



STATISTICS ON THE AVAILABILITY AND PERFORMANCE

Connexis Cash and the dedicated interface API

2020-07-11



1. PREAMBLE

As part of its legal obligations under PSD2, BNPP CIB :

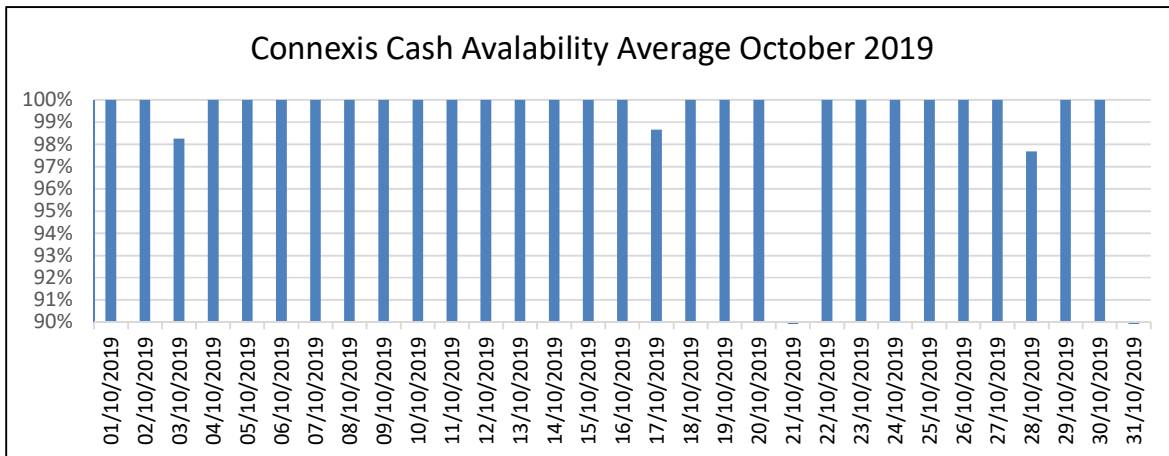
- Monitor the availability and performance of the dedicated interface.
- Publish on the Dev Portail quarterly statistics on the availability and performance of the API PSD2 CIB (dedicated interface for TPP) and Connexis Cash, the interface used by our customers.

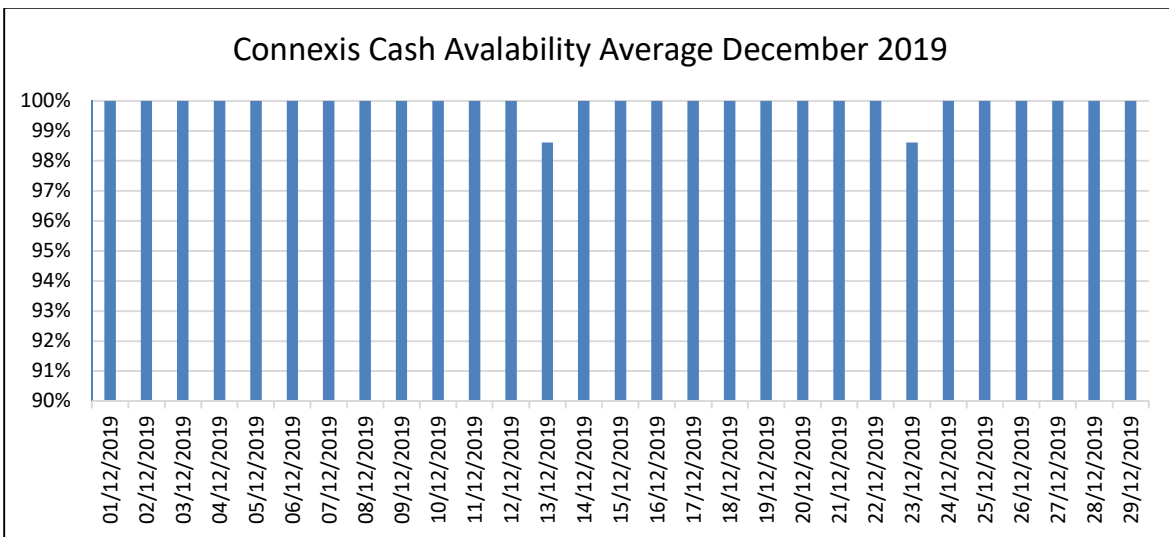
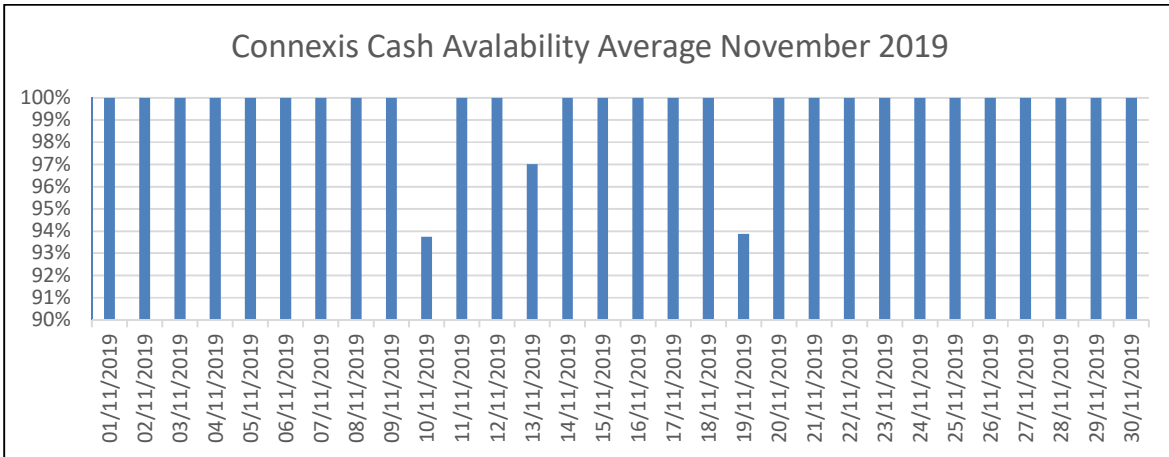
2. PREAMBLE

BNPP CIB defined key performance indicators (KPIs) and service level targets, including for problem resolution, out of hours support, monitoring, contingency plans and maintenance for its dedicated interface, that are at least as stringent as Connexis Cash.

3. CONNEXIS CASH AND API PSD2 AVAILABILITY

- Uptime Percentage Connexis Cash (Worldwide)





- **Downtime Percentage**

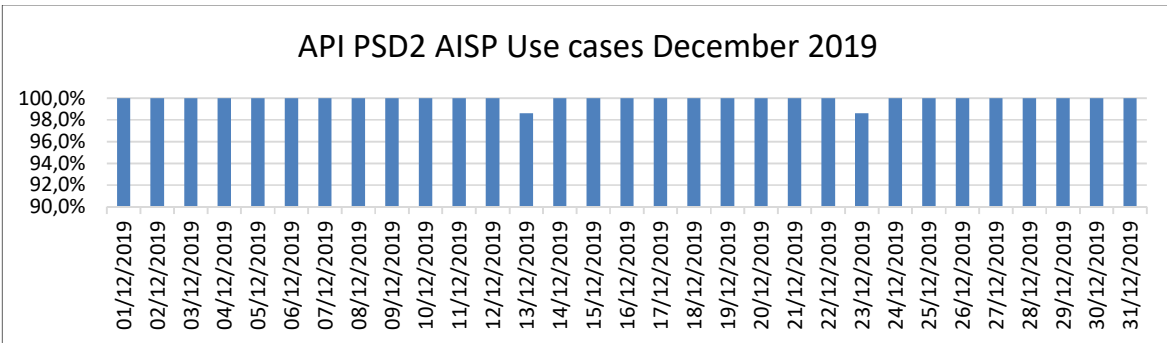
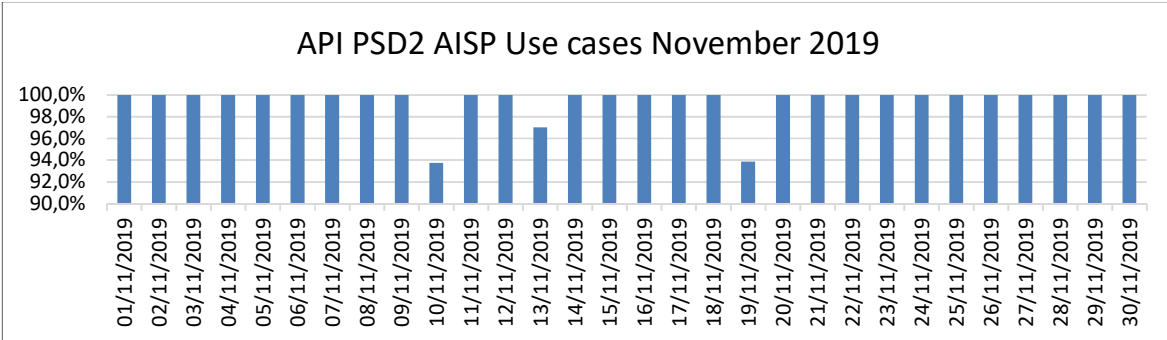
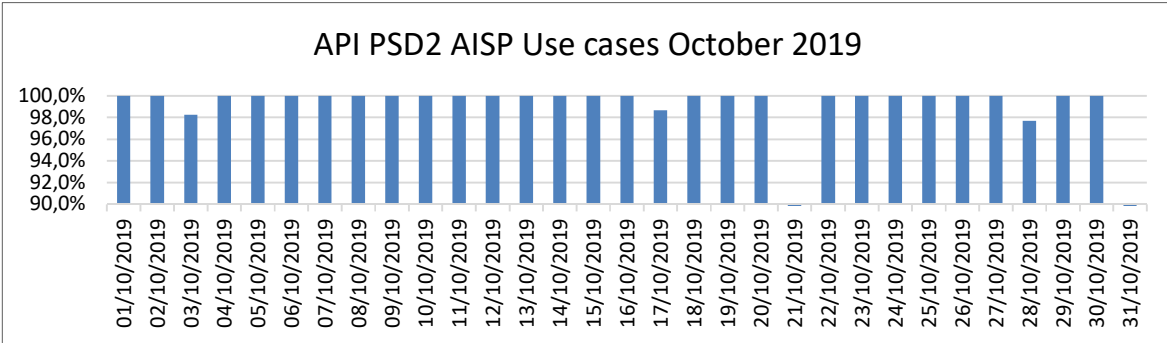
Percentage of downtime is null in October, except 03/10 (1,7%), 17/10 (1,3%), 21/10 (14,6%), 28/10 (2,3%), 31/10 (10,4%).

Percentage of downtime is null in November, except 10/11 (6,3%), 13/11 (3,0%), 19/11 (6,1%).

Percentage of downtime is null in December, except 13/12 (1,4%), 23/12 (1,4%).

- **Uptime Percentage AISP**

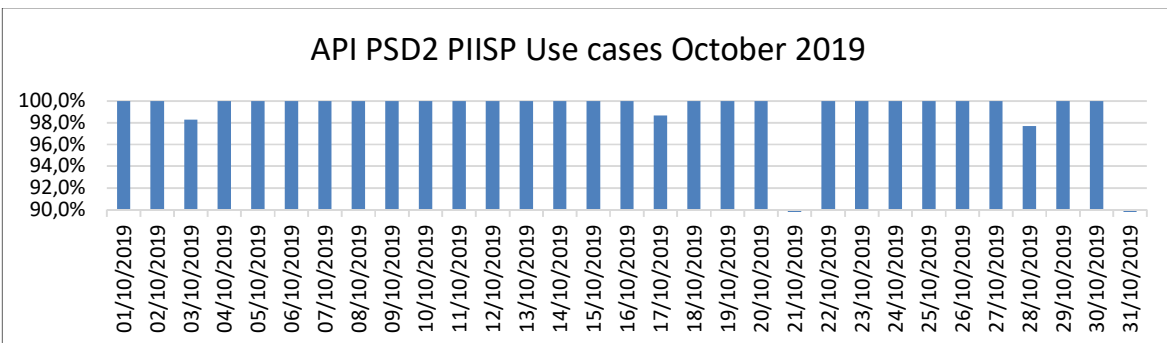


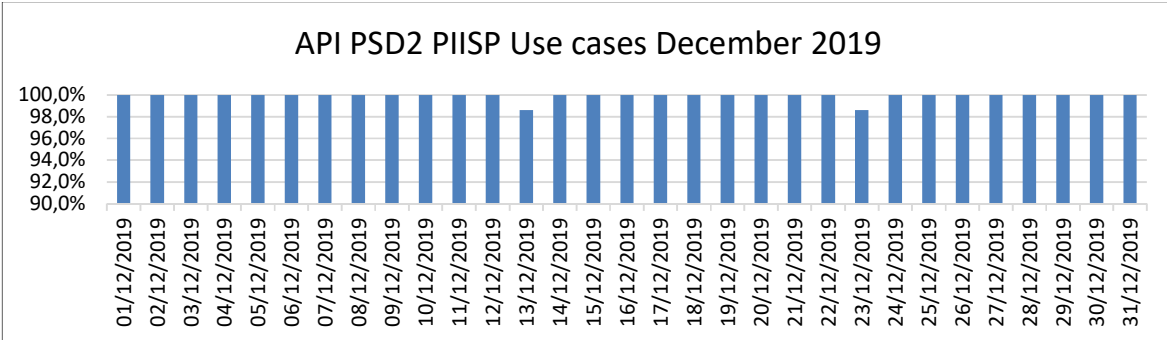
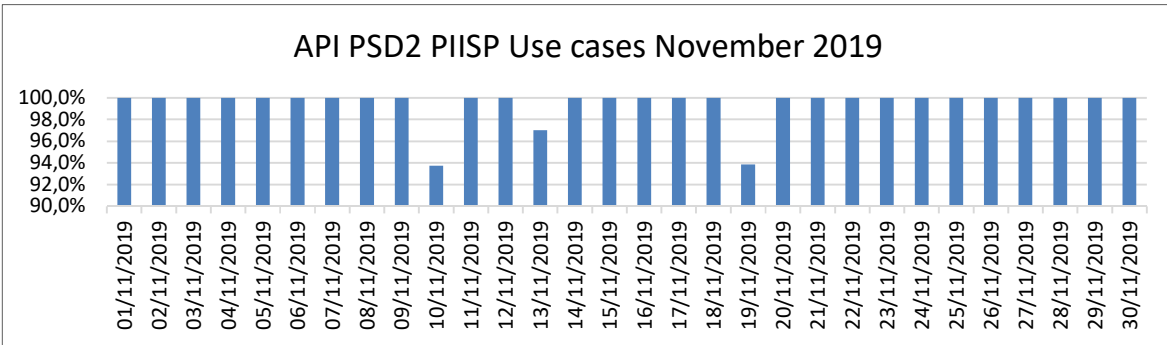


- Downtime Percentage

Same as Connexis Cash worldwide.

- Uptime Percentage PIISP

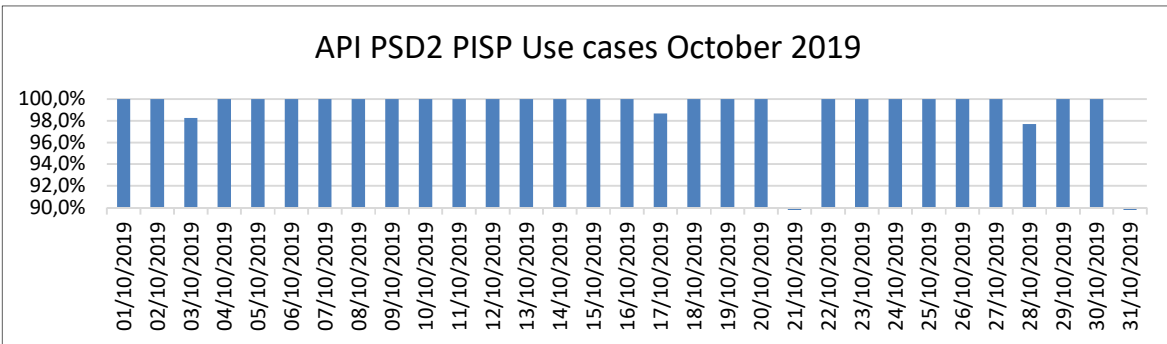


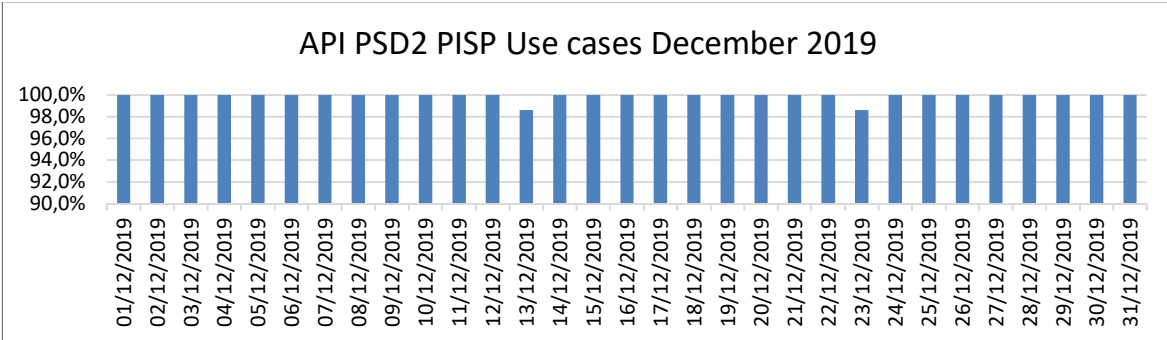
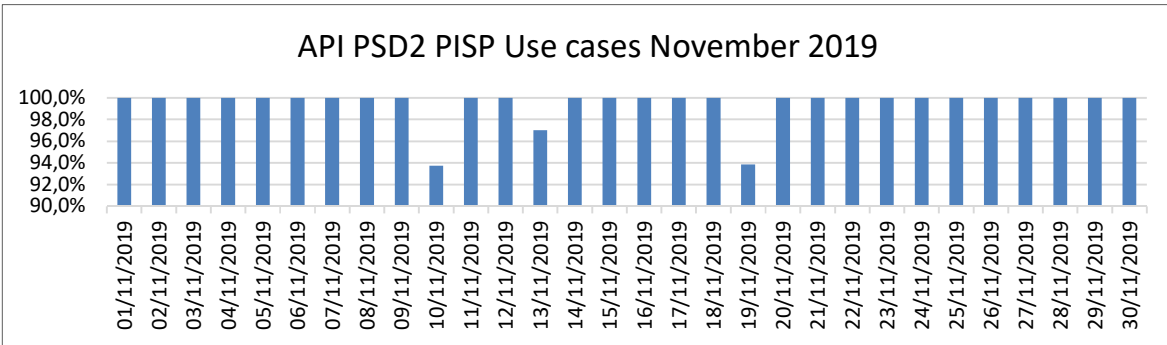


- Downtime Percentage

Same as Connexis Cash worldwide.

- Uptime Percentage PISP



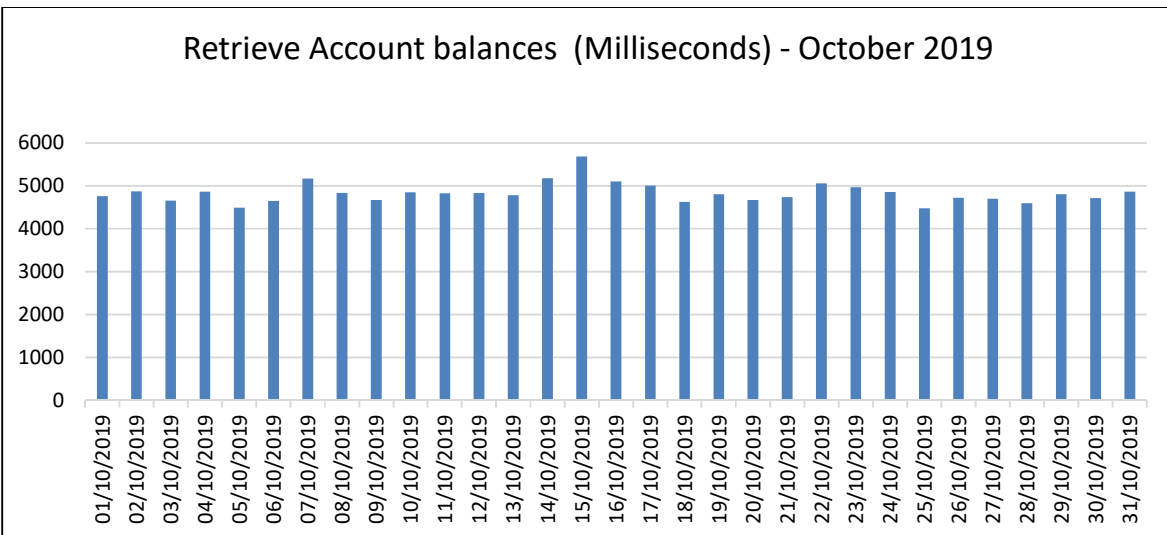


- Downtime Percentage

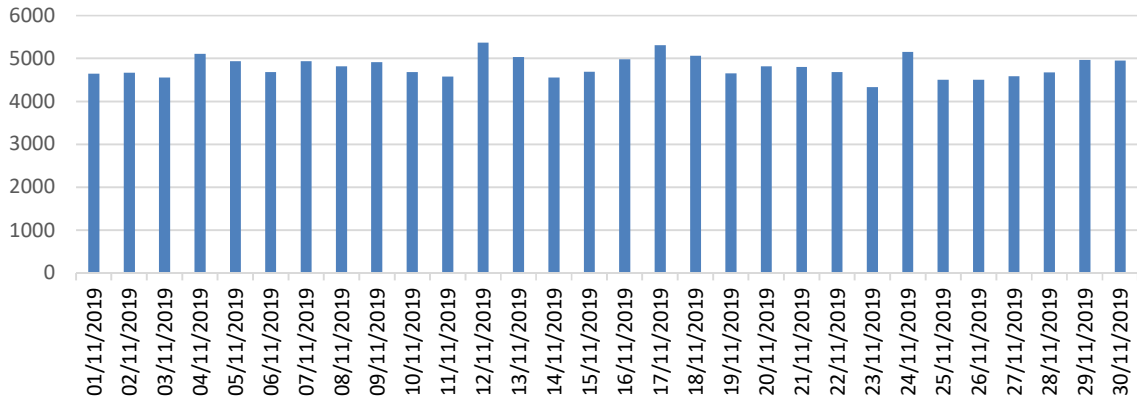
Same as Connexis Cash worldwide.

4. CONNEXIS CASH AND API PSD2 PERFORMANCE

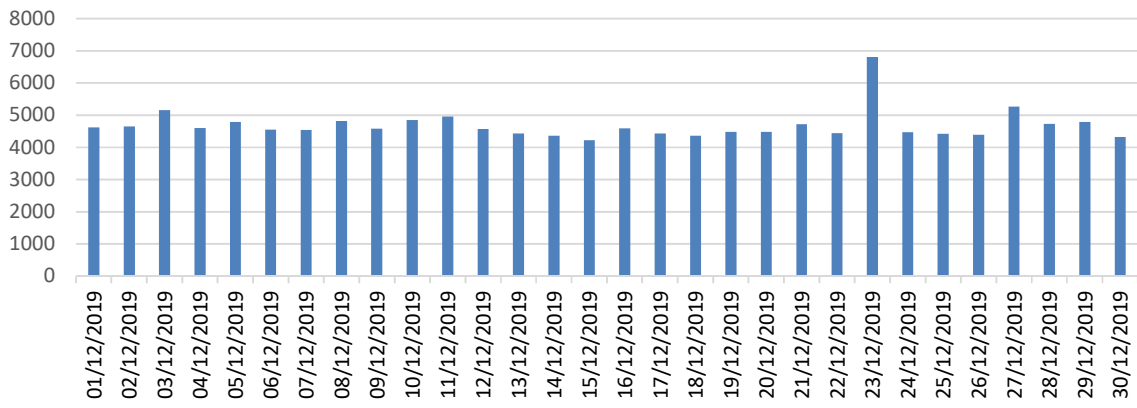
- Performance : Average response time Connexis Cash (AISP)



Retrieve Account balances (Milliseconds) - November 2019

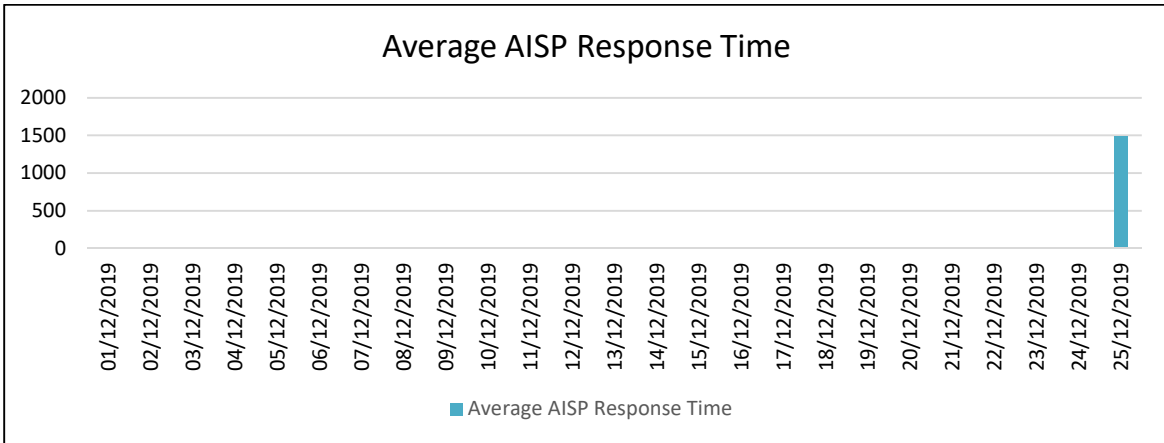


Retrieve Account balances (Milliseconds) - December 2019



- Performance : Average response time AISP API PSD2

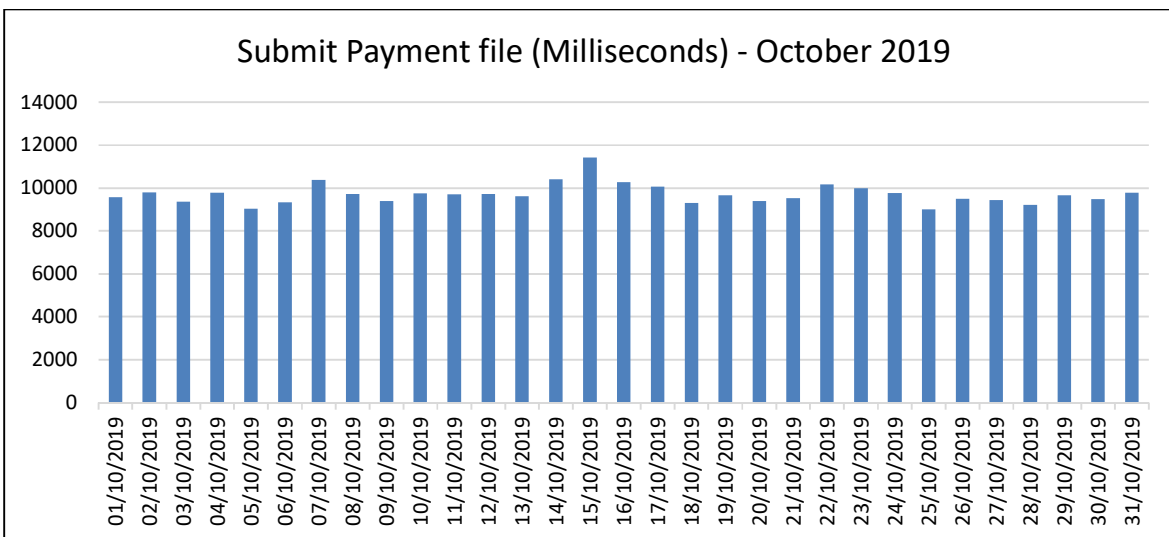


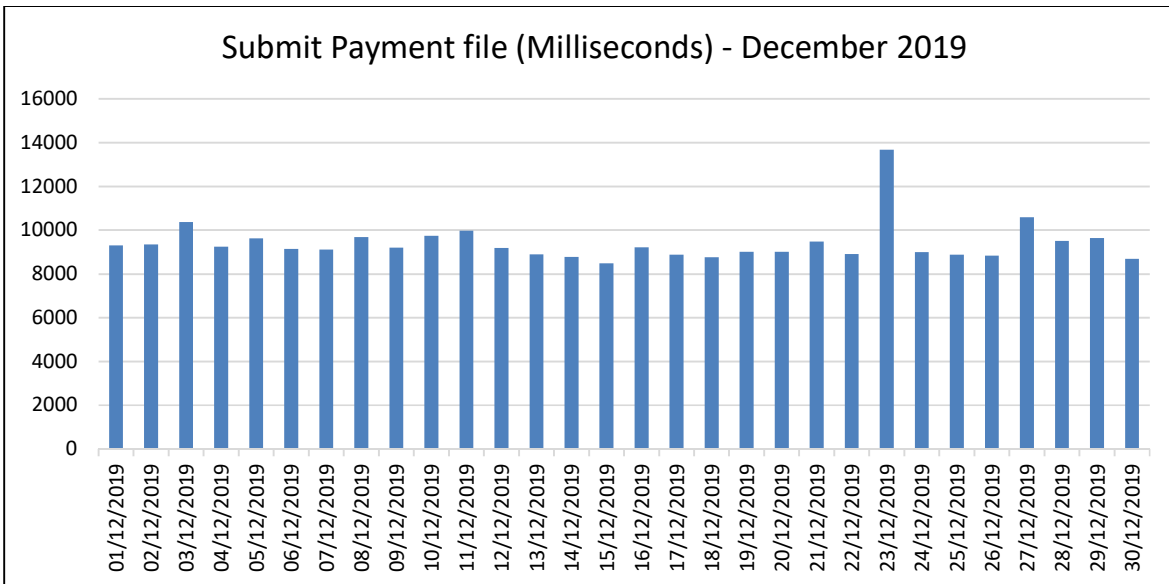
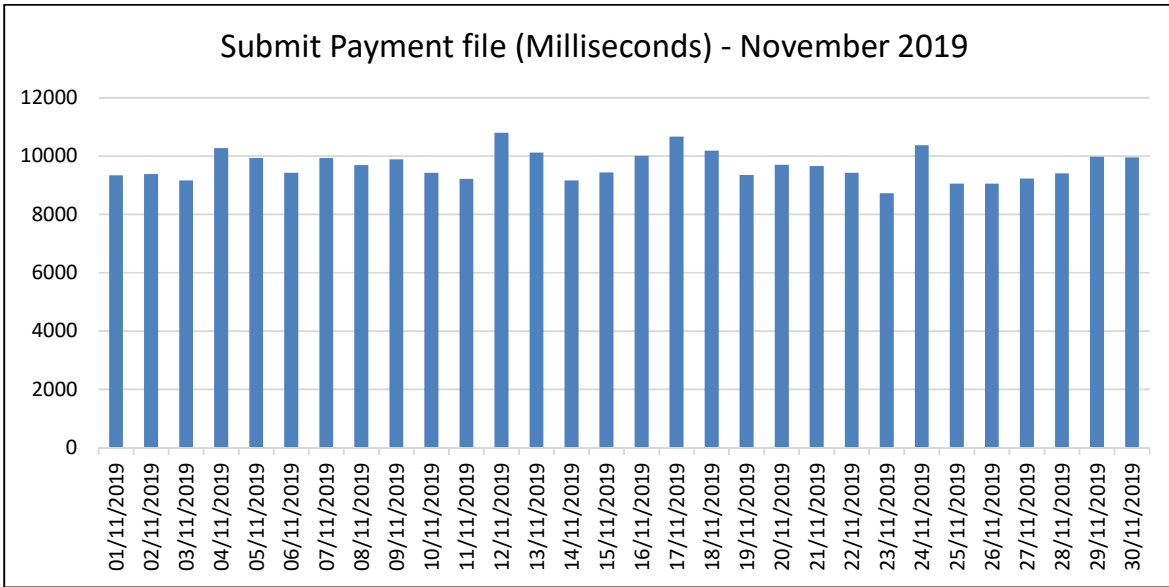


There were no calls to the AISP service in October and November.

A tool is being implemented to measure daily response times in the absence of TPP. The average response times on this graph correspond to the response times obtained during our API penny test (BNPP acting as a TPP).

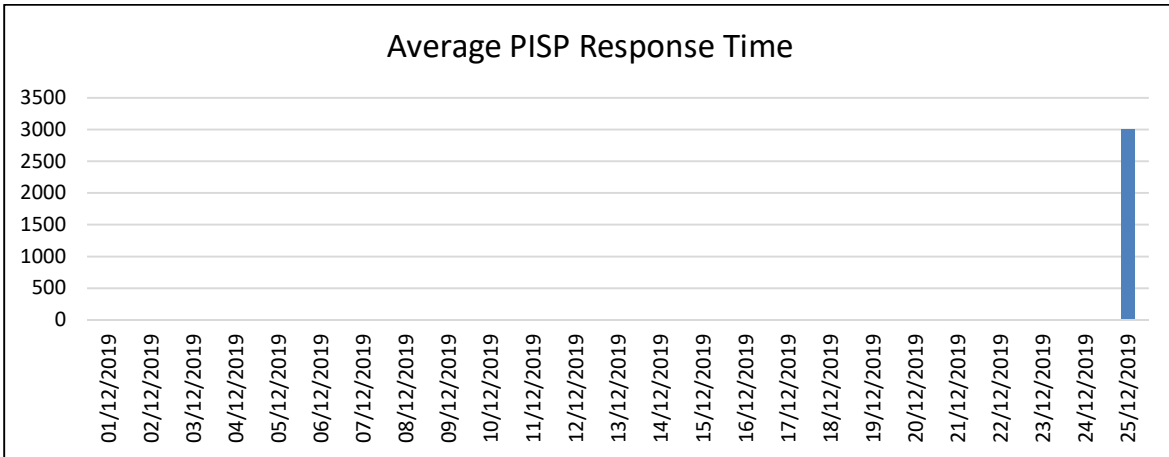
- Performance : Average response time Connexis Cash New UI (PISP)





- Performance : Average response time PISP API PSD2

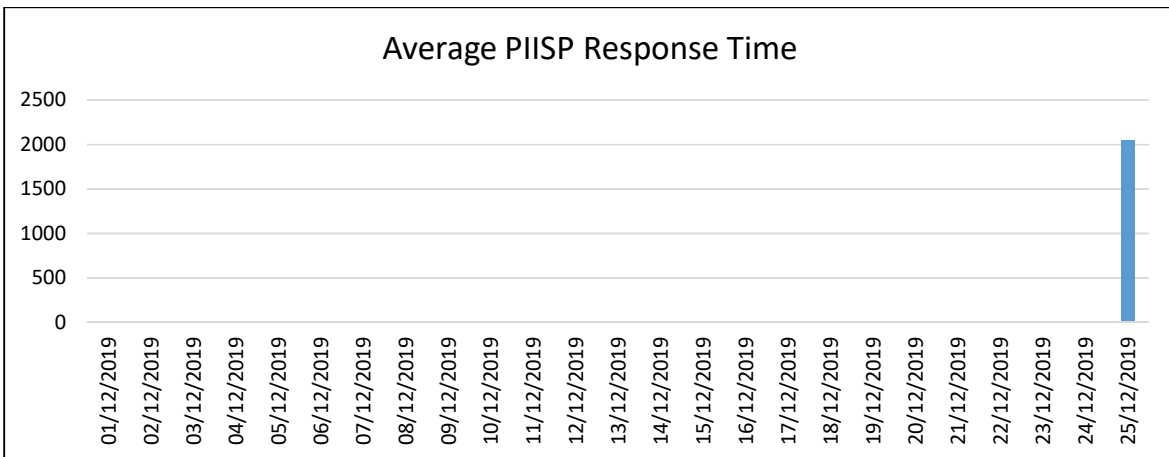




There were no calls to the PISP service in October and November.

A tool is being implemented to measure daily response times in the absence of TPP. The average response times on this graph correspond to the response times obtained during our API penny test (BNPP acting as a TPP).

- Performance : Average response time PIISP API PSD2



There were no calls to the PIISP service in October and November.

A tool is being implemented to measure daily response times in the absence of TPP. The average response times on this graph correspond to the response times obtained during our API penny test (BNPP acting as a TPP).

The PIISP service is not offered as such in Connexis Cash; this feature is only used by BNPP systems to ensure that the customer has enough funds when he authorizes his payment.