

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 Web Banking and Mobile Banking.

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 July 2020 to the 30th of September 2020.

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:	95,004%
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Digital Banking Interfaces

Web Banking quarterly average uptime:	99,940%
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Mobile Banking quarterly average uptime:	99,940%
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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.

JULY

Date	Web Banking Downtime (seconds)	Mobile Banking Downtime (seconds)	API Banking Downtime (seconds)
1/7/2020	0	0	0
2/7/2020	0	0	0
3/7/2020	0	0	121
4/7/2020	0	0	0
5/7/2020	0	0	0
6/7/2020	0	0	0
7/7/2020	0	0	0
8/7/2020	0	0	0
9/7/2020	4800	4800	0
10/7/2020	0	0	0
11/7/2020	0	0	0
12/7/2020	0	0	0
13/7/2020	0	0	0
14/7/2020	0	0	0
15/7/2020	0	0	0
16/7/2020	0	0	0
17/7/2020	0	0	0
18/7/2020	0	0	0
19/7/2020	0	0	20701
20/7/2020	0	0	40081
21/7/2020	0	0	0
22/7/2020	0	0	0
23/7/2020	0	0	0
24/7/2020	0	0	0
25/7/2020	0	0	6178
26/7/2020	0	0	657
27/7/2020	0	0	31683
28/7/2020	0	0	302
29/7/2020	0	0	121
30/7/2020	0	0	0
31/7/2020	0	0	0

AUGUST

Date	Web Banking Downtime (seconds)	Mobile Banking Downtime (seconds)	API Banking Downtime (seconds)
1/8/2020	0	0	0
2/8/2020	0	0	18662
3/8/2020	0	0	27000
4/8/2020	0	0	0
5/8/2020	0	0	0
6/8/2020	0	0	242
7/8/2020	0	0	0
8/8/2020	0	0	0
9/8/2020	0	0	363
10/8/2020	0	0	33722
11/8/2020	0	0	0
12/8/2020	0	0	0
13/8/2020	0	0	0
14/8/2020	0	0	0
15/8/2020	0	0	0
16/8/2020	0	0	0
17/8/2020	0	0	60
18/8/2020	0	0	1443
19/8/2020	0	0	27959
20/8/2020	0	0	181
21/8/2020	0	0	0
22/8/2020	0	0	0
23/8/2020	0	0	9478
24/8/2020	0	0	31199
25/8/2020	0	0	0
26/8/2020	0	0	0
27/8/2020	0	0	17997
28/8/2020	0	0	35459
29/8/2020	0	0	0
30/8/2020	0	0	121
31/8/2020	0	0	60

SEPTEMBER

Date	Web Banking Downtime (seconds)	Mobile Banking Downtime (seconds)	API Banking Downtime (seconds)
1/9/2020	0	0	0
2/9/2020	0	0	121
3/9/2020	0	0	0
4/9/2020	0	0	60
5/9/2020	0	0	1564
6/9/2020	0	0	0
7/9/2020	0	0	181
8/9/2020	0	0	16200
9/9/2020	0	0	38396
10/9/2020	0	0	60
11/9/2020	0	0	121
12/9/2020	0	0	22740
13/9/2020	0	0	13677
14/9/2020	0	0	0
15/9/2020	0	0	0
16/9/2020	0	0	0
17/9/2020	0	0	0
18/9/2020	0	0	0
19/9/2020	0	0	0
20/9/2020	0	0	0
21/9/2020	0	0	121
22/9/2020	0	0	60
23/9/2020	0	0	60
24/9/2020	0	0	0
25/9/2020	0	0	60
26/9/2020	0	0	0
27/9/2020	0	0	0
28/9/2020	0	0	0
29/9/2020	0	0	0
30/9/2020	0	0	60

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.

JULY

Date	Web Banking		Mobile Banking		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
1/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
2/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
3/7/2020	100,000%	0,000%	100,000%	0,000%	99,860%	0,140%
4/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
5/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
6/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
7/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
8/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
9/7/2020	94,444%	5,556%	94,444%	5,556%	100,000%	0,000%
10/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
11/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
12/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
13/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
14/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
15/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
16/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
17/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
18/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
19/7/2020	100,000%	0,000%	100,000%	0,000%	76,040%	23,960%
20/7/2020	100,000%	0,000%	100,000%	0,000%	53,610%	46,390%
21/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
22/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
23/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
24/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
25/7/2020	100,000%	0,000%	100,000%	0,000%	92,850%	7,150%
26/7/2020	100,000%	0,000%	100,000%	0,000%	99,240%	0,760%
27/7/2020	100,000%	0,000%	100,000%	0,000%	63,330%	36,670%
28/7/2020	100,000%	0,000%	100,000%	0,000%	99,650%	0,350%
29/7/2020	100,000%	0,000%	100,000%	0,000%	99,860%	0,140%
30/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
31/7/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%

AUGUST

Date	Web Banking		Mobile Banking		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
1/8/2020	100,000%	0,000%	100,000%	0,000%	78,400%	21,600%
2/8/2020	100,000%	0,000%	100,000%	0,000%	68,750%	31,250%
3/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
4/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
5/8/2020	100,000%	0,000%	100,000%	0,000%	99,720%	0,280%
6/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
7/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
8/8/2020	100,000%	0,000%	100,000%	0,000%	99,580%	0,420%
9/8/2020	100,000%	0,000%	100,000%	0,000%	60,970%	39,030%
10/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
11/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
12/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
13/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
14/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
15/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
16/8/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
17/8/2020	100,000%	0,000%	100,000%	0,000%	98,330%	1,670%
18/8/2020	100,000%	0,000%	100,000%	0,000%	67,640%	32,360%
19/8/2020	100,000%	0,000%	100,000%	0,000%	99,790%	0,210%
20/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
21/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
22/8/2020	100,000%	0,000%	100,000%	0,000%	89,030%	10,970%
23/8/2020	100,000%	0,000%	100,000%	0,000%	63,890%	36,110%
24/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
25/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
26/8/2020	100,000%	0,000%	100,000%	0,000%	79,170%	20,830%
27/8/2020	100,000%	0,000%	100,000%	0,000%	58,960%	41,040%
28/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
29/8/2020	100,000%	0,000%	100,000%	0,000%	99,860%	0,140%
30/8/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
31/8/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%

SEPTEMBER

Date	Web Banking		Mobile Banking		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
1/9/2020	100,000%	0,000%	100,000%	0,000%	99,860%	0,140%
2/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
3/9/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
4/9/2020	100,000%	0,000%	100,000%	0,000%	98,190%	1,810%
5/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
6/9/2020	100,000%	0,000%	100,000%	0,000%	99,790%	0,210%
7/9/2020	100,000%	0,000%	100,000%	0,000%	81,250%	18,750%
8/9/2020	100,000%	0,000%	100,000%	0,000%	55,560%	44,440%
9/9/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
10/9/2020	100,000%	0,000%	100,000%	0,000%	99,860%	0,140%
11/9/2020	100,000%	0,000%	100,000%	0,000%	73,680%	26,320%
12/9/2020	100,000%	0,000%	100,000%	0,000%	84,170%	15,830%
13/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
14/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
15/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
16/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
17/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
18/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
19/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
20/9/2020	100,000%	0,000%	100,000%	0,000%	99,860%	0,140%
21/9/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
22/9/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
23/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
24/9/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
25/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
26/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
27/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
28/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
29/9/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%
30/9/2020	100,000%	0,000%	100,000%	0,000%	100,000%	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 quarterly average response time:	941 milliseconds
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PIS Web quarterly average response time:	2968 milliseconds
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PIS Mobile quarterly average response time:	3232 milliseconds
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The table below demonstrates daily average time (in milliseconds) required to serve each payment service initiation (PIS) request.

For the API channel, the daily average is marked as “N/A” if no payment initiation services have been used on that day, via this specific channel.

JULY

Date	Web Banking response (ms)	Mobile Banking response (ms)	PIS API response (ms)
1/7/2020	2730,35	2805,90	340,79
2/7/2020	2865,41	3095,57	760,41
3/7/2020	3018,73	2917,87	701,86
4/7/2020	3140,58	3109,67	342,75
5/7/2020	2909,35	2788,23	467,77
6/7/2020	2572,20	3813,90	491,70
7/7/2020	3061,20	3220,19	463,12
8/7/2020	3125,64	2759,88	446,87
9/7/2020	3410,13	3164,53	967,83
10/7/2020	3097,10	3758,53	509,75
11/7/2020	3166,07	3170,99	275,80
12/7/2020	2746,28	3528,96	314,11
13/7/2020	2938,24	3259,07	352,86
14/7/2020	3111,00	3302,36	479,24
15/7/2020	2977,68	4647,04	640,97
16/7/2020	3316,48	2802,32	384,07
17/7/2020	3185,48	3263,92	526,86
18/7/2020	2485,46	2860,52	232,96
19/7/2020	2552,71	2171,66	272,67
20/7/2020	2609,36	2802,64	429,71
21/7/2020	2893,89	2527,26	296,10

22/7/2020	3249,12	2764,73	N/A
23/7/2020	3095,62	3919,64	N/A
24/7/2020	2871,22	2412,05	N/A
25/7/2020	2482,76	2591,57	N/A
26/7/2020	2363,78	2421,43	326,93
27/7/2020	2844,54	2756,84	385,50
28/7/2020	2687,13	3452,59	215,49
29/7/2020	2746,28	3152,52	N/A
30/7/2020	2747,22	2751,34	N/A
31/7/2020	2526,72	2646,03	N/A

AUGUST

Date	Web Banking response (ms)	Mobile Banking response (ms)	PIS API response (ms)
1/8/2020	2317,55	2693,04	226,50
2/8/2020	2195,25	2512,19	2994,07
3/8/2020	2751,55	3633,96	524,24
4/8/2020	2815,29	2685,46	415,82
5/8/2020	2644,90	3540,00	439,72
6/8/2020	2824,70	3272,95	N/A
7/8/2020	2906,00	2640,80	N/A
8/8/2020	2266,43	2628,31	672,00
9/8/2020	2063,17	2060,62	N/A
10/8/2020	2662,78	3038,67	642,09
11/8/2020	2813,66	3535,76	386,98
12/8/2020	3011,09	2849,18	N/A
13/8/2020	3475,32	2755,58	548,37
14/8/2020	3206,29	3265,21	N/A
15/8/2020	3129,73	2890,46	307,85
16/8/2020	2756,19	4036,35	351,24
17/8/2020	3182,85	3715,29	372,83
18/8/2020	3214,43	3513,29	348,80
19/8/2020	3334,19	3872,81	468,68
20/8/2020	3091,38	3710,16	407,56
21/8/2020	3297,25	3493,26	380,71
22/8/2020	2570,21	2662,68	483,86
23/8/2020	2363,40	2553,57	231,83
24/8/2020	2931,68	4088,39	392,20
25/8/2020	3358,93	4242,18	385,47
26/8/2020	3520,11	4571,19	516,24
27/8/2020	3357,61	3433,00	698,46
28/8/2020	3086,86	2651,94	2846,90
29/8/2020	2571,65	2978,76	172,34
30/8/2020	2640,10	2187,19	174,94
31/8/2020	2716,87	2515,04	449,31

SEPTEMBER

Date	Web Banking response (ms)	Mobile Banking response (ms)	PIS API response (ms)
1/9/2020	2927,54	2323,89	594,00
2/9/2020	2966,49	2655,24	9841,96
3/9/2020	3415,53	3540,37	529,60
4/9/2020	3283,24	3544,54	403,27
5/9/2020	3254,87	3104,66	19140,84
6/9/2020	3073,72	3209,13	351,14
7/9/2020	2917,80	4738,72	579,66
8/9/2020	3474,66	3179,95	470,59
9/9/2020	3358,94	4283,82	778,83
10/9/2020	3227,49	2477,28	437,25
11/9/2020	3117,15	4242,94	752,49
12/9/2020	2459,96	2843,27	704,05
13/9/2020	2670,08	2727,13	307,34
14/9/2020	2965,44	4285,50	659,48
15/9/2020	3082,62	3519,61	471,95
16/9/2020	3253,71	3443,36	547,88
17/9/2020	3183,93	3876,49	1338,05
18/9/2020	3269,20	3475,74	666,84
19/9/2020	3328,09	3851,21	577,17
20/9/2020	3527,89	3796,86	1271,42
21/9/2020	3003,90	3506,40	781,79
22/9/2020	2982,66	3645,15	628,41
23/9/2020	3571,11	4150,70	634,66
24/9/2020	3067,12	3049,78	941,83
25/9/2020	3315,51	3828,38	913,00
26/9/2020	3039,58	3312,10	494,89
27/9/2020	3258,83	4172,82	572,86
28/9/2020	3251,41	3362,75	1809,62
29/9/2020	3249,93	2769,09	664,12
30/9/2020	2961,72	3553,04	982,87

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 quarterly average response time: 952 milliseconds

AIS Web quarterly average response time: 2143 milliseconds

AIS Mobile quarterly average response time: 946 milliseconds

The table below demonstrates daily average time (in milliseconds) required to serve each account information service (AIS) request.

JULY

Date	Web Banking response (ms)	Mobile Banking response (ms)	AIS API response (ms)
1/7/2020	2207,26	897,57	839,78
2/7/2020	1875,87	884,40	803,02
3/7/2020	1800,62	880,37	1000,54
4/7/2020	2171,51	820,59	762,13
5/7/2020	2336,84	799,32	751,40
6/7/2020	1814,65	891,34	887,96
7/7/2020	1894,32	867,42	852,67
8/7/2020	1844,37	867,31	880,45
9/7/2020	2081,94	1080,68	1015,38
10/7/2020	1828,30	869,32	1007,96
11/7/2020	2154,49	803,48	796,96
12/7/2020	1950,25	857,57	845,08
13/7/2020	1758,00	865,31	718,09
14/7/2020	1841,35	989,08	849,09
15/7/2020	1919,02	905,62	870,09
16/7/2020	1946,72	924,13	797,13
17/7/2020	2036,78	910,07	794,12
18/7/2020	2593,01	835,26	765,11
19/7/2020	2127,58	799,87	817,76
20/7/2020	2075,74	862,24	849,59
21/7/2020	2188,33	859,95	638,36
22/7/2020	2315,11	891,56	N /A
23/7/2020	2159,31	980,24	N /A
24/7/2020	2139,71	1196,52	N /A
25/7/2020	2311,41	1177,67	N /A
26/7/2020	2213,77	864,08	858,93
27/7/2020	2170,80	919,70	854,06

28/7/2020	2148,71	907,34	724,59
29/7/2020	2271,09	939,00	N /A
30/7/2020	2341,82	1098,01	N /A
31/7/2020	2541,72	1112,53	N /A

AUGUST

Date	Web Banking response (ms)	Mobile Banking response (ms)	AIS API response (ms)
1/8/2020	3090,04	885,09	877,22
2/8/2020	2894,22	854,94	889,46
3/8/2020	2191,71	993,65	843,44
4/8/2020	1926,89	956,13	1019,88
5/8/2020	1761,36	956,39	939,99
6/8/2020	1838,20	963,08	N /A
7/8/2020	1831,68	937,55	N /A
8/8/2020	2185,96	866,51	895,28
9/8/2020	2454,09	872,60	N /A
10/8/2020	1943,40	949,95	896,04
11/8/2020	1914,39	929,42	930,51
12/8/2020	1907,68	937,77	N /A
13/8/2020	1881,35	988,31	1023,27
14/8/2020	1735,82	1140,51	N /A
15/8/2020	1913,71	888,15	912,94
16/8/2020	2145,60	848,79	888,48
17/8/2020	1933,58	926,09	774,05
18/8/2020	1911,65	896,58	982,23
19/8/2020	2038,60	906,63	706,49
20/8/2020	2079,45	948,28	724,70
21/8/2020	2085,06	957,18	708,49
22/8/2020	2308,42	886,26	770,31
23/8/2020	2439,35	888,05	753,54
24/8/2020	2354,43	943,74	694,01
25/8/2020	2191,24	935,58	782,05
26/8/2020	2238,17	958,58	913,15
27/8/2020	2190,80	980,31	758,42
28/8/2020	2313,65	1400,82	825,82
29/8/2020	2877,50	1246,49	591,37
30/8/2020	2747,04	874,41	800,65
31/8/2020	2336,97	1024,83	934,92

SEPTEMBER

Date	Web Banking response (ms)	Mobile Banking response (ms)	AIS API response (ms)
1/9/2020	2181,72	979,44	1833,16
2/9/2020	1929,09	960,01	700,68
3/9/2020	1907,59	934,97	725,94
4/9/2020	1870,08	956,38	725,17
5/9/2020	2108,27	882,48	1693,28
6/9/2020	2682,70	857,39	861,62
7/9/2020	1895,65	1029,18	702,93
8/9/2020	1972,16	921,82	770,97
9/9/2020	1927,84	977,10	803,51
10/9/2020	1881,55	914,02	810,29
11/9/2020	1922,93	934,39	1143,87
12/9/2020	2101,16	871,65	632,85
13/9/2020	2351,37	931,06	1628,02
14/9/2020	1773,55	905,86	864,27
15/9/2020	1851,62	951,36	744,89
16/9/2020	2025,51	913,82	847,97
17/9/2020	2085,27	952,44	841,55
18/9/2020	2011,54	968,90	737,86
19/9/2020	2723,29	931,03	1843,59
20/9/2020	2660,71	886,68	2050,77
21/9/2020	2126,04	958,40	2152,95
22/9/2020	2342,25	956,85	1342,25
23/9/2020	2303,99	965,18	2177,27
24/9/2020	2342,71	1276,08	2298,75
25/9/2020	2169,20	991,70	1000,16
26/9/2020	2102,91	907,64	709,05
27/9/2020	2359,85	876,21	786,58
28/9/2020	2100,29	991,10	940,37
29/9/2020	2356,30	1071,69	906,60
30/9/2020	2387,30	1104,52	1096,22

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
quarterly average response time: **338 milliseconds**

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

July		August		September	
Date	API response (ms)	Date	API response (ms)	Date	API response (ms)
1/7/2020	N/A	1/8/2020	N/A	1/9/2020	N/A
2/7/2020	N/A	2/8/2020	N/A	2/9/2020	N/A
3/7/2020	N/A	3/8/2020	N/A	3/9/2020	N/A
4/7/2020	N/A	4/8/2020	N/A	4/9/2020	N/A
5/7/2020	N/A	5/8/2020	N/A	5/9/2020	N/A
6/7/2020	31,00	6/8/2020	N/A	6/9/2020	N/A
7/7/2020	N/A	7/8/2020	N/A	7/9/2020	N/A
8/7/2020	N/A	8/8/2020	N/A	8/9/2020	N/A
9/7/2020	N/A	9/8/2020	N/A	9/9/2020	N/A
10/7/2020	N/A	10/8/2020	N/A	10/9/2020	N/A
11/7/2020	N/A	11/8/2020	N/A	11/9/2020	N/A
12/7/2020	N/A	12/8/2020	N/A	12/9/2020	N/A
13/7/2020	282,00	13/8/2020	N/A	13/9/2020	N/A
14/7/2020	N/A	14/8/2020	N/A	14/9/2020	N/A
15/7/2020	N/A	15/8/2020	N/A	15/9/2020	N/A
16/7/2020	500,00	16/8/2020	N/A	16/9/2020	N/A
17/7/2020	N/A	17/8/2020	N/A	17/9/2020	N/A
18/7/2020	N/A	18/8/2020	N/A	18/9/2020	N/A
19/7/2020	N/A	19/8/2020	N/A	19/9/2020	N/A
20/7/2020	523,50	20/8/2020	N/A	20/9/2020	N/A
21/7/2020	286,67	21/8/2020	N/A	21/9/2020	N/A
22/7/2020	N/A	22/8/2020	N/A	22/9/2020	N/A
23/7/2020	N/A	23/8/2020	N/A	23/9/2020	N/A
24/7/2020	N/A	24/8/2020	N/A	24/9/2020	N/A
25/7/2020	N/A	25/8/2020	N/A	25/9/2020	N/A
26/7/2020	N/A	26/8/2020	N/A	26/9/2020	N/A
27/7/2020	766,00	27/8/2020	N/A	27/9/2020	N/A
28/7/2020	250,00	28/8/2020	N/A	28/9/2020	N/A
29/7/2020	N/A	29/8/2020	N/A	29/9/2020	N/A
30/7/2020	N/A	30/8/2020	N/A	30/9/2020	63,00
31/7/2020	N/A	31/8/2020	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 quarterly average error rate: 37,696%

Web Banking quarterly average error rate: 0,009%

Mobile Banking quarterly average error rate: 0,043%

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.

JULY

Date	Web Banking error response rate (%)	Mobile Banking error response rate (%)	API error response rate (%)
1/7/2020	0,005%	0,030%	5,000%
2/7/2020	0,014%	0,030%	64,000%
3/7/2020	0,002%	0,036%	9,000%
4/7/2020	0,079%	0,116%	12,000%
5/7/2020	0,000%	0,045%	11,000%
6/7/2020	0,011%	0,043%	23,000%
7/7/2020	0,005%	0,045%	4,000%
8/7/2020	0,001%	0,042%	4,000%
9/7/2020	0,012%	0,036%	4,000%
10/7/2020	0,001%	0,032%	4,000%
11/7/2020	0,000%	0,055%	8,000%
12/7/2020	0,003%	0,011%	5,000%
13/7/2020	0,011%	0,033%	4,000%
14/7/2020	0,009%	0,029%	22,000%
15/7/2020	0,005%	0,106%	17,000%
16/7/2020	0,027%	0,083%	3,000%
17/7/2020	0,001%	0,079%	13,000%
18/7/2020	0,002%	0,053%	4,000%
19/7/2020	0,000%	0,080%	7,000%
20/7/2020	0,008%	0,069%	29,000%
21/7/2020	0,015%	0,076%	16,000%
22/7/2020	0,002%	0,063%	27,000%
23/7/2020	0,007%	0,077%	4,000%
24/7/2020	0,026%	0,076%	6,000%
25/7/2020	0,002%	0,035%	5,000%
26/7/2020	0,005%	0,080%	18,000%

27/7/2020	0,012%	0,042%	21,000%
28/7/2020	0,001%	0,036%	21,000%
29/7/2020	0,012%	0,032%	8,000%
30/7/2020	0,011%	0,033%	7,000%
31/7/2020	0,010%	0,177%	3,000%

AUGUST

Date	Web Banking error response rate (%)	Mobile Banking error response rate (%)	API error response rate (%)
1/8/2020	0,000%	0,026%	7,000%
2/8/2020	0,000%	0,013%	25,000%
3/8/2020	0,015%	0,034%	18,000%
4/8/2020	0,019%	0,022%	14,000%
5/8/2020	0,009%	0,066%	16,000%
6/8/2020	0,010%	0,046%	20,000%
7/8/2020	0,005%	0,041%	16,000%
8/8/2020	0,002%	0,015%	15,000%
9/8/2020	0,000%	0,014%	19,000%
10/8/2020	0,001%	0,023%	10,000%
11/8/2020	0,005%	0,039%	13,000%
12/8/2020	0,034%	0,075%	28,000%
13/8/2020	0,016%	0,075%	21,000%
14/8/2020	0,001%	0,031%	22,000%
15/8/2020	0,000%	0,030%	25,000%
16/8/2020	0,003%	0,024%	24,000%
17/8/2020	0,002%	0,033%	32,000%
18/8/2020	0,008%	0,020%	47,000%
19/8/2020	0,013%	0,046%	22,000%
20/8/2020	0,020%	0,061%	73,000%
21/8/2020	0,088%	0,087%	83,000%
22/8/2020	0,000%	0,038%	23,000%
23/8/2020	0,000%	0,038%	21,000%
24/8/2020	0,016%	0,038%	25,000%
25/8/2020	0,009%	0,025%	207,000%
26/8/2020	0,008%	0,066%	51,000%
27/8/2020	0,007%	0,040%	47,000%
28/8/2020	0,004%	0,029%	153,000%
29/8/2020	0,000%	0,027%	153,000%
30/8/2020	0,000%	0,043%	109,000%
31/8/2020	0,010%	0,021%	30,000%

SEPTEMBER

Date	Web Banking error response rate (%)	Mobile Banking error response rate (%)	API error response rate (%)
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1/9/2020	0,013%	0,021%	90,000%
2/9/2020	0,016%	0,033%	62,000%
3/9/2020	0,003%	0,029%	35,000%
4/9/2020	0,002%	0,022%	29,000%
5/9/2020	0,000%	0,007%	64,000%
6/9/2020	0,002%	0,017%	33,000%
7/9/2020	0,005%	0,047%	29,000%
8/9/2020	0,010%	0,028%	35,000%
9/9/2020	0,009%	0,031%	116,000%
10/9/2020	0,004%	0,042%	31,000%
11/9/2020	0,007%	0,026%	64,000%
12/9/2020	0,000%	0,020%	42,000%
13/9/2020	0,013%	0,053%	65,000%
14/9/2020	0,002%	0,044%	36,000%
15/9/2020	0,005%	0,011%	36,000%
16/9/2020	0,002%	0,028%	42,000%
17/9/2020	0,004%	0,036%	42,000%
18/9/2020	0,002%	0,024%	61,000%
19/9/2020	0,000%	0,049%	73,000%
20/9/2020	0,030%	0,063%	82,000%
21/9/2020	0,022%	0,044%	68,000%
22/9/2020	0,012%	0,035%	94,000%
23/9/2020	0,008%	0,056%	77,000%
24/9/2020	0,010%	0,033%	64,000%
25/9/2020	0,016%	0,036%	52,000%
26/9/2020	0,000%	0,031%	58,000%
27/9/2020	0,023%	0,065%	65,000%
28/9/2020	0,009%	0,032%	51,000%
29/9/2020	0,023%	0,032%	46,000%
30/9/2020	0,002%	0,030%	69,000%