



Service reporting for RBAL for 2025-12-31

Service Reporting for PSD2 Regulatory

| Category | Blocker | Critical | Major | Minor | Trivial |
|--|---------|----------|-------|-------|---------|
| # of incidents/service req | 0 | 0 | 0 | 0 | 0 |
| # of violation of resp/neut/reso times | 0 | 0 | 0 | 0 | 0 |
| # of reopend Incidents/service req | 0 | 0 | 0 | 0 | 0 |
| # of rejected Incidents/service req | 0 | 0 | 0 | 0 | 0 |
| AVG resolution time of incidents/service req | 0 min | 0 min | 0 min | 0 min | 0 min |

| SLA KPI Throughput time | Value |
|----------------------------------|-------|
| # of total API Calls | 3.033 |
| # of total API Calls within <=3s | 3.033 |
| SLG of API Calls within <=3s | 100% |

| SLA KPI Throughput time detailed | Value |
|---|-------|
| # of total API Calls > 3s | 0 |
| # of total API Calls in SP boundaries <= 1,5s | 0 |
| Adapted SLG of API Calls | 100% |

| SLA KPI Throughput time | Value |
|-------------------------|-------|
| # of security incidents | 0 |
| # of major incidents | 0 |