%	0.000%
15/12/2023	0.094%	0.030%	0.000%
16/12/2023	0.171%	0.020%	0.000%
17/12/2023	0.185%	0.020%	0.000%
18/12/2023	0.076%	0.020%	0.000%

19/12/2023	0.129%	0.010%	0.000%
20/12/2023	0.061%	0.010%	0.000%
21/12/2023	0.065%	0.010%	0.000%
22/12/2023	0.100%	0.010%	0.000%
23/12/2023	0.256%	0.010%	0.000%
24/12/2023	0.087%	0.010%	0.000%
25/12/2023	0.177%	0.010%	0.000%
26/12/2023	0.410%	0.020%	0.000%
27/12/2023	0.091%	0.020%	0.000%
28/12/2023	0.121%	0.230%	0.000%
29/12/2023	0.092%	0.010%	0.000%
30/12/2023	0.046%	0.050%	0.000%
31/12/2023	0.171%	0.010%	0.000%