

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2021	1	1/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	475	98.50%	100.00%	0.00%	475	98.50%
2021	1	1/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	438	98.50%	100.00%	0.00%	438	98.50%
2021	1	1/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	474	98.50%	100.00%	0.00%	474	98.50%
2021	1	1/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	890	98.50%	100.00%	0.00%	890	98.50%
2021	1	1/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	611	98.50%	100.00%	0.00%	611	98.50%
2021	1	1/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	575	98.50%	100.00%	0.00%	575	98.50%
2021	1	1/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	581	98.50%	100.00%	0.00%	581	98.50%
2021	1	1/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	592	98.50%	100.00%	0.00%	592	98.50%
2021	1	1/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	423	98.50%	100.00%	0.00%	423	98.50%
2021	1	1/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	451	98.50%	100.00%	0.00%	451	98.50%
2021	1	1/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	700	98.50%	100.00%	0.00%	700	98.50%
2021	1	1/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	722	98.50%	100.00%	0.00%	722	98.50%
2021	1	1/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	666	98.50%	100.00%	0.00%	666	98.50%
2021	1	1/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	641	98.50%	100.00%	0.00%	641	98.50%
2021	1	1/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	726	98.50%	100.00%	0.00%	726	98.50%
2021	1	1/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	421	98.50%	100.00%	0.00%	421	98.50%
2021	1	1/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	413	98.50%	100.00%	0.00%	413	98.50%
2021	1	1/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	726	98.50%	100.00%	0.00%	726	98.50%
2021	1	1/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	778	98.50%	100.00%	0.00%	778	98.50%
2021	1	1/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	599	98.50%	100.00%	0.00%	599	98.50%
2021	1	1/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	706	98.50%	100.00%	0.00%	706	98.50%
2021	1	1/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	712	98.50%	100.00%	0.00%	712	98.50%
2021	1	1/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	433	98.50%	100.00%	0.00%	433	98.50%
2021	1	1/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	435	98.50%	100.00%	0.00%	435	98.50%
2021	1	1/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	798	98.50%	100.00%	0.00%	798	98.50%
2021	1	1/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	711	98.50%	100.00%	0.00%	711	98.50%
2021	1	1/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	711	98.50%	100.00%	0.00%	711	98.50%
2021	1	1/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	750	98.50%	100.00%	0.00%	750	98.50%
2021	1	1/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	885	98.50%	100.00%	0.00%	885	98.50%
2021	1	1/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	449	98.50%	100.00%	0.00%	449	98.50%
2021	1	1/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	448	98.50%	100.00%	0.00%	448	98.50%
2021	1	2/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	773	98.50%	100.00%	0.00%	773	98.50%
2021	1	2/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	667	98.50%	100.00%	0.00%	667	98.50%
2021	1	2/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	712	98.50%	100.00%	0.00%	712	98.50%
2021	1	2/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	625	98.50%	100.00%	0.00%	625	98.50%
2021	1	2/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	733	98.50%	100.00%	0.00%	733	98.50%
2021	1	2/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	454	98.50%	100.00%	0.00%	454	98.50%
2021	1	2/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	459	98.50%	100.00%	0.00%	459	98.50%
2021	1	2/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	756	98.50%	100.00%	0.00%	756	98.50%
2021	1	2/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	723	98.50%	100.00%	0.00%	723	98.50%
2021	1	2/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	702	98.50%	100.00%	0.00%	702	98.50%

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An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2021	1	2/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	761	98.50%	100.00%	0.00%	761	98.50%
2021	1	2/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	771	98.50%	100.00%	0.00%	771	98.50%
2021	1	2/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	471	98.50%	100.00%	0.00%	471	98.50%
2021	1	2/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	432	98.50%	100.00%	0.00%	432	98.50%
2021	1	2/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	910	98.50%	100.00%	0.00%	910	98.50%
2021	1	2/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	726	98.50%	100.00%	0.00%	726	98.50%
2021	1	2/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	724	98.50%	100.00%	0.00%	724	98.50%
2021	1	2/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	702	98.50%	100.00%	0.00%	702	98.50%
2021	1	2/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	734	98.50%	100.00%	0.00%	734	98.50%
2021	1	2/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	463	98.50%	100.00%	0.00%	463	98.50%
2021	1	2/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	467	98.50%	100.00%	0.00%	467	98.50%
2021	1	2/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	842	98.50%	100.00%	0.00%	842	98.50%
2021	1	2/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	790	98.50%	100.00%	0.00%	790	98.50%
2021	1	2/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	733	98.50%	100.00%	0.00%	733	98.50%
2021	1	2/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	775	98.50%	100.00%	0.00%	775	98.50%
2021	1	2/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2021	1	2/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	439	98.50%	100.00%	0.00%	439	98.50%
2021	1	2/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	431	98.50%	100.00%	0.00%	431	98.50%
2021	1	3/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	762	98.50%	100.00%	0.00%	762	98.50%
2021	1	3/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	672	98.50%	100.00%	0.00%	672	98.50%
2021	1	3/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	688	98.50%	100.00%	0.00%	688	98.50%
2021	1	3/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	716	98.50%	100.00%	0.00%	716	98.50%
2021	1	3/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	618	98.50%	100.00%	0.00%	618	98.50%
2021	1	3/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	447	98.50%	100.00%	0.00%	447	98.50%
2021	1	3/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	451	98.50%	100.00%	0.00%	451	98.50%
2021	1	3/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	798	98.50%	100.00%	0.00%	798	98.50%
2021	1	3/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	807	98.50%	100.00%	0.00%	807	98.50%
2021	1	3/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	784	98.50%	100.00%	0.00%	784	98.50%
2021	1	3/11/2021	100.00%	0.00%	NA	98.50%	99.00%	1.00%	759	98.50%	99.00%	1.00%	759	98.50%
2021	1	3/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	881	98.50%	100.00%	0.00%	881	98.50%
2021	1	3/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	425	98.50%	100.00%	0.00%	425	98.50%
2021	1	3/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	441	98.50%	100.00%	0.00%	441	98.50%
2021	1	3/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	997	98.50%	100.00%	0.00%	997	98.50%
2021	1	3/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	910	98.50%	100.00%	0.00%	910	98.50%
2021	1	3/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	820	98.50%	100.00%	0.00%	820	98.50%
2021	1	3/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1009	98.50%	100.00%	0.00%	1009	98.50%
2021	1	3/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	615	98.50%	100.00%	0.00%	615	98.50%
2021	1	3/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	445	98.50%	100.00%	0.00%	445	98.50%
2021	1	3/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	453	98.50%	100.00%	0.00%	453	98.50%
2021	1	3/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1049	98.50%	100.00%	0.00%	1049	98.50%
2021	1	3/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	764	98.50%	100.00%	0.00%	764	98.50%
2021	1	3/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	980	98.50%	100.00%	0.00%	980	98.50%
2021	1	3/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	602	98.50%	100.00%	0.00%	602	98.50%
2021	1	3/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	785	98.50%	100.00%	0.00%	785	98.50%
2021	1	3/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	468	98.50%	100.00%	0.00%	468	98.50%
2021	1	3/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	456	98.50%	100.00%	0.00%	456	98.50%

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2021	1	3/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	746	98.50%	100.00%	0.00%	746	98.50%
2021	1	3/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1069	98.50%	100.00%	0.00%	1069	98.50%
2021	1	3/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1382	98.50%	100.00%	0.00%	1382	98.50%
2020	4	10/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	831	98.50%	100.00%	0.00%	831	98.50%
2020	4	10/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	753	98.50%	100.00%	0.00%	753	98.50%
2020	4	10/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	437	98.50%	100.00%	0.00%	437	98.50%
2020	4	10/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	447	98.50%	100.00%	0.00%	447	98.50%
2020	4	10/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	705	98.50%	100.00%	0.00%	705	98.50%
2020	4	10/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	654	98.50%	100.00%	0.00%	654	98.50%
2020	4	10/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	569	98.50%	100.00%	0.00%	569	98.50%
2020	4	10/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	646	98.50%	100.00%	0.00%	646	98.50%
2020	4	10/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	650	98.50%	100.00%	0.00%	650	98.50%
2020	4	10/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	416	98.50%	100.00%	0.00%	416	98.50%
2020	4	10/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	461	98.50%	100.00%	0.00%	461	98.50%
2020	4	10/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	634	98.50%	100.00%	0.00%	634	98.50%
2020	4	10/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	672	98.50%	100.00%	0.00%	672	98.50%
2020	4	10/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	663	98.50%	100.00%	0.00%	663	98.50%
2020	4	10/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	655	98.50%	100.00%	0.00%	655	98.50%
2020	4	10/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	479	98.50%	100.00%	0.00%	479	98.50%
2020	4	10/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	426	98.50%	100.00%	0.00%	426	98.50%
2020	4	10/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	478	98.50%	100.00%	0.00%	478	98.50%
2020	4	10/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	800	98.50%	100.00%	0.00%	800	98.50%
2020	4	10/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	776	98.50%	100.00%	0.00%	776	98.50%
2020	4	10/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	680	98.50%	100.00%	0.00%	680	98.50%
2020	4	10/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	685	98.50%	100.00%	0.00%	685	98.50%
2020	4	10/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	776	98.50%	100.00%	0.00%	776	98.50%
2020	4	10/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	429	98.50%	100.00%	0.00%	429	98.50%
2020	4	10/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	427	98.50%	100.00%	0.00%	427	98.50%
2020	4	10/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	907	98.50%	100.00%	0.00%	907	98.50%
2020	4	10/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	740	98.50%	100.00%	0.00%	740	98.50%
2020	4	10/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	685	98.50%	100.00%	0.00%	685	98.50%
2020	4	10/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	755	98.50%	100.00%	0.00%	755	98.50%
2020	4	10/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	784	98.50%	100.00%	0.00%	784	98.50%
2020	4	10/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	475	98.50%	100.00%	0.00%	475	98.50%
2020	4	11/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	445	98.50%	100.00%	0.00%	445	98.50%
2020	4	11/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	857	98.50%	100.00%	0.00%	857	98.50%
2020	4	11/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	718	98.50%	100.00%	0.00%	718	98.50%
2020	4	11/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	603	98.50%	100.00%	0.00%	603	98.50%
2020	4	11/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	594	98.50%	100.00%	0.00%	594	98.50%
2020	4	11/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	599	98.50%	100.00%	0.00%	599	98.50%
2020	4	11/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	429	98.50%	100.00%	0.00%	429	98.50%
2020	4	11/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	445	98.50%	100.00%	0.00%	445	98.50%
2020	4	11/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	661	98.50%	100.00%	0.00%	661	98.50%
2020	4	11/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	652	98.50%	100.00%	0.00%	652	98.50%
2020	4	11/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	630	98.50%	100.00%	0.00%	630	98.50%
2020	4	11/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	704	98.50%	100.00%	0.00%	704	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	4	11/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	655	98.50%	100.00%	0.00%	655	98.50%
2020	4	11/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	439	98.50%	100.00%	0.00%	439	98.50%
2020	4	11/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	420	98.50%	100.00%	0.00%	420	98.50%
2020	4	11/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	723	98.50%	100.00%	0.00%	723	98.50%
2020	4	11/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	674	98.50%	100.00%	0.00%	674	98.50%
2020	4	11/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	643	98.50%	100.00%	0.00%	643	98.50%
2020	4	11/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	651	98.50%	100.00%	0.00%	651	98.50%
2020	4	11/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	766	98.50%	100.00%	0.00%	766	98.50%
2020	4	11/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	693	98.50%	100.00%	0.00%	693	98.50%
2020	4	11/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	676	98.50%	100.00%	0.00%	676	98.50%
2020	4	11/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1058	98.50%	100.00%	0.00%	1058	98.50%
2020	4	11/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1128	98.50%	100.00%	0.00%	1128	98.50%
2020	4	11/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1121	98.50%	100.00%	0.00%	1121	98.50%
2020	4	11/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	808	98.50%	100.00%	0.00%	808	98.50%
2020	4	11/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	793	98.50%	100.00%	0.00%	793	98.50%
2020	4	11/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	444	98.50%	100.00%	0.00%	444	98.50%
2020	4	11/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	456	98.50%	100.00%	0.00%	456	98.50%
2020	4	11/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	454	98.50%	100.00%	0.00%	454	98.50%
2020	4	12/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	460	98.50%	100.00%	0.00%	460	98.50%
2020	4	12/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	921	98.50%	100.00%	0.00%	921	98.50%
2020	4	12/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	745	98.50%	100.00%	0.00%	745	98.50%
2020	4	12/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	847	98.50%	100.00%	0.00%	847	98.50%
2020	4	12/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	447	98.50%	100.00%	0.00%	447	98.50%
2020	4	12/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	448	98.50%	100.00%	0.00%	448	98.50%
2020	4	12/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	913	98.50%	100.00%	0.00%	913	98.50%
2020	4	12/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	891	98.50%	100.00%	0.00%	891	98.50%
2020	4	12/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	937	98.50%	100.00%	0.00%	937	98.50%
2020	4	12/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	816	98.50%	100.00%	0.00%	816	98.50%
2020	4	12/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	686	98.50%	100.00%	0.00%	686	98.50%
2020	4	12/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	406	98.50%	100.00%	0.00%	406	98.50%
2020	4	12/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	448	98.50%	100.00%	0.00%	448	98.50%
2020	4	12/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	933	98.50%	100.00%	0.00%	933	98.50%
2020	4	12/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	938	98.50%	100.00%	0.00%	938	98.50%
2020	4	12/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	946	98.50%	100.00%	0.00%	946	98.50%
2020	4	12/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	963	98.50%	100.00%	0.00%	963	98.50%
2020	4	12/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	873	98.50%	100.00%	0.00%	873	98.50%
2020	4	12/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	476	98.50%	100.00%	0.00%	476	98.50%
2020	4	12/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	440	98.50%	100.00%	0.00%	440	98.50%
2020	4	12/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	962	98.50%	100.00%	0.00%	962	98.50%
2020	4	12/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1016	98.50%	100.00%	0.00%	1016	98.50%
2020	4	12/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1053	98.50%	100.00%	0.00%	1053	98.50%
2020	4	12/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	781	98.50%	100.00%	0.00%	781	98.50%
2020	4	12/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	473	98.50%	100.00%	0.00%	473	98.50%
2020	4	12/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	459	98.50%	100.00%	0.00%	459	98.50%
2020	4	12/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	457	98.50%	100.00%	0.00%	457	98.50%
2020	4	12/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	900	98.50%	100.00%	0.00%	900	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	4	12/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	919	98.50%	100.00%	0.00%	919	98.50%
2020	4	12/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2020	4	12/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864	98.50%	100.00%	0.00%	864	98.50%
2020	3	7/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	970	98.50%	100.00%	0.00%	970	98.50%
2020	3	7/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1038	98.50%	100.00%	0.00%	1038	98.50%
2020	3	7/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1099	98.50%	100.00%	0.00%	1099	98.50%
2020	3	7/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1294	98.50%	100.00%	0.00%	1294	98.50%
2020	3	7/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1545	98.50%	100.00%	0.00%	1545	98.50%
2020	3	7/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1174	98.50%	100.00%	0.00%	1174	98.50%
2020	3	7/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1138	98.50%	100.00%	0.00%	1138	98.50%
2020	3	7/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1059	98.50%	100.00%	0.00%	1059	98.50%
2020	3	7/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1124	98.50%	100.00%	0.00%	1124	98.50%
2020	3	7/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1098	98.50%	100.00%	0.00%	1098	98.50%
2020	3	7/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1191	98.50%	100.00%	0.00%	1191	98.50%
2020	3	7/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1257	98.50%	100.00%	0.00%	1257	98.50%
2020	3	7/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1118	98.50%	100.00%	0.00%	1118	98.50%
2020	3	7/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1097	98.50%	100.00%	0.00%	1097	98.50%
2020	3	7/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1096	98.50%	100.00%	0.00%	1096	98.50%
2020	3	7/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1095	98.50%	100.00%	0.00%	1095	98.50%
2020	3	7/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1050	98.50%	100.00%	0.00%	1050	98.50%
2020	3	7/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	724	98.50%	100.00%	0.00%	724	98.50%
2020	3	7/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	773	98.50%	100.00%	0.00%	773	98.50%
2020	3	7/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1076	98.50%	100.00%	0.00%	1076	98.50%
2020	3	7/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1061	98.50%	100.00%	0.00%	1061	98.50%
2020	3	7/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	987	98.50%	100.00%	0.00%	987	98.50%
2020	3	7/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1060	98.50%	100.00%	0.00%	1060	98.50%
2020	3	7/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1135	98.50%	100.00%	0.00%	1135	98.50%
2020	3	7/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1258	98.50%	100.00%	0.00%	1258	98.50%
2020	3	7/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1570	98.50%	100.00%	0.00%	1570	98.50%
2020	3	7/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1141	98.50%	100.00%	0.00%	1141	98.50%
2020	3	7/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	945	98.50%	100.00%	0.00%	945	98.50%
2020	3	7/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	945	98.50%	100.00%	0.00%	945	98.50%
2020	3	7/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	991	98.50%	100.00%	0.00%	991	98.50%
2020	3	7/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1000	98.50%	100.00%	0.00%	1000	98.50%
2020	3	8/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	755	98.50%	100.00%	0.00%	755	98.50%
2020	3	8/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	753	98.50%	100.00%	0.00%	753	98.50%
2020	3	8/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1014	98.50%	100.00%	0.00%	1014	98.50%
2020	3	8/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	967	98.50%	100.00%	0.00%	967	98.50%
2020	3	8/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	854	98.50%	100.00%	0.00%	854	98.50%
2020	3	8/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	928	98.50%	100.00%	0.00%	928	98.50%
2020	3	8/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925	98.50%	100.00%	0.00%	925	98.50%
2020	3	8/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	746	98.50%	100.00%	0.00%	746	98.50%
2020	3	8/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	737	98.50%	100.00%	0.00%	737	98.50%
2020	3	8/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	980	98.50%	100.00%	0.00%	980	98.50%
2020	3	8/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1014	98.50%	100.00%	0.00%	1014	98.50%
2020	3	8/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	961	98.50%	100.00%	0.00%	961	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	3	8/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	930	98.50%	100.00%	0.00%	930	98.50%
2020	3	8/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1011	98.50%	100.00%	0.00%	1011	98.50%
2020	3	8/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	743	98.50%	100.00%	0.00%	743	98.50%
2020	3	8/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	786	98.50%	100.00%	0.00%	786	98.50%
2020	3	8/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1017	98.50%	100.00%	0.00%	1017	98.50%
2020	3	8/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	944	98.50%	100.00%	0.00%	944	98.50%
2020	3	8/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	943	98.50%	100.00%	0.00%	943	98.50%
2020	3	8/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1000	98.50%	100.00%	0.00%	1000	98.50%
2020	3	8/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1016	98.50%	100.00%	0.00%	1016	98.50%
2020	3	8/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	743	98.50%	100.00%	0.00%	743	98.50%
2020	3	8/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	772	98.50%	100.00%	0.00%	772	98.50%
2020	3	8/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1072	98.50%	100.00%	0.00%	1072	98.50%
2020	3	8/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1068	98.50%	100.00%	0.00%	1068	98.50%
2020	3	8/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1007	98.50%	100.00%	0.00%	1007	98.50%
2020	3	8/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1033	98.50%	100.00%	0.00%	1033	98.50%
2020	3	8/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1052	98.50%	100.00%	0.00%	1052	98.50%
2020	3	8/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	765	98.50%	100.00%	0.00%	765	98.50%
2020	3	8/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	785	98.50%	100.00%	0.00%	785	98.50%
2020	3	8/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	821	98.50%	100.00%	0.00%	821	98.50%
2020	3	9/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	885	98.50%	100.00%	0.00%	885	98.50%
2020	3	9/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	758	98.50%	100.00%	0.00%	758	98.50%
2020	3	9/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	565	98.50%	100.00%	0.00%	565	98.50%
2020	3	9/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	590	98.50%	100.00%	0.00%	590	98.50%
2020	3	9/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	422	98.50%	100.00%	0.00%	422	98.50%
2020	3	9/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	445	98.50%	100.00%	0.00%	445	98.50%
2020	3	9/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	596	98.50%	100.00%	0.00%	596	98.50%
2020	3	9/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	598	98.50%	100.00%	0.00%	598	98.50%
2020	3	9/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	588	98.50%	100.00%	0.00%	588	98.50%
2020	3	9/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	617	98.50%	100.00%	0.00%	617	98.50%
2020	3	9/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	605	98.50%	100.00%	0.00%	605	98.50%
2020	3	9/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	434	98.50%	100.00%	0.00%	434	98.50%
2020	3	9/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	440	98.50%	100.00%	0.00%	440	98.50%
2020	3	9/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	910	98.50%	100.00%	0.00%	910	98.50%
2020	3	9/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	964	98.50%	100.00%	0.00%	964	98.50%
2020	3	9/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	598	98.50%	100.00%	0.00%	598	98.50%
2020	3	9/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	577	98.50%	100.00%	0.00%	577	98.50%
2020	3	9/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	578	98.50%	100.00%	0.00%	578	98.50%
2020	3	9/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	425	98.50%	100.00%	0.00%	425	98.50%
2020	3	9/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	443	98.50%	100.00%	0.00%	443	98.50%
2020	3	9/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	584	98.50%	100.00%	0.00%	584	98.50%
2020	3	9/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	573	98.50%	100.00%	0.00%	573	98.50%
2020	3	9/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	571	98.50%	100.00%	0.00%	571	98.50%
2020	3	9/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	585	98.50%	100.00%	0.00%	585	98.50%
2020	3	9/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	679	98.50%	100.00%	0.00%	679	98.50%
2020	3	9/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	445	98.50%	100.00%	0.00%	445	98.50%
2020	3	9/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	525	98.50%	100.00%	0.00%	525	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	3	9/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	616	98.50%	100.00%	0.00%	616	98.50%
2020	3	9/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	675	98.50%	100.00%	0.00%	675	98.50%
2020	3	9/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	757	98.50%	100.00%	0.00%	757	98.50%
2020	2	4/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1019	98.50%	100.00%	0.00%	1019	98.50%
2020	2	4/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1104	98.50%	100.00%	0.00%	1104	98.50%
2020	2	4/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1128	98.50%	100.00%	0.00%	1128	98.50%
2020	2	4/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	706	98.50%	100.00%	0.00%	706	98.50%
2020	2	4/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	590	98.50%	100.00%	0.00%	590	98.50%
2020	2	4/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1109	98.50%	100.00%	0.00%	1109	98.50%
2020	2	4/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	957	98.50%	100.00%	0.00%	957	98.50%
2020	2	4/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	982	98.50%	100.00%	0.00%	982	98.50%
2020	2	4/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	939	98.50%	100.00%	0.00%	939	98.50%
2020	2	4/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1030	98.50%	100.00%	0.00%	1030	98.50%
2020	2	4/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	653	98.50%	100.00%	0.00%	653	98.50%
2020	2	4/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	626	98.50%	100.00%	0.00%	626	98.50%
2020	2	4/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1676	98.50%	100.00%	0.00%	1676	98.50%
2020	2	4/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1297	98.50%	100.00%	0.00%	1297	98.50%
2020	2	4/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1091	98.50%	100.00%	0.00%	1091	98.50%
2020	2	4/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1140	98.50%	100.00%	0.00%	1140	98.50%
2020	2	4/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1022	98.50%	100.00%	0.00%	1022	98.50%
2020	2	4/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	741	98.50%	100.00%	0.00%	741	98.50%
2020	2	4/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	643	98.50%	100.00%	0.00%	643	98.50%
2020	2	4/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1107	98.50%	100.00%	0.00%	1107	98.50%
2020	2	4/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1058	98.50%	100.00%	0.00%	1058	98.50%
2020	2	4/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	977	98.50%	100.00%	0.00%	977	98.50%
2020	2	4/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2020	2	4/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1039	98.50%	100.00%	0.00%	1039	98.50%
2020	2	4/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	708	98.50%	100.00%	0.00%	708	98.50%
2020	2	4/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	694	98.50%	100.00%	0.00%	694	98.50%
2020	2	4/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1202	98.50%	100.00%	0.00%	1202	98.50%
2020	2	4/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1169	98.50%	100.00%	0.00%	1169	98.50%
2020	2	4/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1147	98.50%	100.00%	0.00%	1147	98.50%
2020	2	4/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1223	98.50%	100.00%	0.00%	1223	98.50%
2020	2	5/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1086	98.50%	100.00%	0.00%	1086	98.50%
2020	2	5/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	671	98.50%	100.00%	0.00%	671	98.50%
2020	2	5/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	631	98.50%	100.00%	0.00%	631	98.50%
2020	2	5/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1104	98.50%	100.00%	0.00%	1104	98.50%
2020	2	5/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1019	98.50%	100.00%	0.00%	1019	98.50%
2020	2	5/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2020	2	5/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	908	98.50%	100.00%	0.00%	908	98.50%
2020	2	5/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	891	98.50%	100.00%	0.00%	891	98.50%
2020	2	5/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	801	98.50%	100.00%	0.00%	801	98.50%
2020	2	5/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	715	98.50%	100.00%	0.00%	715	98.50%
2020	2	5/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1151	98.50%	100.00%	0.00%	1151	98.50%
2020	2	5/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1086	98.50%	100.00%	0.00%	1086	98.50%
2020	2	5/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1132	98.50%	100.00%	0.00%	1132	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	2	5/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	982	98.50%	100.00%	0.00%	982	98.50%
2020	2	5/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1025	98.50%	100.00%	0.00%	1025	98.50%
2020	2	5/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	775	98.50%	100.00%	0.00%	775	98.50%
2020	2	5/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	677	98.50%	100.00%	0.00%	677	98.50%
2020	2	5/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1201	98.50%	100.00%	0.00%	1201	98.50%
2020	2	5/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1158	98.50%	100.00%	0.00%	1158	98.50%
2020	2	5/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	967	98.50%	100.00%	0.00%	967	98.50%
2020	2	5/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	909	98.50%	100.00%	0.00%	909	98.50%
2020	2	5/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	970	98.50%	100.00%	0.00%	970	98.50%
2020	2	5/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	711	98.50%	100.00%	0.00%	711	98.50%
2020	2	5/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	617	98.50%	100.00%	0.00%	617	98.50%
2020	2	5/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1249	98.50%	100.00%	0.00%	1249	98.50%
2020	2	5/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1063	98.50%	100.00%	0.00%	1063	98.50%
2020	2	5/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1110	98.50%	100.00%	0.00%	1110	98.50%
2020	2	5/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2020	2	5/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	994	98.50%	100.00%	0.00%	994	98.50%
2020	2	5/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	769	98.50%	100.00%	0.00%	769	98.50%
2020	2	5/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	782	98.50%	100.00%	0.00%	782	98.50%
2020	2	6/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1257	98.50%	100.00%	0.00%	1257	98.50%
2020	2	6/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1108	98.50%	100.00%	0.00%	1108	98.50%
2020	2	6/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1132	98.50%	100.00%	0.00%	1132	98.50%
2020	2	6/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	916	98.50%	100.00%	0.00%	916	98.50%
2020	2	6/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	972	98.50%	100.00%	0.00%	972	98.50%
2020	2	6/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	758	98.50%	100.00%	0.00%	758	98.50%
2020	2	6/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	662	98.50%	100.00%	0.00%	662	98.50%
2020	2	6/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1152	98.50%	100.00%	0.00%	1152	98.50%
2020	2	6/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1089	98.50%	100.00%	0.00%	1089	98.50%
2020	2	6/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	987	98.50%	100.00%	0.00%	987	98.50%
2020	2	6/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	957	98.50%	100.00%	0.00%	957	98.50%
2020	2	6/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1105	98.50%	100.00%	0.00%	1105	98.50%
2020	2	6/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	709	98.50%	100.00%	0.00%	709	98.50%
2020	2	6/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	657	98.50%	100.00%	0.00%	657	98.50%
2020	2	6/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1233	98.50%	100.00%	0.00%	1233	98.50%
2020	2	6/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1060	98.50%	100.00%	0.00%	1060	98.50%
2020	2	6/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1096	98.50%	100.00%	0.00%	1096	98.50%
2020	2	6/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1012	98.50%	100.00%	0.00%	1012	98.50%
2020	2	6/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1077	98.50%	100.00%	0.00%	1077	98.50%
2020	2	6/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	739	98.50%	100.00%	0.00%	739	98.50%
2020	2	6/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	657	98.50%	100.00%	0.00%	657	98.50%
2020	2	6/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1204	98.50%	100.00%	0.00%	1204	98.50%
2020	2	6/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1111	98.50%	100.00%	0.00%	1111	98.50%
2020	2	6/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	951	98.50%	100.00%	0.00%	951	98.50%
2020	2	6/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1029	98.50%	100.00%	0.00%	1029	98.50%
2020	2	6/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	982	98.50%	100.00%	0.00%	982	98.50%
2020	2	6/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	754	98.50%	100.00%	0.00%	754	98.50%
2020	2	6/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	771	98.50%	100.00%	0.00%	771	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	2	6/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1259	98.50%	100.00%	0.00%	1259	98.50%
2020	2	6/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1231	98.50%	100.00%	0.00%	1231	98.50%
2020	1	1/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	412	98.50%	100.00%	0.00%	412	98.50%
2020	1	1/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	383	98.50%	100.00%	0.00%	383	98.50%
2020	1	1/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	677	98.50%	100.00%	0.00%	677	98.50%
2020	1	1/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	442	98.50%	100.00%	0.00%	442	98.50%
2020	1	1/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	433	98.50%	100.00%	0.00%	433	98.50%
2020	1	1/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1057	98.50%	100.00%	0.00%	1057	98.50%
2020	1	1/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	806	98.50%	100.00%	0.00%	806	98.50%
2020	1	1/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	853	98.50%	100.00%	0.00%	853	98.50%
2020	1	1/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1007	98.50%	100.00%	0.00%	1007	98.50%
2020	1	1/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	751	98.50%	100.00%	0.00%	751	98.50%
2020	1	1/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	502	98.50%	100.00%	0.00%	502	98.50%
2020	1	1/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	451	98.50%	100.00%	0.00%	451	98.50%
2020	1	1/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1103	98.50%	100.00%	0.00%	1103	98.50%
2020	1	1/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	904	98.50%	100.00%	0.00%	904	98.50%
2020	1	1/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	887	98.50%	100.00%	0.00%	887	98.50%
2020	1	1/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	856	98.50%	100.00%	0.00%	856	98.50%
2020	1	1/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	753	98.50%	100.00%	0.00%	753	98.50%
2020	1	1/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	551	98.50%	100.00%	0.00%	551	98.50%
2020	1	1/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	452	98.50%	100.00%	0.00%	452	98.50%
2020	1	1/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1188	98.50%	100.00%	0.00%	1188	98.50%
2020	1	1/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1055	98.50%	100.00%	0.00%	1055	98.50%
2020	1	1/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	952	98.50%	100.00%	0.00%	952	98.50%
2020	1	1/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	859	98.50%	100.00%	0.00%	859	98.50%
2020	1	1/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	902	98.50%	100.00%	0.00%	902	98.50%
2020	1	1/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	653	98.50%	100.00%	0.00%	653	98.50%
2020	1	1/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	503	98.50%	100.00%	0.00%	503	98.50%
2020	1	1/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1056	98.50%	100.00%	0.00%	1056	98.50%
2020	1	1/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	901	98.50%	100.00%	0.00%	901	98.50%
2020	1	1/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	905	98.50%	100.00%	0.00%	905	98.50%
2020	1	1/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	839	98.50%	100.00%	0.00%	839	98.50%
2020	1	1/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1153	98.50%	100.00%	0.00%	1153	98.50%
2020	1	2/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	590	98.50%	100.00%	0.00%	590	98.50%
2020	1	2/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	515	98.50%	100.00%	0.00%	515	98.50%
2020	1	2/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2020	1	2/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	858	98.50%	100.00%	0.00%	858	98.50%
2020	1	2/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864	98.50%	100.00%	0.00%	864	98.50%
2020	1	2/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	737	98.50%	100.00%	0.00%	737	98.50%
2020	1	2/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	754	98.50%	100.00%	0.00%	754	98.50%
2020	1	2/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	601	98.50%	100.00%	0.00%	601	98.50%
2020	1	2/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	459	98.50%	100.00%	0.00%	459	98.50%
2020	1	2/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1057	98.50%	100.00%	0.00%	1057	98.50%
2020	1	2/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	854	98.50%	100.00%	0.00%	854	98.50%
2020	1	2/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	903	98.50%	100.00%	0.00%	903	98.50%
2020	1	2/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	857	98.50%	100.00%	0.00%	857	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	1	2/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	805	98.50%	100.00%	0.00%	805	98.50%
2020	1	2/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	655	98.50%	100.00%	0.00%	655	98.50%
2020	1	2/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	551	98.50%	100.00%	0.00%	551	98.50%
2020	1	2/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1107	98.50%	100.00%	0.00%	1107	98.50%
2020	1	2/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	879	98.50%	100.00%	0.00%	879	98.50%
2020	1	2/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	884	98.50%	100.00%	0.00%	884	98.50%
2020	1	2/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	908	98.50%	100.00%	0.00%	908	98.50%
2020	1	2/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	923	98.50%	100.00%	0.00%	923	98.50%
2020	1	2/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	767	98.50%	100.00%	0.00%	767	98.50%
2020	1	2/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	755	98.50%	100.00%	0.00%	755	98.50%
2020	1	2/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1155	98.50%	100.00%	0.00%	1155	98.50%
2020	1	2/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	890	98.50%	100.00%	0.00%	890	98.50%
2020	1	2/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	858	98.50%	100.00%	0.00%	858	98.50%
2020	1	2/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	994	98.50%	100.00%	0.00%	994	98.50%
2020	1	2/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	967	98.50%	100.00%	0.00%	967	98.50%
2020	1	2/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	616	98.50%	100.00%	0.00%	616	98.50%
2020	1	3/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	652	98.50%	100.00%	0.00%	652	98.50%
2020	1	3/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1162	98.50%	100.00%	0.00%	1162	98.50%
2020	1	3/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1018	98.50%	100.00%	0.00%	1018	98.50%
2020	1	3/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	860	98.50%	100.00%	0.00%	860	98.50%
2020	1	3/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	939	98.50%	100.00%	0.00%	939	98.50%
2020	1	3/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	909	98.50%	100.00%	0.00%	909	98.50%
2020	1	3/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	741	98.50%	100.00%	0.00%	741	98.50%
2020	1	3/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	569	98.50%	100.00%	0.00%	569	98.50%
2020	1	3/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1108	98.50%	100.00%	0.00%	1108	98.50%
2020	1	3/10/2020	100.00%	0.00%	NA	98.50%	99.00%	1.00%	1217	98.50%	99.00%	1.00%	1217	98.50%
2020	1	3/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	930	98.50%	100.00%	0.00%	930	98.50%
2020	1	3/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	975	98.50%	100.00%	0.00%	975	98.50%
2020	1	3/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	905	98.50%	100.00%	0.00%	905	98.50%
2020	1	3/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	657	98.50%	100.00%	0.00%	657	98.50%
2020	1	3/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	602	98.50%	100.00%	0.00%	602	98.50%
2020	1	3/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1154	98.50%	100.00%	0.00%	1154	98.50%
2020	1	3/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	987	98.50%	100.00%	0.00%	987	98.50%
2020	1	3/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1001	98.50%	100.00%	0.00%	1001	98.50%
2020	1	3/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	923	98.50%	100.00%	0.00%	923	98.50%
2020	1	3/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	867	98.50%	100.00%	0.00%	867	98.50%
2020	1	3/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	594	98.50%	100.00%	0.00%	594	98.50%
2020	1	3/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	740	98.50%	100.00%	0.00%	740	98.50%
2020	1	3/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1159	98.50%	100.00%	0.00%	1159	98.50%
2020	1	3/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	907	98.50%	100.00%	0.00%	907	98.50%
2020	1	3/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	982	98.50%	100.00%	0.00%	982	98.50%
2020	1	3/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1055	98.50%	100.00%	0.00%	1055	98.50%
2020	1	3/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1034	98.50%	100.00%	0.00%	1034	98.50%
2020	1	3/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	758	98.50%	100.00%	0.00%	758	98.50%
2020	1	3/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	554	98.50%	100.00%	0.00%	554	98.50%
2020	1	3/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1254	98.50%	100.00%	0.00%	1254	98.50%

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An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2020	1	3/31/2020	100.00%	0.00%	NA	98.50%	99.00%	1.00%	1207	98.50%	99.00%	1.00%	1207	98.50%
2019	4	10/1/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	737	98.50%	100.00%	0.00%	737	98.50%
2019	4	10/2/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	630	98.50%	100.00%	0.00%	630	98.50%
2019	4	10/3/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	629	98.50%	100.00%	0.00%	629	98.50%
2019	4	10/4/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	585	98.50%	100.00%	0.00%	585	98.50%
2019	4	10/5/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	792	98.50%	100.00%	0.00%	792	98.50%
2019	4	10/6/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	433	98.50%	100.00%	0.00%	433	98.50%
2019	4	10/7/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	425	98.50%	100.00%	0.00%	425	98.50%
2019	4	10/8/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	757	98.50%	100.00%	0.00%	757	98.50%
2019	4	10/9/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	695	98.50%	100.00%	0.00%	695	98.50%
2019	4	10/10/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	591	98.50%	100.00%	0.00%	591	98.50%
2019	4	10/11/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	626	98.50%	100.00%	0.00%	626	98.50%
2019	4	10/12/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	538	98.50%	100.00%	0.00%	538	98.50%
2019	4	10/13/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	472	98.50%	100.00%	0.00%	472	98.50%
2019	4	10/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864	98.50%	100.00%	0.00%	864	98.50%
2019	4	10/15/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	670	98.50%	100.00%	0.00%	670	98.50%
2019	4	10/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	663	98.50%	100.00%	0.00%	663	98.50%
2019	4	10/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	604	98.50%	100.00%	0.00%	604	98.50%
2019	4	10/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	618	98.50%	100.00%	0.00%	618	98.50%
2019	4	10/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	502	98.50%	100.00%	0.00%	502	98.50%
2019	4	10/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	510	98.50%	100.00%	0.00%	510	98.50%
2019	4	10/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	923	98.50%	100.00%	0.00%	923	98.50%
2019	4	10/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	694	98.50%	100.00%	0.00%	694	98.50%
2019	4	10/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	708	98.50%	100.00%	0.00%	708	98.50%
2019	4	10/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	693	98.50%	100.00%	0.00%	693	98.50%
2019	4	10/25/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	858	98.50%	100.00%	0.00%	858	98.50%
2019	4	10/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	604	98.50%	100.00%	0.00%	604	98.50%
2019	4	10/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	515	98.50%	100.00%	0.00%	515	98.50%
2019	4	10/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	994	98.50%	100.00%	0.00%	994	98.50%
2019	4	10/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	829	98.50%	100.00%	0.00%	829	98.50%
2019	4	10/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	858	98.50%	100.00%	0.00%	858	98.50%
2019	4	10/31/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2019	4	11/1/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	907	98.50%	100.00%	0.00%	907	98.50%
2019	4	11/2/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	577	98.50%	100.00%	0.00%	577	98.50%
2019	4	11/3/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	565	98.50%	100.00%	0.00%	565	98.50%
2019	4	11/4/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	972	98.50%	100.00%	0.00%	972	98.50%
2019	4	11/5/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864	98.50%	100.00%	0.00%	864	98.50%
2019	4	11/6/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	661	98.50%	100.00%	0.00%	661	98.50%
2019	4	11/7/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	709	98.50%	100.00%	0.00%	709	98.50%
2019	4	11/8/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	638	98.50%	100.00%	0.00%	638	98.50%
2019	4	11/9/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	517	98.50%	100.00%	0.00%	517	98.50%
2019	4	11/10/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	469	98.50%	100.00%	0.00%	469	98.50%
2019	4	11/11/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1059	98.50%	100.00%	0.00%	1059	98.50%
2019	4	11/12/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	860	98.50%	100.00%	0.00%	860	98.50%
2019	4	11/13/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	879	98.50%	100.00%	0.00%	879	98.50%
2019	4	11/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	901	98.50%	100.00%	0.00%	901	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2019	4	11/15/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	786	98.50%	100.00%	0.00%	786	98.50%
2019	4	11/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	607	98.50%	100.00%	0.00%	607	98.50%
2019	4	11/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	554	98.50%	100.00%	0.00%	554	98.50%
2019	4	11/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1128	98.50%	100.00%	0.00%	1128	98.50%
2019	4	11/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864	98.50%	100.00%	0.00%	864	98.50%
2019	4	11/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953	98.50%	100.00%	0.00%	953	98.50%
2019	4	11/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	840	98.50%	100.00%	0.00%	840	98.50%
2019	4	11/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	884	98.50%	100.00%	0.00%	884	98.50%
2019	4	11/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	602	98.50%	100.00%	0.00%	602	98.50%
2019	4	11/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	554	98.50%	100.00%	0.00%	554	98.50%
2019	4	11/25/2019	100.00%	0.00%	NA	98.50%	99.00%	1.00%	1216	98.50%	99.00%	1.00%	1216	98.50%
2019	4	11/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	890	98.50%	100.00%	0.00%	890	98.50%
2019	4	11/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864	98.50%	100.00%	0.00%	864	98.50%
2019	4	11/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	901	98.50%	100.00%	0.00%	901	98.50%
2019	4	11/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1069	98.50%	100.00%	0.00%	1069	98.50%
2019	4	11/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	696	98.50%	100.00%	0.00%	696	98.50%
2019	4	12/1/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	607	98.50%	100.00%	0.00%	607	98.50%
2019	4	12/2/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1238	98.50%	100.00%	0.00%	1238	98.50%
2019	4	12/3/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1084	98.50%	100.00%	0.00%	1084	98.50%
2019	4	12/4/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1094	98.50%	100.00%	0.00%	1094	98.50%
2019	4	12/5/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	837	98.50%	100.00%	0.00%	837	98.50%
2019	4	12/6/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925	98.50%	100.00%	0.00%	925	98.50%
2019	4	12/7/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	707	98.50%	100.00%	0.00%	707	98.50%
2019	4	12/8/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	591	98.50%	100.00%	0.00%	591	98.50%
2019	4	12/9/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1162	98.50%	100.00%	0.00%	1162	98.50%
2019	4	12/10/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1018	98.50%	100.00%	0.00%	1018	98.50%
2019	4	12/11/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	975	98.50%	100.00%	0.00%	975	98.50%
2019	4	12/12/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1005	98.50%	100.00%	0.00%	1005	98.50%
2019	4	12/13/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1022	98.50%	100.00%	0.00%	1022	98.50%
2019	4	12/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	739	98.50%	100.00%	0.00%	739	98.50%
2019	4	12/15/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	644	98.50%	100.00%	0.00%	644	98.50%
2019	4	12/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1168	98.50%	100.00%	0.00%	1168	98.50%
2019	4	12/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	967	98.50%	100.00%	0.00%	967	98.50%
2019	4	12/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	994	98.50%	100.00%	0.00%	994	98.50%
2019	4	12/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	957	98.50%	100.00%	0.00%	957	98.50%
2019	4	12/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1021	98.50%	100.00%	0.00%	1021	98.50%
2019	4	12/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	719	98.50%	100.00%	0.00%	719	98.50%
2019	4	12/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	733	98.50%	100.00%	0.00%	733	98.50%
2019	4	12/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1126	98.50%	100.00%	0.00%	1126	98.50%
2019	4	12/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	891	98.50%	100.00%	0.00%	891	98.50%
2019	4	12/25/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	557	98.50%	100.00%	0.00%	557	98.50%
2019	4	12/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	511	98.50%	100.00%	0.00%	511	98.50%
2019	4	12/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	968	98.50%	100.00%	0.00%	968	98.50%
2019	4	12/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	604	98.50%	100.00%	0.00%	604	98.50%
2019	4	12/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	565	98.50%	100.00%	0.00%	565	98.50%
2019	4	12/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	827	98.50%	100.00%	0.00%	827	98.50%

			AISP				Mobile Banking				Internet Banking			
An	Trimestru	Data	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time(ms)	Obiectivele de disponibilitate setate (service level targets)	KPI disponibilitate	KPI indisponibilitate	KPI Account Info Response time	Obiectivele de disponibilitate setate (service level targets)
2019	4	12/31/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	509	98.50%	100.00%	0.00%	509	98.50%
2019	3	9/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	562	98.50%	100.00%	0.00%	562	98.50%
2019	3	9/15/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	554	98.50%	100.00%	0.00%	554	98.50%
2019	3	9/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	416	98.50%	100.00%	0.00%	416	98.50%
2019	3	9/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	607	98.50%	100.00%	0.00%	607	98.50%
2019	3	9/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	428	98.50%	100.00%	0.00%	428	98.50%
2019	3	9/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	463	98.50%	100.00%	0.00%	463	98.50%
2019	3	9/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	677	98.50%	100.00%	0.00%	677	98.50%
2019	3	9/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	416	98.50%	100.00%	0.00%	416	98.50%
2019	3	9/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	421	98.50%	100.00%	0.00%	421	98.50%
2019	3	9/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	629	98.50%	100.00%	0.00%	629	98.50%
2019	3	9/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	604	98.50%	100.00%	0.00%	604	98.50%
2019	3	9/25/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	585	98.50%	100.00%	0.00%	585	98.50%
2019	3	9/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	508	98.50%	100.00%	0.00%	508	98.50%
2019	3	9/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	591	98.50%	100.00%	0.00%	591	98.50%
2019	3	9/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	450	98.50%	100.00%	0.00%	450	98.50%
2019	3	9/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	432	98.50%	100.00%	0.00%	432	98.50%
2019	3	9/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	810	98.50%	100.00%	0.00%	810	98.50%