

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 January 2024 to the 31st of March 2024**.

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:	99.959%
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Digital Banking Interfaces

Online Banking Business quarterly average uptime:	99.989%
Online Banking Retail quarterly average uptime:	99.767%

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.

JANUARY 2024

Date	Online Banking Business		Online Banking Retail		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01/01/2024	100.000%	0.000%	99.935%	0.065%	99.930%	0.070%
02/01/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
03/01/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
04/01/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
05/01/2024	100.000%	0.000%	99.858%	0.142%	100.000%	0.000%
06/01/2024	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
07/01/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
08/01/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
09/01/2024	100.000%	0.000%	99.929%	0.071%	99.720%	0.280%
10/01/2024	100.000%	0.000%	99.897%	0.103%	100.000%	0.000%
11/01/2024	100.000%	0.000%	90.625%	9.375%	99.930%	0.070%
12/01/2024	100.000%	0.000%	99.870%	0.130%	100.000%	0.000%
13/01/2024	100.000%	0.000%	99.930%	0.070%	100.000%	0.000%
14/01/2024	100.000%	0.000%	99.904%	0.096%	100.000%	0.000%
15/01/2024	100.000%	0.000%	99.957%	0.043%	100.000%	0.000%
16/01/2024	100.000%	0.000%	99.867%	0.133%	100.000%	0.000%
17/01/2024	100.000%	0.000%	99.955%	0.045%	100.000%	0.000%
18/01/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
19/01/2024	100.000%	0.000%	99.931%	0.069%	100.000%	0.000%
20/01/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
21/01/2024	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
22/01/2024	100.000%	0.000%	99.953%	0.047%	100.000%	0.000%
23/01/2024	100.000%	0.000%	99.859%	0.141%	100.000%	0.000%
24/01/2024	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
25/01/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
26/01/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
27/01/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
28/01/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
29/01/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
30/01/2024	100.000%	0.000%	98.549%	1.451%	99.790%	0.210%
31/01/2024	100.000%	0.000%	99.925%	0.075%	100.000%	0.000%

FEBRUARY 2024

Date	Online Banking Business		Online Banking Retail		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01/02/2024	100.000%	0.000%	99.932%	0.068%	99.790%	0.210%
02/02/2024	100.000%	0.000%	99.963%	0.037%	99.860%	0.140%
03/02/2024	100.000%	0.000%	99.897%	0.103%	99.930%	0.070%
04/02/2024	100.000%	0.000%	99.934%	0.066%	100.000%	0.000%
05/02/2024	100.000%	0.000%	99.786%	0.214%	100.000%	0.000%
06/02/2024	100.000%	0.000%	99.900%	0.100%	99.930%	0.070%
07/02/2024	100.000%	0.000%	99.962%	0.038%	100.000%	0.000%
08/02/2024	100.000%	0.000%	96.042%	3.958%	100.000%	0.000%
09/02/2024	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
10/02/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
11/02/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
12/02/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
13/02/2024	100.000%	0.000%	99.932%	0.068%	100.000%	0.000%
14/02/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
15/02/2024	100.000%	0.000%	99.961%	0.039%	100.000%	0.000%
16/02/2024	100.000%	0.000%	99.963%	0.037%	100.000%	0.000%
17/02/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
18/02/2024	100.000%	0.000%	99.964%	0.036%	99.930%	0.070%
19/02/2024	100.000%	0.000%	99.931%	0.069%	100.000%	0.000%
20/02/2024	100.000%	0.000%	99.962%	0.038%	100.000%	0.000%
21/02/2024	100.000%	0.000%	99.931%	0.069%	100.000%	0.000%
22/02/2024	100.000%	0.000%	99.902%	0.098%	100.000%	0.000%
23/02/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
24/02/2024	100.000%	0.000%	99.893%	0.107%	97.917%	2.083%
25/02/2024	100.000%	0.000%	99.954%	0.046%	100.000%	0.000%
26/02/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
27/02/2024	100.000%	0.000%	99.956%	0.044%	100.000%	0.000%
28/02/2024	100.000%	0.000%	99.954%	0.046%	100.000%	0.000%
29/02/2024	100.000%	0.000%	99.892%	0.108%	100.000%	0.000%

MARCH 2024

Date	Online Banking Business		Online Banking Retail		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01/03/2024	100.000%	0.000%	99.965%	0.035%	100.000%	0.000%
02/03/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
03/03/2024	100.000%	0.000%	99.609%	0.391%	99.930%	0.070%
04/03/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
05/03/2024	100.000%	0.000%	99.813%	0.187%	100.000%	0.000%
06/03/2024	100.000%	0.000%	99.902%	0.098%	100.000%	0.000%
07/03/2024	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
08/03/2024	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
09/03/2024	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
10/03/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
11/03/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
12/03/2024	100.000%	0.000%	99.932%	0.068%	100.000%	0.000%
13/03/2024	100.000%	0.000%	99.930%	0.070%	100.000%	0.000%
14/03/2024	100.000%	0.000%	99.958%	0.042%	100.000%	0.000%
15/03/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
16/03/2024	100.000%	0.000%	99.932%	0.068%	100.000%	0.000%
17/03/2024	100.000%	0.000%	99.931%	0.069%	99.860%	0.140%
18/03/2024	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
19/03/2024	100.000%	0.000%	99.855%	0.145%	100.000%	0.000%
20/03/2024	100.000%	0.000%	99.955%	0.045%	100.000%	0.000%
21/03/2024	100.000%	0.000%	99.928%	0.072%	100.000%	0.000%
22/03/2024	98.958%	1.042%	99.927%	0.073%	99.930%	0.070%
23/03/2024	100.000%	0.000%	99.964%	0.036%	99.790%	0.210%
24/03/2024	100.000%	0.000%	99.964%	0.036%	100.000%	0.000%
25/03/2024	100.000%	0.000%	99.960%	0.040%	100.000%	0.000%
26/03/2024	100.000%	0.000%	99.930%	0.070%	100.000%	0.000%
27/03/2024	100.000%	0.000%	99.902%	0.098%	100.000%	0.000%
28/03/2024	100.000%	0.000%	99.929%	0.071%	100.000%	0.000%
29/03/2024	100.000%	0.000%	99.893%	0.107%	100.000%	0.000%
30/03/2024	100.000%	0.000%	99.901%	0.099%	100.000%	0.000%
31/03/2024	100.000%	0.000%	99.935%	0.065%	100.000%	0.000%

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.

JANUARY 2024

Date	Online Banking Business Downtime (seconds)	Online Banking Retail Downtime (seconds)	API Banking Downtime (seconds)
01/01/2024	0.000	56.190	60.480
02/01/2024	0.000	31.171	0.000
03/01/2024	0.000	31.255	0.000
04/01/2024	0.000	61.668	0.000
05/01/2024	0.000	122.404	0.000
06/01/2024	0.000	31.998	0.000
07/01/2024	0.000	61.425	0.000
08/01/2024	0.000	31.152	0.000
09/01/2024	0.000	61.281	241.920
10/01/2024	0.000	89.340	0.000
11/01/2024	0.000	8100.000	60.480
12/01/2024	0.000	112.660	0.000
13/01/2024	0.000	60.145	0.000
14/01/2024	0.000	83.095	0.000
15/01/2024	0.000	37.482	0.000
16/01/2024	0.000	114.721	0.000
17/01/2024	0.000	38.916	0.000
18/01/2024	0.000	61.001	0.000
19/01/2024	0.000	59.461	0.000
20/01/2024	0.000	31.527	0.000
21/01/2024	0.000	31.887	0.000
22/01/2024	0.000	40.496	0.000
23/01/2024	0.000	121.560	0.000
24/01/2024	0.000	62.316	0.000
25/01/2024	0.000	61.589	0.000
26/01/2024	0.000	61.055	0.000
27/01/2024	0.000	61.613	0.000
28/01/2024	0.000	30.968	0.000
29/01/2024	0.000	61.054	0.000
30/01/2024	0.000	1254.014	181.440
31/01/2024	0.000	65.157	0.000

FEBRUARY 2024

Date	Online Banking Business Downtime (seconds)	Online Banking Retail Downtime (seconds)	API Banking Downtime (seconds)
01/02/2024	0.000	58.447	181.440
02/02/2024	0.000	32.176	120.960
03/02/2024	0.000	88.762	60.480
04/02/2024	0.000	56.695	0.000
05/02/2024	0.000	185.286	0.000
06/02/2024	0.000	86.040	60.480
07/02/2024	0.000	33.129	0.000
08/02/2024	0.000	3420.000	0.000
09/02/2024	0.000	62.361	0.000
10/02/2024	0.000	31.423	0.000
11/02/2024	0.000	61.572	0.000
12/02/2024	0.000	31.494	0.000
13/02/2024	0.000	58.458	0.000
14/02/2024	0.000	31.282	0.000
15/02/2024	0.000	33.373	0.000
16/02/2024	0.000	31.957	0.000
17/02/2024	0.000	31.123	0.000
18/02/2024	0.000	30.908	60.480
19/02/2024	0.000	59.533	0.000
20/02/2024	0.000	32.750	0.000
21/02/2024	0.000	59.641	0.000
22/02/2024	0.000	84.558	0.000
23/02/2024	0.000	31.217	0.000
24/02/2024	0.000	92.683	1800.000
25/02/2024	0.000	39.452	0.000
26/02/2024	0.000	31.003	0.000
27/02/2024	0.000	37.993	0.000
28/02/2024	0.000	39.975	0.000
29/02/2024	0.000	93.353	0.000

MARCH 2024

Date	Online Banking Business Downtime (seconds)	Online Banking Retail Downtime (seconds)	API Banking Downtime (seconds)
01/03/2024	0.000	30.307	0.000
02/03/2024	0.000	30.990	0.000
03/03/2024	0.000	337.678	60.480
04/03/2024	0.000	61.761	0.000
05/03/2024	0.000	161.242	0.000
06/03/2024	0.000	84.337	0.000
07/03/2024	0.000	62.127	0.000
08/03/2024	0.000	62.055	0.000
09/03/2024	0.000	62.620	0.000
10/03/2024	0.000	61.703	0.000
11/03/2024	0.000	30.942	0.000
12/03/2024	0.000	59.129	0.000
13/03/2024	0.000	60.781	0.000
14/03/2024	0.000	35.886	0.000
15/03/2024	0.000	61.637	0.000
16/03/2024	0.000	58.592	0.000
17/03/2024	0.000	59.496	120.960
18/03/2024	0.000	62.052	0.000
19/03/2024	0.000	125.309	0.000
20/03/2024	0.000	38.544	0.000
21/03/2024	0.000	61.848	0.000
22/03/2024	900.000	62.686	60.480
23/03/2024	0.000	31.232	181.440
24/03/2024	0.000	31.239	0.000
25/03/2024	0.000	34.503	0.000
26/03/2024	0.000	60.351	0.000
27/03/2024	0.000	84.311	0.000
28/03/2024	0.000	61.399	0.000
29/03/2024	0.000	92.480	0.000
30/03/2024	0.000	85.136	0.000
31/03/2024	0.000	56.426	0.000

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:	360.005 ms
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PIS Online Banking Business quarterly average response time:	840.600 ms
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PIS Online Banking Retail quarterly average response time:	1714.288 ms
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The table below demonstrates daily average time (in milliseconds) required to serve each payment service initiation (PIS) request.

JANUARY 2024

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/01/2024	600.41	1180.87	598.40
02/01/2024	968.12	1366.48	255.70
03/01/2024	837.22	1427.87	297.25
04/01/2024	890.82	1467.94	454.67
05/01/2024	868.31	1482.39	209.72
06/01/2024	710.42	1197.06	147.84
07/01/2024	825.28	1246.11	198.99
08/01/2024	773.87	1399.76	185.96
09/01/2024	806.37	1378.20	540.51
10/01/2024	811.52	1359.09	289.38
11/01/2024	931.90	1367.42	298.61
12/01/2024	759.14	1370.06	266.97
13/01/2024	771.47	1270.23	149.91
14/01/2024	707.59	1200.14	325.37
15/01/2024	821.96	1284.56	289.96
16/01/2024	848.41	1288.93	225.68
17/01/2024	818.73	1285.71	570.79
18/01/2024	860.69	1297.90	540.08
19/01/2024	813.43	1335.13	240.96
20/01/2024	947.82	1290.85	322.26

21/01/2024	688.14	1144.89	147.05
22/01/2024	848.30	1301.36	474.58
23/01/2024	812.84	1343.12	469.74
24/01/2024	792.91	1335.58	342.58
25/01/2024	864.78	1335.38	401.85
26/01/2024	827.70	1430.60	428.72
27/01/2024	736.39	1548.74	164.00
28/01/2024	724.01	1337.64	144.99
29/01/2024	874.10	1672.50	508.68
30/01/2024	1607.50	2488.77	323.95
31/01/2024	929.66	2118.59	451.31

FEBRUARY 2024

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/02/2024	897.91	1866.12	293.04
02/02/2024	852.51	1818.26	257.27
03/02/2024	785.12	1654.23	302.94
04/02/2024	627.07	1383.44	311.76
05/02/2024	880.90	1701.79	825.14
06/02/2024	870.85	1626.05	296.55
07/02/2024	857.45	1589.14	538.14
08/02/2024	861.72	1737.74	330.76
09/02/2024	1070.09	1633.45	346.38
10/02/2024	865.06	1609.79	322.99
11/02/2024	678.25	1389.63	547.35
12/02/2024	843.01	1671.56	368.53
13/02/2024	863.65	1614.59	494.37
14/02/2024	806.15	1658.11	392.41
15/02/2024	1166.09	1664.69	322.28
16/02/2024	828.47	1715.72	266.94
17/02/2024	857.33	1697.91	276.95
18/02/2024	640.80	1417.54	245.06
19/02/2024	713.39	1653.10	823.25
20/02/2024	847.33	1668.47	581.19
21/02/2024	900.34	1652.54	585.26
22/02/2024	767.86	1587.27	476.97
23/02/2024	765.42	1603.10	303.81
24/02/2024	726.80	2543.14	113.01
25/02/2024	556.49	1435.36	111.80

26/02/2024	818.69	1733.42	271.28
27/02/2024	869.31	1713.87	512.44
28/02/2024	1593.21	3030.49	207.35
29/02/2024	935.01	2415.33	680.00

MARCH 2024

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/03/2024	821.61	2208.75	448.58
02/03/2024	794.50	1871.19	265.70
03/03/2024	839.10	1517.79	242.26
04/03/2024	829.49	1902.94	355.01
05/03/2024	854.95	1837.00	363.64
06/03/2024	841.67	1835.05	558.16
07/03/2024	895.50	1900.43	470.49
08/03/2024	809.03	1922.68	531.58
09/03/2024	701.79	1814.77	267.63
10/03/2024	668.72	1521.05	269.96
11/03/2024	886.08	1890.75	347.15
12/03/2024	776.52	1787.47	656.96
13/03/2024	806.09	1760.66	454.14
14/03/2024	797.46	1794.06	459.21
15/03/2024	836.56	2075.71	492.72
16/03/2024	818.50	2027.65	166.68
17/03/2024	781.98	1554.96	135.21
18/03/2024	597.98	1385.24	238.36
19/03/2024	959.85	1937.38	512.61
20/03/2024	769.96	1715.94	595.91
21/03/2024	791.17	1822.17	654.55
22/03/2024	801.72	1942.18	496.50
23/03/2024	724.73	1986.66	409.10
24/03/2024	754.96	1603.15	93.12
25/03/2024	539.21	1446.66	153.20
26/03/2024	783.39	1974.68	219.52
27/03/2024	913.60	2196.08	506.35
28/03/2024	1680.60	4497.99	697.81
29/03/2024	1055.93	3709.02	12.02
30/03/2024	845.52	2642.08	7.23
31/03/2024	690.33	1878.37	7.43

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:	226.065 ms
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AIS Online Banking Business quarterly average response time:	377.132 ms
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AIS Online Banking Retail quarterly average response time:	416.928 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.

JANUARY 2024

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/01/2024	720.52	332.34	205.99
02/01/2024	419.70	403.25	198.12
03/01/2024	361.57	396.52	291.64
04/01/2024	349.52	383.75	218.66
05/01/2024	306.17	405.95	179.59
06/01/2024	500.22	328.80	206.87
07/01/2024	502.54	336.73	315.32
08/01/2024	293.19	399.33	236.98
09/01/2024	271.77	396.84	108.33
10/01/2024	293.28	396.51	166.14
11/01/2024	284.94	397.63	210.56
12/01/2024	287.75	415.55	213.86
13/01/2024	491.51	334.56	214.20
14/01/2024	540.22	315.39	341.46
15/01/2024	319.47	385.54	188.02
16/01/2024	355.13	367.75	94.05
17/01/2024	358.01	364.78	171.90
18/01/2024	387.92	358.93	228.36
19/01/2024	358.70	396.56	151.11
20/01/2024	786.18	377.07	270.64
21/01/2024	508.30	359.64	264.00

22/01/2024	368.08	439.14	192.34
23/01/2024	364.93	476.77	139.18
24/01/2024	367.74	445.83	148.72
25/01/2024	362.98	428.77	154.23
26/01/2024	359.82	431.45	185.67
27/01/2024	552.45	432.85	177.74
28/01/2024	506.10	379.11	205.65
29/01/2024	353.89	477.81	225.41
30/01/2024	345.54	719.77	155.70
31/01/2024	373.35	524.98	156.02

FEBRUARY 2024

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/02/2024	347.69	467.53	121.66
02/02/2024	289.49	458.17	152.15
03/02/2024	453.96	427.64	166.98
04/02/2024	436.90	379.00	192.04
05/02/2024	294.64	597.44	247.15
06/02/2024	300.31	443.41	210.96
07/02/2024	293.86	414.62	231.97
08/02/2024	305.65	569.09	214.54
09/02/2024	322.32	426.37	274.91
10/02/2024	501.02	396.27	293.25
11/02/2024	490.41	348.49	252.98
12/02/2024	338.37	440.87	253.57
13/02/2024	307.51	427.45	228.69
14/02/2024	299.99	404.84	230.57
15/02/2024	330.45	427.30	270.84
16/02/2024	326.69	422.08	337.72
17/02/2024	527.36	358.51	257.62
18/02/2024	418.05	341.63	246.23
19/02/2024	317.34	416.76	211.81
20/02/2024	324.51	461.23	224.00
21/02/2024	330.93	425.96	260.34
22/02/2024	348.75	405.90	194.11
23/02/2024	331.28	425.91	216.63
24/02/2024	447.33	347.23	186.78
25/02/2024	434.40	329.53	252.05
26/02/2024	357.69	429.03	194.43

27/02/2024	376.24	409.94	233.44
28/02/2024	369.55	580.40	192.91
29/02/2024	405.01	499.40	139.93

MARCH 2024

Date	Online Banking Business response (ms)	Online Banking Retail response (ms)	API Banking response (ms)
01/03/2024	356.68	437.51	202.87
02/03/2024	485.62	377.62	297.44
03/03/2024	557.11	395.96	342.39
04/03/2024	321.73	450.64	227.18
05/03/2024	305.93	447.84	254.20
06/03/2024	320.51	422.51	249.58
07/03/2024	321.49	417.87	220.52
08/03/2024	315.90	437.02	304.77
09/03/2024	309.95	369.72	287.03
10/03/2024	292.28	330.27	288.04
11/03/2024	267.80	456.12	222.69
12/03/2024	277.88	428.90	209.20
13/03/2024	282.45	439.82	249.78
14/03/2024	283.24	432.00	232.96
15/03/2024	274.51	459.36	249.51
16/03/2024	476.45	367.28	217.43
17/03/2024	381.52	319.89	241.28
18/03/2024	324.26	319.73	202.44
19/03/2024	304.70	450.73	221.83
20/03/2024	317.44	426.02	250.32
21/03/2024	308.57	405.81	282.37
22/03/2024	297.98	407.65	494.62
23/03/2024	366.42	346.36	181.66
24/03/2024	347.38	305.53	153.32
25/03/2024	334.03	343.72	242.58
26/03/2024	315.96	416.60	190.80
27/03/2024	349.60	434.81	268.28
28/03/2024	343.80	749.88	336.94
29/03/2024	345.83	482.01	237.04
30/03/2024	601.20	413.02	282.60
31/03/2024	651.62	356.40	223.51

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: **814.536 ms**

The daily average is marked as “N/A” if the Funds Confirmation API has not been used on that specific day.

JANUARY 2024		FEBRUARY 2024		MARCH 2024	
Date	API Banking response (ms)	Date	API Banking response (ms)	Date	API Banking response (ms)
01/01/2024	N/A	01/02/2024	N/A	01/03/2024	N/A
02/01/2024	N/A	02/02/2024	N/A	02/03/2024	N/A
03/01/2024	N/A	03/02/2024	N/A	03/03/2024	N/A
04/01/2024	N/A	04/02/2024	N/A	04/03/2024	N/A
05/01/2024	N/A	05/02/2024	N/A	05/03/2024	N/A
06/01/2024	N/A	06/02/2024	N/A	06/03/2024	N/A
07/01/2024	N/A	07/02/2024	N/A	07/03/2024	N/A
08/01/2024	N/A	08/02/2024	N/A	08/03/2024	N/A
09/01/2024	N/A	09/02/2024	N/A	09/03/2024	N/A
10/01/2024	N/A	10/02/2024	N/A	10/03/2024	N/A
11/01/2024	N/A	11/02/2024	N/A	11/03/2024	N/A
12/01/2024	N/A	12/02/2024	N/A	12/03/2024	N/A
13/01/2024	N/A	13/02/2024	N/A	13/03/2024	N/A
14/01/2024	N/A	14/02/2024	N/A	14/03/2024	N/A
15/01/2024	N/A	15/02/2024	N/A	15/03/2024	N/A
16/01/2024	N/A	16/02/2024	N/A	16/03/2024	N/A
17/01/2024	N/A	17/02/2024	N/A	17/03/2024	N/A
18/01/2024	N/A	18/02/2024	N/A	18/03/2024	N/A
19/01/2024	N/A	19/02/2024	N/A	19/03/2024	N/A
20/01/2024	N/A	20/02/2024	N/A	20/03/2024	607.57
21/01/2024	N/A	21/02/2024	N/A	21/03/2024	N/A
22/01/2024	N/A	22/02/2024	N/A	22/03/2024	N/A
23/01/2024	N/A	23/02/2024	N/A	23/03/2024	N/A
24/01/2024	N/A	24/02/2024	N/A	24/03/2024	N/A
25/01/2024	N/A	25/02/2024	N/A	25/03/2024	N/A
26/01/2024	N/A	26/02/2024	N/A	26/03/2024	N/A
27/01/2024	N/A	27/02/2024	N/A	27/03/2024	N/A
28/01/2024	N/A	28/02/2024	N/A	28/03/2024	N/A
		29/02/2024	N/A	29/03/2024	N/A

29/01/2024	N/A	30/03/2024	N/A
30/01/2024	1021.50	31/03/2024	N/A
31/01/2024	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: 0.001%

Online Banking Business quarterly average error rate: 0.196%

Online Banking Retail quarterly average error rate: 0.024%

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.

JANUARY 2024

Date	Online Banking Business error response rate (%)	Online Banking Retail error response rate (%)	API Banking error response rate (%)
01/01/2024	0.067%	0.010%	0.000%
02/01/2024	0.116%	0.010%	0.000%
03/01/2024	0.051%	0.010%	0.000%
04/01/2024	0.026%	0.020%	0.000%
05/01/2024	0.124%	0.010%	0.000%
06/01/2024	0.234%	0.020%	0.000%
07/01/2024	0.350%	0.010%	0.000%
08/01/2024	0.078%	0.010%	0.000%
09/01/2024	0.094%	0.020%	0.000%
10/01/2024	0.114%	0.010%	0.000%
11/01/2024	0.073%	0.190%	0.000%
12/01/2024	0.070%	0.010%	0.000%
13/01/2024	0.071%	0.010%	0.000%
14/01/2024	0.478%	0.020%	0.000%
15/01/2024	0.089%	0.030%	0.000%
16/01/2024	0.105%	0.010%	0.000%
17/01/2024	0.114%	0.010%	0.000%
18/01/2024	0.081%	0.010%	0.000%

19/01/2024	0.081%	0.010%	0.000%
20/01/2024	0.000%	0.010%	0.000%
21/01/2024	0.109%	0.010%	0.000%
22/01/2024	0.064%	0.010%	0.000%
23/01/2024	0.091%	0.010%	0.000%
24/01/2024	0.092%	0.010%	0.000%
25/01/2024	0.072%	0.010%	0.000%
26/01/2024	0.122%	0.010%	0.000%
27/01/2024	0.066%	0.010%	0.000%
28/01/2024	0.000%	0.010%	0.000%
29/01/2024	0.094%	0.010%	0.000%
30/01/2024	0.311%	0.030%	0.000%
31/01/2024	0.069%	0.010%	0.000%

FEBRUARY 2024

Date	Online Banking Business error response rate (%)	Online Banking Retail error response rate (%)	API Banking error response rate (%)
01/02/2024	0.047%	0.010%	0.000%
02/02/2024	0.046%	0.010%	0.000%
03/02/2024	0.123%	0.010%	0.000%
04/02/2024	0.084%	0.010%	0.000%
05/02/2024	0.059%	0.030%	0.000%
06/02/2024	0.084%	0.020%	0.000%
07/02/2024	0.133%	0.010%	0.000%
08/02/2024	0.026%	0.230%	0.000%
09/02/2024	0.053%	0.020%	0.000%
10/02/2024	0.070%	0.010%	0.000%
11/02/2024	0.000%	0.010%	0.000%
12/02/2024	0.060%	0.010%	0.000%
13/02/2024	0.097%	0.010%	0.000%
14/02/2024	0.069%	0.010%	0.000%
15/02/2024	0.908%	0.010%	0.000%
16/02/2024	2.367%	0.010%	0.000%
17/02/2024	2.416%	0.020%	0.000%
18/02/2024	2.339%	0.010%	0.000%
19/02/2024	0.275%	0.010%	0.000%
20/02/2024	0.095%	0.130%	0.000%
21/02/2024	0.229%	0.010%	0.000%
22/02/2024	0.277%	0.090%	0.000%
23/02/2024	0.245%	0.130%	0.000%
24/02/2024	0.073%	0.010%	0.000%

25/02/2024	0.094%	0.010%	0.000%
26/02/2024	0.142%	0.020%	0.000%
27/02/2024	0.238%	0.010%	0.000%
28/02/2024	0.197%	0.010%	0.000%
29/02/2024	0.127%	0.010%	0.000%

MARCH 2024

Date	Online Banking Business error response rate (%)	Online Banking Retail error response rate (%)	API Banking error response rate (%)
01/03/2024	0.144%	0.010%	0.000%
02/03/2024	0.423%	0.010%	0.000%
03/03/2024	0.070%	0.030%	0.000%
04/03/2024	0.223%	0.020%	0.000%
05/03/2024	0.257%	0.050%	0.000%
06/03/2024	0.129%	0.050%	0.000%
07/03/2024	0.064%	0.030%	0.000%
08/03/2024	0.061%	0.120%	0.000%
09/03/2024	0.060%	0.020%	0.000%
10/03/2024	0.087%	0.010%	0.000%
11/03/2024	0.077%	0.010%	0.000%
12/03/2024	0.088%	0.010%	0.000%
13/03/2024	0.058%	0.010%	0.000%
14/03/2024	0.090%	0.010%	0.000%
15/03/2024	0.050%	0.010%	0.000%
16/03/2024	0.232%	0.020%	0.000%
17/03/2024	0.145%	0.010%	0.000%
18/03/2024	0.000%	0.010%	0.000%
19/03/2024	0.090%	0.020%	0.000%
20/03/2024	0.054%	0.010%	0.000%
21/03/2024	0.055%	0.070%	0.000%
22/03/2024	0.059%	0.020%	0.086%
23/03/2024	0.215%	0.010%	0.000%
24/03/2024	0.167%	0.010%	0.000%
25/03/2024	0.000%	0.010%	0.000%
26/03/2024	0.043%	0.010%	0.000%
27/03/2024	0.095%	0.010%	0.000%
28/03/2024	0.054%	0.090%	0.000%
29/03/2024	0.043%	0.010%	0.000%
30/03/2024	0.050%	0.010%	0.000%
31/03/2024	0.175%	0.010%	0.000%