

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 April 2020 to the 30th of June 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:	97,202%
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Digital Banking Interfaces

Web Banking quarterly average uptime:	99,771%
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Mobile Banking quarterly average uptime:	99,616%
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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.

APRIL

Date	Web Banking Downtime (seconds)	Mobile Banking Downtime (seconds)	API Banking Downtime (seconds)
1/4/2020	0	0	0
2/4/2020	0	0	0
3/4/2020	0	0	423
4/4/2020	0	0	0
5/4/2020	0	0	0
6/4/2020	0	0	0
7/4/2020	0	0	0
8/4/2020	0	0	483
9/4/2020	0	0	241
10/4/2020	0	0	0
11/4/2020	0	0	0
12/4/2020	0	0	181
13/4/2020	0	0	0
14/4/2020	0	2880	0
15/4/2020	0	4200	0
16/4/2020	0	0	0
17/4/2020	0	0	0
18/4/2020	0	0	0
19/4/2020	0	0	0
20/4/2020	0	0	0
21/4/2020	0	0	0
22/4/2020	0	0	0
23/4/2020	0	0	0
24/4/2020	0	0	0
25/4/2020	0	0	0
26/4/2020	0	0	0
27/4/2020	0	0	10680
28/4/2020	0	0	0
29/4/2020	0	7200	0
30/4/2020	0	0	60

MAY

Date	Web Banking Downtime (seconds)	Mobile Banking Downtime (seconds)	API Banking Downtime (seconds)
1/5/2020	0	0	0
2/5/2020	6300	6300	61200
3/5/2020	0	0	86400
4/5/2020	0	0	36600
5/5/2020	0	0	0
6/5/2020	0	600	0
7/5/2020	0	0	0
8/5/2020	0	0	0
9/5/2020	0	0	0
10/5/2020	0	0	0
11/5/2020	0	0	5880
12/5/2020	0	0	0
13/5/2020	0	0	0
14/5/2020	0	0	120
15/5/2020	0	0	60
16/5/2020	1800	1800	1800
17/5/2020	0	0	0
18/5/2020	0	0	181
19/5/2020	0	0	181
20/5/2020	0	0	0
21/5/2020	0	0	0
22/5/2020	0	0	302
23/5/2020	0	0	0
24/5/2020	0	0	0
25/5/2020	2700	0	1736
26/5/2020	0	0	0
27/5/2020	0	0	596
28/5/2020	0	0	0
29/5/2020	0	0	0
30/5/2020	0	0	0
31/5/2020	0	0	0

JUNE

Date	Web Banking Downtime (seconds)	Mobile Banking Downtime (seconds)	API Banking Downtime (seconds)
1/6/2020	0	0	0
2/6/2020	0	0	0
3/6/2020	0	0	0
4/6/2020	0	0	0
5/6/2020	0	0	0
6/6/2020	0	0	0
7/6/2020	0	0	0
8/6/2020	0	0	0
9/6/2020	0	0	120
10/6/2020	0	0	0
11/6/2020	0	0	0
12/6/2020	0	0	0
13/6/2020	0	0	0
14/6/2020	0	0	0
15/6/2020	0	0	0
16/6/2020	5400	5400	5400
17/6/2020	0	0	302
18/6/2020	0	0	0
19/6/2020	0	0	5158
20/6/2020	0	0	0
21/6/2020	0	0	0
22/6/2020	0	0	0
23/6/2020	0	0	0
24/6/2020	0	0	60
25/6/2020	1800	1800	1800
26/6/2020	0	0	0
27/6/2020	0	0	0
28/6/2020	0	0	0
29/6/2020	0	0	0
30/6/2020	0	0	0

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.

APRIL

Date	Web Banking		Mobile Banking		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
1/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
2/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
3/4/2020	100,000%	0,000%	100,000%	0,000%	99,510%	0,490%
4/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
5/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
6/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
7/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
8/4/2020	100,000%	0,000%	100,000%	0,000%	99,441%	0,559%
9/4/2020	100,000%	0,000%	100,000%	0,000%	99,721%	0,279%
10/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
11/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
12/4/2020	100,000%	0,000%	100,000%	0,000%	99,791%	0,209%
13/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
14/4/2020	100,000%	0,000%	96,667%	3,333%	100,000%	0,000%
15/4/2020	100,000%	0,000%	95,139%	4,861%	100,000%	0,000%
16/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
17/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
18/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
19/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
20/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
21/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
22/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
23/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
24/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
25/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
26/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
27/4/2020	100,000%	0,000%	100,000%	0,000%	87,639%	12,361%
28/4/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
29/4/2020	100,000%	0,000%	91,667%	8,333%	100,000%	0,000%
30/4/2020	100,000%	0,000%	100,000%	0,000%	99,930%	0,070%

MAY

Date	Web Banking		Mobile Banking		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
1/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
2/5/2020	92,708%	7,292%	92,708%	7,292%	29,167%	70,833%
3/5/2020	100,000%	0,000%	100,000%	0,000%	0,000%	100,000%
4/5/2020	100,000%	0,000%	100,000%	0,000%	57,639%	42,361%
5/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
6/5/2020	100,000%	0,000%	99,306%	0,694%	100,000%	0,000%
7/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
8/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
9/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
10/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
11/5/2020	100,000%	0,000%	100,000%	0,000%	93,194%	6,806%
12/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
13/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
14/5/2020	100,000%	0,000%	100,000%	0,000%	99,861%	0,139%
15/5/2020	100,000%	0,000%	100,000%	0,000%	99,931%	0,069%
16/5/2020	97,917%	2,083%	97,917%	2,083%	97,917%	2,083%
17/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
18/5/2020	100,000%	0,000%	100,000%	0,000%	99,791%	0,209%
19/5/2020	100,000%	0,000%	100,000%	0,000%	99,791%	0,209%
20/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
21/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
22/5/2020	100,000%	0,000%	100,000%	0,000%	99,650%	0,350%
23/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
24/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
25/5/2020	96,875%	3,125%	100,000%	0,000%	97,991%	2,009%
26/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
27/5/2020	100,000%	0,000%	100,000%	0,000%	99,310%	0,690%
28/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
29/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
30/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
31/5/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%

JUNE

Date	Web Banking		Mobile Banking		API Banking	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
1/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
2/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
3/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
4/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
5/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
6/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
7/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
8/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
9/6/2020	100,000%	0,000%	100,000%	0,000%	99,861%	0,139%
10/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
11/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
12/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
13/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
14/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
15/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
16/6/2020	93,750%	6,250%	93,750%	6,250%	93,750%	6,250%
17/6/2020	100,000%	0,000%	100,000%	0,000%	99,650%	0,350%
18/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
19/6/2020	100,000%	0,000%	100,000%	0,000%	94,030%	5,970%
20/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
21/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
22/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
23/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
24/6/2020	100,000%	0,000%	100,000%	0,000%	99,931%	0,069%
25/6/2020	97,917%	2,083%	97,917%	2,083%	97,917%	2,083%
26/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
27/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
28/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
29/6/2020	100,000%	0,000%	100,000%	0,000%	100,000%	0,000%
30/6/2020	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: 763 milliseconds

PIS Web quarterly average response time: 2103 milliseconds

PIS Mobile quarterly average response time: 2766 milliseconds

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.

APRIL

Date	Web Banking response (ms)	Mobile Banking response (ms)	PIS API response (ms)
1/4/2020	1376,02	1981,41	392,80
2/4/2020	2238,81	3079,57	341,93
3/4/2020	2242,69	3809,47	511,69
4/4/2020	1577,98	2694,80	N/A
5/4/2020	1388,70	4594,74	N/A
6/4/2020	2149,27	2803,15	393,92
7/4/2020	2154,15	3058,24	343,72
8/4/2020	3534,52	2381,42	827,42
9/4/2020	2238,95	3638,40	1365,43
10/4/2020	2076,70	2991,05	182,26
11/4/2020	1289,08	1495,90	N/A
12/4/2020	1358,18	3432,10	N/A
13/4/2020	2097,56	3310,61	161,67
14/4/2020	2457,97	3792,81	357,92
15/4/2020	2159,49	3441,57	440,48
16/4/2020	2133,46	2859,77	430,03
17/4/2020	1440,85	2997,26	N/A
18/4/2020	1521,38	2438,22	N/A
19/4/2020	1707,74	3129,22	N/A
20/4/2020	1465,56	2431,58	N/A
21/4/2020	1366,49	2760,07	N/A

22/4/2020	2166,42	4499,82	852,50
23/4/2020	2160,00	3312,18	595,93
24/4/2020	2078,47	3245,92	667,75
25/4/2020	1253,53	2707,34	N/A
26/4/2020	1450,60	3205,95	N/A
27/4/2020	2438,51	3192,26	2890,26
28/4/2020	2162,51	2927,50	648,29
29/4/2020	2480,93	2257,74	470,62
30/4/2020	2100,84	3099,10	584,16

MAY

Date	Web Banking response (ms)	Mobile Banking response (ms)	PIS API response (ms)
1/5/2020	1187,92	2262,39	N/A
2/5/2020	1716,39	4802,85	N/A
3/5/2020	1297,08	2694,13	N/A
4/5/2020	2209,48	3167,26	874,43
5/5/2020	2217,28	2446,24	583,33
6/5/2020	2164,97	3710,90	407,53
7/5/2020	2261,32	3668,92	653,26
8/5/2020	2301,37	3003,11	1014,13
9/5/2020	1484,69	1627,71	N/A
10/5/2020	1356,04	2255,73	N/A
11/5/2020	2638,23	4106,20	600,44
12/5/2020	2447,65	3291,76	371,44
13/5/2020	2447,31	2411,40	392,49
14/5/2020	2414,02	2209,87	890,10
15/5/2020	2680,07	2905,31	631,28
16/5/2020	1574,57	1754,95	735,91
17/5/2020	1463,56	3069,03	729,00
18/5/2020	2469,29	3201,82	637,22
19/5/2020	2322,20	2594,05	513,25
20/5/2020	2297,32	2860,86	1333,57
21/5/2020	2120,72	2227,55	962,93
22/5/2020	2027,29	1919,42	5012,93
23/5/2020	1331,35	2343,51	280,29
24/5/2020	1323,00	2027,78	261,83
25/5/2020	2236,01	2007,86	1385,26
26/5/2020	2074,98	2879,69	382,27
27/5/2020	2204,29	1590,97	10067,90
28/5/2020	2140,07	2173,52	443,31
29/5/2020	2144,95	1707,36	493,12
30/5/2020	1409,53	1830,41	269,09
31/5/2020	1347,43	1866,52	265,29

JUNE

Date	Web Banking response (ms)	Mobile Banking response (ms)	PIS API response (ms)
1/6/2020	2073,99	2072,47	391,78
2/6/2020	2345,15	2351,51	460,03
3/6/2020	2321,56	1887,97	515,06
4/6/2020	2385,78	2969,77	455,58
5/6/2020	2545,71	2126,36	434,95
6/6/2020	1542,07	2227,28	270,59
7/6/2020	1684,54	2106,22	266,91
8/6/2020	1235,33	2539,63	259,77
9/6/2020	2351,81	2097,65	654,16
10/6/2020	2216,46	2553,26	566,97
11/6/2020	2134,46	3208,58	980,54
12/6/2020	2326,54	2003,80	491,64
13/6/2020	1477,05	1651,82	263,86
14/6/2020	1389,67	2295,68	258,03
15/6/2020	2279,93	2836,48	514,90
16/6/2020	2987,71	3882,77	587,22
17/6/2020	2253,67	1589,69	562,65
18/6/2020	2588,41	2267,30	825,65
19/6/2020	2204,80	2130,14	497,69
20/6/2020	1761,75	1942,20	270,63
21/6/2020	1529,18	1827,94	263,29
22/6/2020	2312,29	2142,83	526,65
23/6/2020	2394,62	3077,34	434,68
24/6/2020	3074,57	3035,46	828,57
25/6/2020	2659,56	4498,55	781,06
26/6/2020	2681,90	2973,57	536,61
27/6/2020	2055,14	1959,42	259,00
28/6/2020	7289,64	7505,46	276,67
29/6/2020	2867,65	2928,34	441,77
30/6/2020	2801,47	2826,66	667,16

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: 1651 milliseconds

AIS Web quarterly average response time: 2070 milliseconds

AIS Mobile quarterly average response time: 798 milliseconds

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

APRIL

Date	Web Banking response (ms)	Mobile Banking response (ms)	AIS API response (ms)
1/4/2020	2391,49	642,51	819,03
2/4/2020	2157,37	812,11	795,36
3/4/2020	1869,88	723,27	818,74
4/4/2020	1684,48	652,00	617,48
5/4/2020	1925,61	643,60	683,74
6/4/2020	1693,36	730,48	773,14
7/4/2020	1849,25	732,20	824,24
8/4/2020	1875,24	709,46	1126,56
9/4/2020	1822,29	771,70	1070,43
10/4/2020	1745,29	746,34	789,56
11/4/2020	2285,95	650,68	751,66
12/4/2020	1907,82	683,20	712,38
13/4/2020	1671,72	766,44	634,87
14/4/2020	1798,96	728,95	743,92
15/4/2020	1708,64	782,58	577,59
16/4/2020	1759,06	733,85	583,70
17/4/2020	1976,12	662,06	732,58
18/4/2020	2761,83	655,34	623,19
19/4/2020	2093,36	680,18	631,52
20/4/2020	2138,03	671,72	754,88
21/4/2020	1875,40	679,56	701,52
22/4/2020	1970,30	735,45	559,33
23/4/2020	2174,56	748,08	612,64
24/4/2020	1785,44	740,17	582,04
25/4/2020	2310,26	684,28	632,46
26/4/2020	1897,09	688,64	1202,69
27/4/2020	1866,65	789,28	21923,87

28/4/2020	2064,41	805,18	542,18
29/4/2020	2242,93	781,56	680,67
30/4/2020	2055,19	759,84	1139,67

MAY

Date	Web Banking response (ms)	Mobile Banking response (ms)	AIS API response (ms)
1/5/2020	2141,70	650,61	813,31
2/5/2020	2217,67	687,99	6082,99
3/5/2020	2433,77	645,32	40157,80
4/5/2020	1978,23	739,94	2044,41
5/5/2020	1911,21	730,24	927,76
6/5/2020	1881,19	760,45	569,67
7/5/2020	1842,77	734,69	594,11
8/5/2020	1714,36	733,22	659,09
9/5/2020	2265,47	664,00	797,21
10/5/2020	2374,57	717,64	846,80
11/5/2020	1785,87	759,68	11694,98
12/5/2020	2015,78	779,17	679,38
13/5/2020	1990,62	821,72	636,92
14/5/2020	1965,25	773,85	680,76
15/5/2020	1964,76	805,28	855,86
16/5/2020	2263,28	752,85	754,57
17/5/2020	2790,35	733,57	632,31
18/5/2020	2014,09	1058,50	745,34
19/5/2020	2183,49	839,38	806,75
20/5/2020	1944,24	1030,90	981,11
21/5/2020	1860,50	891,63	774,72
22/5/2020	1729,72	810,73	1168,03
23/5/2020	2368,13	755,01	749,25
24/5/2020	2063,67	858,83	815,44
25/5/2020	2006,25	1010,10	747,88
26/5/2020	2046,44	829,44	605,64
27/5/2020	2104,88	852,57	726,76
28/5/2020	2161,90	878,81	1133,66
29/5/2020	2231,80	872,72	837,69
30/5/2020	2647,71	938,38	732,96
31/5/2020	2807,24	763,78	772,33

JUNE

Date	Web Banking response (ms)	Mobile Banking response (ms)	AIS API response (ms)
1/6/2020	2177,50	916,13	620,21
2/6/2020	1962,56	833,18	902,42
3/6/2020	1875,06	873,48	587,96
4/6/2020	1708,47	839,95	585,09
5/6/2020	1702,99	887,55	706,81
6/6/2020	2144,30	823,25	710,38
7/6/2020	1965,80	773,32	691,83
8/6/2020	1456,39	833,10	844,35
9/6/2020	1688,87	847,89	806,12
10/6/2020	1699,26	930,66	795,96
11/6/2020	1721,38	878,49	1209,91
12/6/2020	1875,92	896,06	862,72
13/6/2020	1937,90	752,73	695,34
14/6/2020	2153,80	856,39	721,53
15/6/2020	1961,80	860,52	582,16
16/6/2020	2186,38	916,54	856,60
17/6/2020	2204,24	895,88	836,13
18/6/2020	2253,06	917,95	793,15
19/6/2020	2161,98	919,31	897,54
20/6/2020	2495,81	846,54	749,84
21/6/2020	2166,77	842,54	777,97
22/6/2020	2508,87	1018,20	788,99
23/6/2020	2441,79	948,81	823,13
24/6/2020	2477,53	980,36	1064,28
25/6/2020	2450,50	919,26	903,14
26/6/2020	2892,26	872,14	2476,87
27/6/2020	2250,83	752,87	731,59
28/6/2020	2442,56	738,69	769,76
29/6/2020	2116,72	871,27	910,79
30/6/2020	2259,56	878,32	876,38

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: **1540 milliseconds**

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

April		May		June	
Date	API response (ms)	Date	API response (ms)	Date	API response (ms)
1/4/2020	N/A	1/5/2020	N/A	1/6/2020	235,00
2/4/2020	313,00	2/5/2020	N/A	2/6/2020	N/A
3/4/2020	N/A	3/5/2020	N/A	3/6/2020	187,00
4/4/2020	N/A	4/5/2020	796,50	4/6/2020	203,00
5/4/2020	N/A	5/5/2020	390,00	5/6/2020	N/A
6/4/2020	N/A	6/5/2020	172,00	6/6/2020	N/A
7/4/2020	N/A	7/5/2020	328,50	7/6/2020	N/A
8/4/2020	N/A	8/5/2020	281,00	8/6/2020	N/A
9/4/2020	N/A	9/5/2020	N/A	9/6/2020	N/A
10/4/2020	N/A	10/5/2020	N/A	10/6/2020	N/A
11/4/2020	N/A	11/5/2020	219,00	11/6/2020	N/A
12/4/2020	N/A	12/5/2020	500,00	12/6/2020	N/A
13/4/2020	338,00	13/5/2020	188,00	13/6/2020	N/A
14/4/2020	484,00	14/5/2020	281,00	14/6/2020	N/A
15/4/2020	172,00	15/5/2020	234,00	15/6/2020	N/A
16/4/2020	359,00	16/5/2020	N/A	16/6/2020	N/A
17/4/2020	N/A	17/5/2020	172,00	17/6/2020	N/A
18/4/2020	N/A	18/5/2020	157,00	18/6/2020	N/A
19/4/2020	N/A	19/5/2020	265,00	19/6/2020	N/A
20/4/2020	N/A	20/5/2020	531,00	20/6/2020	N/A
21/4/2020	N/A	21/5/2020	531,00	21/6/2020	N/A
22/4/2020	187,00	22/5/2020	N/A	22/6/2020	N/A
23/4/2020	188,00	23/5/2020	N/A	23/6/2020	N/A
24/4/2020	172,00	24/5/2020	N/A	24/6/2020	N/A
25/4/2020	N/A	25/5/2020	219,00	25/6/2020	N/A
26/4/2020	N/A	26/5/2020	211,00	26/6/2020	N/A
27/4/2020	40128,00	27/5/2020	336,00	27/6/2020	N/A
28/4/2020	281,50	28/5/2020	N/A	28/6/2020	N/A
29/4/2020	218,00	29/5/2020	N/A	29/6/2020	N/A
30/4/2020	N/A	30/5/2020	N/A	30/6/2020	N/A
		31/5/2020	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: 2,299%

Web Banking quarterly average error rate: 0,003 %

Mobile Banking quarterly average error rate: 0,010%

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.

APRIL

Date	Web Banking error response rate (%)	Mobile Banking error response rate (%)	API error response rate (%)
1/4/2020	0,013%	0,000%	0,000%
2/4/2020	0,000%	0,001%	0,000%
3/4/2020	0,001%	0,000%	0,230%
4/4/2020	0,000%	0,000%	0,270%
5/4/2020	0,000%	0,000%	0,270%
6/4/2020	0,000%	0,000%	0,000%
7/4/2020	0,001%	0,000%	0,140%
8/4/2020	0,000%	0,000%	0,000%
9/4/2020	0,000%	0,000%	0,000%
10/4/2020	0,000%	0,000%	0,500%
11/4/2020	0,000%	0,000%	0,000%
12/4/2020	0,000%	0,000%	0,140%
13/4/2020	0,000%	0,000%	0,140%
14/4/2020	0,000%	0,000%	0,700%
15/4/2020	0,000%	0,000%	0,000%
16/4/2020	0,000%	0,001%	0,930%
17/4/2020	0,000%	0,000%	0,000%
18/4/2020	0,000%	0,000%	0,000%
19/4/2020	0,000%	0,000%	0,000%
20/4/2020	0,000%	0,000%	0,000%
21/4/2020	0,000%	0,000%	0,080%
22/4/2020	0,000%	0,000%	0,000%
23/4/2020	0,000%	0,000%	0,150%
24/4/2020	0,000%	0,000%	0,000%
25/4/2020	0,000%	0,000%	0,000%
26/4/2020	0,000%	0,001%	0,000%

27/4/2020	0,000%	0,000%	27,400%
28/4/2020	0,000%	0,000%	0,380%
29/4/2020	0,000%	0,000%	0,000%
30/4/2020	0,000%	0,000%	0,770%

MAY

Date	Web Banking error response rate (%)	Mobile Banking error response rate (%)	API error response rate (%)
1/5/2020	0,000%	0,000%	0,000%
2/5/2020	0,000%	0,000%	17,320%
3/5/2020	0,000%	0,000%	100,000%
4/5/2020	0,000%	0,001%	13,580%
5/5/2020	0,000%	0,000%	2,160%
6/5/2020	0,000%	0,000%	1,830%
7/5/2020	0,000%	0,000%	0,600%
8/5/2020	0,000%	0,001%	0,000%
9/5/2020	0,000%	0,000%	0,000%
10/5/2020	0,000%	0,000%	0,140%
11/5/2020	0,000%	0,000%	25,330%
12/5/2020	0,000%	0,000%	0,860%
13/5/2020	0,000%	0,000%	0,150%
14/5/2020	0,000%	0,000%	0,000%
15/5/2020	0,000%	0,000%	1,480%
16/5/2020	0,000%	0,000%	0,000%
17/5/2020	0,000%	0,000%	0,000%
18/5/2020	0,000%	0,000%	1,040%
19/5/2020	0,000%	0,000%	0,300%
20/5/2020	0,000%	0,000%	0,110%
21/5/2020	0,000%	0,000%	0,120%
22/5/2020	0,000%	0,000%	2,240%
23/5/2020	0,001%	0,001%	3,660%
24/5/2020	0,000%	0,000%	0,000%
25/5/2020	0,000%	0,001%	0,610%
26/5/2020	0,000%	0,000%	0,000%
27/5/2020	0,001%	0,000%	2,060%
28/5/2020	0,000%	0,000%	0,000%
29/5/2020	0,000%	0,000%	0,080%
30/5/2020	0,000%	0,000%	0,000%
31/5/2020	0,001%	0,000%	0,000%

JUNE

Date	Web Banking error response rate (%)	Mobile Banking error response rate (%)	API error response rate (%)
1/6/2020	0,012%	0,030%	0,220%

2/6/2020	0,011%	0,030%	0,000%
3/6/2020	0,011%	0,021%	0,000%
4/6/2020	0,017%	0,021%	0,140%
5/6/2020	0,007%	0,036%	0,000%
6/6/2020	0,006%	0,035%	0,000%
7/6/2020	0,000%	0,008%	0,000%
8/6/2020	0,006%	0,017%	0,000%
9/6/2020	0,002%	0,021%	0,070%
10/6/2020	0,011%	0,015%	0,000%
11/6/2020	0,012%	0,045%	0,120%
12/6/2020	0,028%	0,051%	0,000%
13/6/2020	0,000%	0,008%	0,000%
14/6/2020	0,000%	0,010%	0,000%
15/6/2020	0,000%	0,041%	0,150%
16/6/2020	0,025%	0,023%	0,060%
17/6/2020	0,002%	0,023%	0,420%
18/6/2020	0,049%	0,020%	0,100%
19/6/2020	0,001%	0,025%	0,100%
20/6/2020	0,000%	0,026%	0,000%
21/6/2020	0,000%	0,016%	0,000%
22/6/2020	0,004%	0,084%	0,040%
23/6/2020	0,017%	0,035%	0,100%
24/6/2020	0,002%	0,046%	0,150%
25/6/2020	0,002%	0,048%	0,100%
26/6/2020	0,059%	0,031%	1,340%
27/6/2020	0,000%	0,018%	0,050%
28/6/2020	0,000%	0,020%	0,060%
29/6/2020	0,003%	0,029%	0,180%
30/6/2020	0,015%	0,019%	0,040%