

			PISP				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%	893.00	98.50%	100.00%	0.00%	893	98.50%
2021	1	1/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	713.00	98.50%	100.00%	0.00%	713	98.50%
2021	1	1/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	832.00	98.50%	100.00%	0.00%	832	98.50%
2021	1	1/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2112.00	98.50%	100.00%	0.00%	2112	98.50%
2021	1	1/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1498.00	98.50%	100.00%	0.00%	1498	98.50%
2021	1	1/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1267.00	98.50%	100.00%	0.00%	1267	98.50%
2021	1	1/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1260.00	98.50%	100.00%	0.00%	1260	98.50%
2021	1	1/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1231.00	98.50%	100.00%	0.00%	1231	98.50%
2021	1	1/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	901.00	98.50%	100.00%	0.00%	901	98.50%
2021	1	1/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	982.00	98.50%	100.00%	0.00%	982	98.50%
2021	1	1/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1567.00	98.50%	100.00%	0.00%	1567	98.50%
2021	1	1/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1800.00	98.50%	100.00%	0.00%	1800	98.50%
2021	1	1/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1507.00	98.50%	100.00%	0.00%	1507	98.50%
2021	1	1/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1283.00	98.50%	100.00%	0.00%	1283	98.50%
2021	1	1/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1544.00	98.50%	100.00%	0.00%	1544	98.50%
2021	1	1/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	961.00	98.50%	100.00%	0.00%	961	98.50%
2021	1	1/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864.00	98.50%	100.00%	0.00%	864	98.50%
2021	1	1/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2437.00	98.50%	100.00%	0.00%	2437	98.50%
2021	1	1/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1776.00	98.50%	100.00%	0.00%	1776	98.50%
2021	1	1/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1255.00	98.50%	100.00%	0.00%	1255	98.50%
2021	1	1/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1832.00	98.50%	100.00%	0.00%	1832	98.50%
2021	1	1/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1637.00	98.50%	100.00%	0.00%	1637	98.50%
2021	1	1/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	992.00	98.50%	100.00%	0.00%	992	98.50%
2021	1	1/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	845.00	98.50%	100.00%	0.00%	845	98.50%
2021	1	1/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1864.00	98.50%	100.00%	0.00%	1864	98.50%
2021	1	1/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1515.00	98.50%	100.00%	0.00%	1515	98.50%
2021	1	1/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1529.00	98.50%	100.00%	0.00%	1529	98.50%
2021	1	1/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1737.00	98.50%	100.00%	0.00%	1737	98.50%
2021	1	1/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2001.00	98.50%	100.00%	0.00%	2001	98.50%
2021	1	1/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2021	1	1/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	892.00	98.50%	100.00%	0.00%	892	98.50%
2021	1	2/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2417.00	98.50%	100.00%	0.00%	2417	98.50%
2021	1	2/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1395.00	98.50%	100.00%	0.00%	1395	98.50%
2021	1	2/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1726.00	98.50%	100.00%	0.00%	1726	98.50%
2021	1	2/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1368.00	98.50%	100.00%	0.00%	1368	98.50%
2021	1	2/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1600.00	98.50%	100.00%	0.00%	1600	98.50%
2021	1	2/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	951.00	98.50%	100.00%	0.00%	951	98.50%
2021	1	2/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	750.00	98.50%	100.00%	0.00%	750	98.50%
2021	1	2/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1536.00	98.50%	100.00%	0.00%	1536	98.50%
2021	1	2/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1667.00	98.50%	100.00%	0.00%	1667	98.50%
2021	1	2/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1475.00	98.50%	100.00%	0.00%	1475	98.50%

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2021	1	2/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1843.00	98.50%	100.00%	0.00%	1843	98.50%
2021	1	2/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1629.00	98.50%	100.00%	0.00%	1629	98.50%
2021	1	2/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	951.00	98.50%	100.00%	0.00%	951	98.50%
2021	1	2/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	853.00	98.50%	100.00%	0.00%	853	98.50%
2021	1	2/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1943.00	98.50%	100.00%	0.00%	1943	98.50%
2021	1	2/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1467.00	98.50%	100.00%	0.00%	1467	98.50%
2021	1	2/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1613.00	98.50%	100.00%	0.00%	1613	98.50%
2021	1	2/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2055.00	98.50%	100.00%	0.00%	2055	98.50%
2021	1	2/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1969.00	98.50%	100.00%	0.00%	1969	98.50%
2021	1	2/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	996.00	98.50%	100.00%	0.00%	996	98.50%
2021	1	2/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	884.00	98.50%	100.00%	0.00%	884	98.50%
2021	1	2/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1733.00	98.50%	100.00%	0.00%	1733	98.50%
2021	1	2/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1642.00	98.50%	100.00%	0.00%	1642	98.50%
2021	1	2/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1653.00	98.50%	100.00%	0.00%	1653	98.50%
2021	1	2/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1562.00	98.50%	100.00%	0.00%	1562	98.50%
2021	1	2/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1803.00	98.50%	100.00%	0.00%	1803	98.50%
2021	1	2/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	891.00	98.50%	100.00%	0.00%	891	98.50%
2021	1	2/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	733.00	98.50%	100.00%	0.00%	733	98.50%
2021	1	3/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2080.00	98.50%	100.00%	0.00%	2080	98.50%
2021	1	3/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1485.00	98.50%	100.00%	0.00%	1485	98.50%
2021	1	3/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1583.00	98.50%	100.00%	0.00%	1583	98.50%
2021	1	3/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1616.00	98.50%	100.00%	0.00%	1616	98.50%
2021	1	3/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1480.00	98.50%	100.00%	0.00%	1480	98.50%
2021	1	3/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1013.00	98.50%	100.00%	0.00%	1013	98.50%
2021	1	3/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	856.00	98.50%	100.00%	0.00%	856	98.50%
2021	1	3/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2118.00	98.50%	100.00%	0.00%	2118	98.50%
2021	1	3/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1763.00	98.50%	100.00%	0.00%	1763	98.50%
2021	1	3/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1762.00	98.50%	100.00%	0.00%	1762	98.50%
2021	1	3/11/2021	100.00%	0.00%	NA	98.50%	99.00%	1.00%	1645.00	98.50%	99.00%	1.00%	1645	98.50%
2021	1	3/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2454.00	98.50%	100.00%	0.00%	2454	98.50%
2021	1	3/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	971.00	98.50%	100.00%	0.00%	971	98.50%
2021	1	3/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	899.00	98.50%	100.00%	0.00%	899	98.50%
2021	1	3/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2025.00	98.50%	100.00%	0.00%	2025	98.50%
2021	1	3/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2141.00	98.50%	100.00%	0.00%	2141	98.50%
2021	1	3/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1677.00	98.50%	100.00%	0.00%	1677	98.50%
2021	1	3/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2380.00	98.50%	100.00%	0.00%	2380	98.50%
2021	1	3/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1639.00	98.50%	100.00%	0.00%	1639	98.50%
2021	1	3/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	972.00	98.50%	100.00%	0.00%	972	98.50%
2021	1	3/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	846.00	98.50%	100.00%	0.00%	846	98.50%
2021	1	3/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2983.00	98.50%	100.00%	0.00%	2983	98.50%
2021	1	3/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1513.00	98.50%	100.00%	0.00%	1513	98.50%
2021	1	3/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1867.00	98.50%	100.00%	0.00%	1867	98.50%
2021	1	3/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1127.00	98.50%	100.00%	0.00%	1127	98.50%
2021	1	3/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1524.00	98.50%	100.00%	0.00%	1524	98.50%
2021	1	3/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	977.00	98.50%	100.00%	0.00%	977	98.50%
2021	1	3/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	937.00	98.50%	100.00%	0.00%	937	98.50%

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2021	1	3/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1641.00	98.50%	100.00%	0.00%	1641	98.50%
2021	1	3/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1720.00	98.50%	100.00%	0.00%	1720	98.50%
2021	1	3/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1940.00	98.50%	100.00%	0.00%	1940	98.50%
2020	4	10/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2246.00	98.50%	100.00%	0.00%	2246.00	98.50%
2020	4	10/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1894.00	98.50%	100.00%	0.00%	1894.00	98.50%
2020	4	10/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	830.00	98.50%	100.00%	0.00%	830.00	98.50%
2020	4	10/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1359.00	98.50%	100.00%	0.00%	1359.00	98.50%
2020	4	10/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1608.00	98.50%	100.00%	0.00%	1608.00	98.50%
2020	4	10/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1497.00	98.50%	100.00%	0.00%	1497.00	98.50%
2020	4	10/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1135.00	98.50%	100.00%	0.00%	1135.00	98.50%
2020	4	10/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1424.00	98.50%	100.00%	0.00%	1424.00	98.50%
2020	4	10/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1417.00	98.50%	100.00%	0.00%	1417.00	98.50%
2020	4	10/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	947.00	98.50%	100.00%	0.00%	947.00	98.50%
2020	4	10/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	846.00	98.50%	100.00%	0.00%	846.00	98.50%
2020	4	10/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1376.00	98.50%	100.00%	0.00%	1376.00	98.50%
2020	4	10/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1600.00	98.50%	100.00%	0.00%	1600.00	98.50%
2020	4	10/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1545.00	98.50%	100.00%	0.00%	1545.00	98.50%
2020	4	10/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1477.00	98.50%	100.00%	0.00%	1477.00	98.50%
2020	4	10/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1663.00	98.50%	100.00%	0.00%	1663.00	98.50%
2020	4	10/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	881.00	98.50%	100.00%	0.00%	881.00	98.50%
2020	4	10/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	908.00	98.50%	100.00%	0.00%	908.00	98.50%
2020	4	10/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1716.00	98.50%	100.00%	0.00%	1716.00	98.50%
2020	4	10/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1878.00	98.50%	100.00%	0.00%	1878.00	98.50%
2020	4	10/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1550.00	98.50%	100.00%	0.00%	1550.00	98.50%
2020	4	10/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1801.00	98.50%	100.00%	0.00%	1801.00	98.50%
2020	4	10/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1874.00	98.50%	100.00%	0.00%	1874.00	98.50%
2020	4	10/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1051.00	98.50%	100.00%	0.00%	1051.00	98.50%
2020	4	10/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	927.00	98.50%	100.00%	0.00%	927.00	98.50%
2020	4	10/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	3299.00	98.50%	100.00%	0.00%	3299.00	98.50%
2020	4	10/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1639.00	98.50%	100.00%	0.00%	1639.00	98.50%
2020	4	10/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1501.00	98.50%	100.00%	0.00%	1501.00	98.50%
2020	4	10/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2002.00	98.50%	100.00%	0.00%	2002.00	98.50%
2020	4	10/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1769.00	98.50%	100.00%	0.00%	1769.00	98.50%
2020	4	10/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1281.00	98.50%	100.00%	0.00%	1281.00	98.50%
2020	4	11/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	971.00	98.50%	100.00%	0.00%	971.00	98.50%
2020	4	11/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2321.00	98.50%	100.00%	0.00%	2321.00	98.50%
2020	4	11/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1607.00	98.50%	100.00%	0.00%	1607.00	98.50%
2020	4	11/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1382.00	98.50%	100.00%	0.00%	1382.00	98.50%
2020	4	11/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1556.00	98.50%	100.00%	0.00%	1556.00	98.50%
2020	4	11/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1305.00	98.50%	100.00%	0.00%	1305.00	98.50%
2020	4	11/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	949.00	98.50%	100.00%	0.00%	949.00	98.50%
2020	4	11/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	930.00	98.50%	100.00%	0.00%	930.00	98.50%
2020	4	11/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1348.00	98.50%	100.00%	0.00%	1348.00	98.50%
2020	4	11/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1739.00	98.50%	100.00%	0.00%	1739.00	98.50%
2020	4	11/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1519.00	98.50%	100.00%	0.00%	1519.00	98.50%
2020	4	11/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1618.00	98.50%	100.00%	0.00%	1618.00	98.50%

			PISP				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%	1319.00	98.50%	100.00%	0.00%	1319.00	98.50%
2020	4	11/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	999.00	98.50%	100.00%	0.00%	999.00	98.50%
2020	4	11/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	877.00	98.50%	100.00%	0.00%	877.00	98.50%
2020	4	11/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1586.00	98.50%	100.00%	0.00%	1586.00	98.50%
2020	4	11/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1524.00	98.50%	100.00%	0.00%	1524.00	98.50%
2020	4	11/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1386.00	98.50%	100.00%	0.00%	1386.00	98.50%
2020	4	11/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1476.00	98.50%	100.00%	0.00%	1476.00	98.50%
2020	4	11/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1657.00	98.50%	100.00%	0.00%	1657.00	98.50%
2020	4	11/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1354.00	98.50%	100.00%	0.00%	1354.00	98.50%
2020	4	11/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1360.00	98.50%	100.00%	0.00%	1360.00	98.50%
2020	4	11/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2435.00	98.50%	100.00%	0.00%	2435.00	98.50%
2020	4	11/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	5884.00	98.50%	100.00%	0.00%	5884.00	98.50%
2020	4	11/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2706.00	98.50%	100.00%	0.00%	2706.00	98.50%
2020	4	11/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1755.00	98.50%	100.00%	0.00%	1755.00	98.50%
2020	4	11/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1989.00	98.50%	100.00%	0.00%	1989.00	98.50%
2020	4	11/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	928.00	98.50%	100.00%	0.00%	928.00	98.50%
2020	4	11/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	856.00	98.50%	100.00%	0.00%	856.00	98.50%
2020	4	11/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	933.00	98.50%	100.00%	0.00%	933.00	98.50%
2020	4	12/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1001.00	98.50%	100.00%	0.00%	1001.00	98.50%
2020	4	12/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2199.00	98.50%	100.00%	0.00%	2199.00	98.50%
2020	4	12/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1757.00	98.50%	100.00%	0.00%	1757.00	98.50%
2020	4	12/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2423.00	98.50%	100.00%	0.00%	2423.00	98.50%
2020	4	12/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	955.00	98.50%	100.00%	0.00%	955.00	98.50%
2020	4	12/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	856.00	98.50%	100.00%	0.00%	856.00	98.50%
2020	4	12/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2291.00	98.50%	100.00%	0.00%	2291.00	98.50%
2020	4	12/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2410.00	98.50%	100.00%	0.00%	2410.00	98.50%
2020	4	12/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2743.00	98.50%	100.00%	0.00%	2743.00	98.50%
2020	4	12/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1756.00	98.50%	100.00%	0.00%	1756.00	98.50%
2020	4	12/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1429.00	98.50%	100.00%	0.00%	1429.00	98.50%
2020	4	12/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	856.00	98.50%	100.00%	0.00%	856.00	98.50%
2020	4	12/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	880.00	98.50%	100.00%	0.00%	880.00	98.50%
2020	4	12/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	4386.00	98.50%	100.00%	0.00%	4386.00	98.50%
2020	4	12/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2262.00	98.50%	100.00%	0.00%	2262.00	98.50%
2020	4	12/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2193.00	98.50%	100.00%	0.00%	2193.00	98.50%
2020	4	12/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2751.00	98.50%	100.00%	0.00%	2751.00	98.50%
2020	4	12/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1905.00	98.50%	100.00%	0.00%	1905.00	98.50%
2020	4	12/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1169.00	98.50%	100.00%	0.00%	1169.00	98.50%
2020	4	12/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	907.00	98.50%	100.00%	0.00%	907.00	98.50%
2020	4	12/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2328.00	98.50%	100.00%	0.00%	2328.00	98.50%
2020	4	12/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2607.00	98.50%	100.00%	0.00%	2607.00	98.50%
2020	4	12/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2426.00	98.50%	100.00%	0.00%	2426.00	98.50%
2020	4	12/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1609.00	98.50%	100.00%	0.00%	1609.00	98.50%
2020	4	12/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1143.00	98.50%	100.00%	0.00%	1143.00	98.50%
2020	4	12/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1080.00	98.50%	100.00%	0.00%	1080.00	98.50%
2020	4	12/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1034.00	98.50%	100.00%	0.00%	1034.00	98.50%
2020	4	12/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2002.00	98.50%	100.00%	0.00%	2002.00	98.50%

			PISP				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%	2134.00	98.50%	100.00%	0.00%	2134.00	98.50%
2020	4	12/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2245.00	98.50%	100.00%	0.00%	2245.00	98.50%
2020	4	12/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1849.00	98.50%	100.00%	0.00%	1849.00	98.50%
2020	3	7/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1794.00	98.50%	100.00%	0.00%	1794.00	98.50%
2020	3	7/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1736.00	98.50%	100.00%	0.00%	1736.00	98.50%
2020	3	7/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1944.00	98.50%	100.00%	0.00%	1944.00	98.50%
2020	3	7/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2221.00	98.50%	100.00%	0.00%	2221.00	98.50%
2020	3	7/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2649.00	98.50%	100.00%	0.00%	2649.00	98.50%
2020	3	7/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2602.00	98.50%	100.00%	0.00%	2602.00	98.50%
2020	3	7/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2207.00	98.50%	100.00%	0.00%	2207.00	98.50%
2020	3	7/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1981.00	98.50%	100.00%	0.00%	1981.00	98.50%
2020	3	7/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	3013.00	98.50%	100.00%	0.00%	3013.00	98.50%
2020	3	7/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2141.00	98.50%	100.00%	0.00%	2141.00	98.50%
2020	3	7/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1812.00	98.50%	100.00%	0.00%	1812.00	98.50%
2020	3	7/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1602.00	98.50%	100.00%	0.00%	1602.00	98.50%
2020	3	7/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1982.00	98.50%	100.00%	0.00%	1982.00	98.50%
2020	3	7/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2314.00	98.50%	100.00%	0.00%	2314.00	98.50%
2020	3	7/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2074.00	98.50%	100.00%	0.00%	2074.00	98.50%
2020	3	7/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2237.00	98.50%	100.00%	0.00%	2237.00	98.50%
2020	3	7/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2241.00	98.50%	100.00%	0.00%	2241.00	98.50%
2020	3	7/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1065.00	98.50%	100.00%	0.00%	1065.00	98.50%
2020	3	7/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	962.00	98.50%	100.00%	0.00%	962.00	98.50%
2020	3	7/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1847.00	98.50%	100.00%	0.00%	1847.00	98.50%
2020	3	7/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	4776.00	98.50%	100.00%	0.00%	4776.00	98.50%
2020	3	7/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1595.00	98.50%	100.00%	0.00%	1595.00	98.50%
2020	3	7/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2128.00	98.50%	100.00%	0.00%	2128.00	98.50%
2020	3	7/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2398.00	98.50%	100.00%	0.00%	2398.00	98.50%
2020	3	7/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2423.00	98.50%	100.00%	0.00%	2423.00	98.50%
2020	3	7/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2228.00	98.50%	100.00%	0.00%	2228.00	98.50%
2020	3	7/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2685.00	98.50%	100.00%	0.00%	2685.00	98.50%
2020	3	7/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1723.00	98.50%	100.00%	0.00%	1723.00	98.50%
2020	3	7/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2487.00	98.50%	100.00%	0.00%	2487.00	98.50%
2020	3	7/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1765.00	98.50%	100.00%	0.00%	1765.00	98.50%
2020	3	7/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1838.00	98.50%	100.00%	0.00%	1838.00	98.50%
2020	3	8/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1192.00	98.50%	100.00%	0.00%	1192.00	98.50%
2020	3	8/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	865.00	98.50%	100.00%	0.00%	865.00	98.50%
2020	3	8/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1967.00	98.50%	100.00%	0.00%	1967.00	98.50%
2020	3	8/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1766.00	98.50%	100.00%	0.00%	1766.00	98.50%
2020	3	8/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1823.00	98.50%	100.00%	0.00%	1823.00	98.50%
2020	3	8/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1544.00	98.50%	100.00%	0.00%	1544.00	98.50%
2020	3	8/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1621.00	98.50%	100.00%	0.00%	1621.00	98.50%
2020	3	8/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	983.00	98.50%	100.00%	0.00%	983.00	98.50%
2020	3	8/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	934.00	98.50%	100.00%	0.00%	934.00	98.50%
2020	3	8/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1475.00	98.50%	100.00%	0.00%	1475.00	98.50%
2020	3	8/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2820.00	98.50%	100.00%	0.00%	2820.00	98.50%
2020	3	8/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1850.00	98.50%	100.00%	0.00%	1850.00	98.50%

			PISP				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%	1614.00	98.50%	100.00%	0.00%	1614.00	98.50%
2020	3	8/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2515.00	98.50%	100.00%	0.00%	2515.00	98.50%
2020	3	8/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	949.00	98.50%	100.00%	0.00%	949.00	98.50%
2020	3	8/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	977.00	98.50%	100.00%	0.00%	977.00	98.50%
2020	3	8/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1619.00	98.50%	100.00%	0.00%	1619.00	98.50%
2020	3	8/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1676.00	98.50%	100.00%	0.00%	1676.00	98.50%
2020	3	8/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1616.00	98.50%	100.00%	0.00%	1616.00	98.50%
2020	3	8/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2011.00	98.50%	100.00%	0.00%	2011.00	98.50%
2020	3	8/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1792.00	98.50%	100.00%	0.00%	1792.00	98.50%
2020	3	8/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1018.00	98.50%	100.00%	0.00%	1018.00	98.50%
2020	3	8/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	929.00	98.50%	100.00%	0.00%	929.00	98.50%
2020	3	8/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1996.00	98.50%	100.00%	0.00%	1996.00	98.50%
2020	3	8/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2347.00	98.50%	100.00%	0.00%	2347.00	98.50%
2020	3	8/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1955.00	98.50%	100.00%	0.00%	1955.00	98.50%
2020	3	8/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1913.00	98.50%	100.00%	0.00%	1913.00	98.50%
2020	3	8/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2125.00	98.50%	100.00%	0.00%	2125.00	98.50%
2020	3	8/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1162.00	98.50%	100.00%	0.00%	1162.00	98.50%
2020	3	8/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1191.00	98.50%	100.00%	0.00%	1191.00	98.50%
2020	3	8/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1783.00	98.50%	100.00%	0.00%	1783.00	98.50%
2020	3	9/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1642.00	98.50%	100.00%	0.00%	1642.00	98.50%
2020	3	9/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1336.00	98.50%	100.00%	0.00%	1336.00	98.50%
2020	3	9/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1304.00	98.50%	100.00%	0.00%	1304.00	98.50%
2020	3	9/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1401.00	98.50%	100.00%	0.00%	1401.00	98.50%
2020	3	9/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	957.00	98.50%	100.00%	0.00%	957.00	98.50%
2020	3	9/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	983.00	98.50%	100.00%	0.00%	983.00	98.50%
2020	3	9/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1702.00	98.50%	100.00%	0.00%	1702.00	98.50%
2020	3	9/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1436.00	98.50%	100.00%	0.00%	1436.00	98.50%
2020	3	9/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1399.00	98.50%	100.00%	0.00%	1399.00	98.50%
2020	3	9/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1522.00	98.50%	100.00%	0.00%	1522.00	98.50%
2020	3	9/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1468.00	98.50%	100.00%	0.00%	1468.00	98.50%
2020	3	9/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	952.00	98.50%	100.00%	0.00%	952.00	98.50%
2020	3	9/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	891.00	98.50%	100.00%	0.00%	891.00	98.50%
2020	3	9/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2263.00	98.50%	100.00%	0.00%	2263.00	98.50%
2020	3	9/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2773.00	98.50%	100.00%	0.00%	2773.00	98.50%
2020	3	9/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1737.00	98.50%	100.00%	0.00%	1737.00	98.50%
2020	3	9/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1293.00	98.50%	100.00%	0.00%	1293.00	98.50%
2020	3	9/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1281.00	98.50%	100.00%	0.00%	1281.00	98.50%
2020	3	9/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	971.00	98.50%	100.00%	0.00%	971.00	98.50%
2020	3	9/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	936.00	98.50%	100.00%	0.00%	936.00	98.50%
2020	3	9/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1770.00	98.50%	100.00%	0.00%	1770.00	98.50%
2020	3	9/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1280.00	98.50%	100.00%	0.00%	1280.00	98.50%
2020	3	9/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1358.00	98.50%	100.00%	0.00%	1358.00	98.50%
2020	3	9/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1296.00	98.50%	100.00%	0.00%	1296.00	98.50%
2020	3	9/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1666.00	98.50%	100.00%	0.00%	1666.00	98.50%
2020	3	9/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1017.00	98.50%	100.00%	0.00%	1017.00	98.50%
2020	3	9/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	944.00	98.50%	100.00%	0.00%	944.00	98.50%

			PISP				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%	1473.00	98.50%	100.00%	0.00%	1473.00	98.50%
2020	3	9/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1512.00	98.50%	100.00%	0.00%	1512.00	98.50%
2020	3	9/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1764.00	98.50%	100.00%	0.00%	1764.00	98.50%
2020	2	4/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2054.00	98.50%	100.00%	0.00%	2054.00	98.50%
2020	2	4/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2140.00	98.50%	100.00%	0.00%	2140.00	98.50%
2020	2	4/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2165.00	98.50%	100.00%	0.00%	2165.00	98.50%
2020	2	4/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1744.00	98.50%	100.00%	0.00%	1744.00	98.50%
2020	2	4/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1229.00	98.50%	100.00%	0.00%	1229.00	98.50%
2020	2	4/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2149.00	98.50%	100.00%	0.00%	2149.00	98.50%
2020	2	4/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1998.00	98.50%	100.00%	0.00%	1998.00	98.50%
2020	2	4/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2024.00	98.50%	100.00%	0.00%	2024.00	98.50%
2020	2	4/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1982.00	98.50%	100.00%	0.00%	1982.00	98.50%
2020	2	4/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2074.00	98.50%	100.00%	0.00%	2074.00	98.50%
2020	2	4/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1288.00	98.50%	100.00%	0.00%	1288.00	98.50%
2020	2	4/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1262.00	98.50%	100.00%	0.00%	1262.00	98.50%
2020	2	4/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2713.00	98.50%	100.00%	0.00%	2713.00	98.50%
2020	2	4/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2335.00	98.50%	100.00%	0.00%	2335.00	98.50%
2020	2	4/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2130.00	98.50%	100.00%	0.00%	2130.00	98.50%
2020	2	4/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2180.00	98.50%	100.00%	0.00%	2180.00	98.50%
2020	2	4/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2063.00	98.50%	100.00%	0.00%	2063.00	98.50%
2020	2	4/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1783.00	98.50%	100.00%	0.00%	1783.00	98.50%
2020	2	4/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1286.00	98.50%	100.00%	0.00%	1286.00	98.50%
2020	2	4/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2151.00	98.50%	100.00%	0.00%	2151.00	98.50%
2020	2	4/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2093.00	98.50%	100.00%	0.00%	2093.00	98.50%
2020	2	4/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2013.00	98.50%	100.00%	0.00%	2013.00	98.50%
2020	2	4/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1990.00	98.50%	100.00%	0.00%	1990.00	98.50%
2020	2	4/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2077.00	98.50%	100.00%	0.00%	2077.00	98.50%
2020	2	4/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1747.00	98.50%	100.00%	0.00%	1747.00	98.50%
2020	2	4/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1734.00	98.50%	100.00%	0.00%	1734.00	98.50%
2020	2	4/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2243.00	98.50%	100.00%	0.00%	2243.00	98.50%
2020	2	4/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2211.00	98.50%	100.00%	0.00%	2211.00	98.50%
2020	2	4/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2190.00	98.50%	100.00%	0.00%	2190.00	98.50%
2020	2	4/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2267.00	98.50%	100.00%	0.00%	2267.00	98.50%
2020	2	5/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2121.00	98.50%	100.00%	0.00%	2121.00	98.50%
2020	2	5/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1707.00	98.50%	100.00%	0.00%	1707.00	98.50%
2020	2	5/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1268.00	98.50%	100.00%	0.00%	1268.00	98.50%
2020	2	5/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2142.00	98.50%	100.00%	0.00%	2142.00	98.50%
2020	2	5/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2058.00	98.50%	100.00%	0.00%	2058.00	98.50%
2020	2	5/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1993.00	98.50%	100.00%	0.00%	1993.00	98.50%
2020	2	5/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1949.00	98.50%	100.00%	0.00%	1949.00	98.50%
2020	2	5/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1933.00	98.50%	100.00%	0.00%	1933.00	98.50%
2020	2	5/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1844.00	98.50%	100.00%	0.00%	1844.00	98.50%
2020	2	5/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1759.00	98.50%	100.00%	0.00%	1759.00	98.50%
2020	2	5/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2186.00	98.50%	100.00%	0.00%	2186.00	98.50%
2020	2	5/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2122.00	98.50%	100.00%	0.00%	2122.00	98.50%
2020	2	5/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2169.00	98.50%	100.00%	0.00%	2169.00	98.50%

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2020	2	5/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2020.00	98.50%	100.00%	0.00%	2020.00	98.50%
2020	2	5/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2064.00	98.50%	100.00%	0.00%	2064.00	98.50%
2020	2	5/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1815.00	98.50%	100.00%	0.00%	1815.00	98.50%
2020	2	5/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1718.00	98.50%	100.00%	0.00%	1718.00	98.50%
2020	2	5/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2243.00	98.50%	100.00%	0.00%	2243.00	98.50%
2020	2	5/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2201.00	98.50%	100.00%	0.00%	2201.00	98.50%
2020	2	5/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2011.00	98.50%	100.00%	0.00%	2011.00	98.50%
2020	2	5/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1944.00	98.50%	100.00%	0.00%	1944.00	98.50%
2020	2	5/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2006.00	98.50%	100.00%	0.00%	2006.00	98.50%
2020	2	5/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1748.00	98.50%	100.00%	0.00%	1748.00	98.50%
2020	2	5/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1255.00	98.50%	100.00%	0.00%	1255.00	98.50%
2020	2	5/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2288.00	98.50%	100.00%	0.00%	2288.00	98.50%
2020	2	5/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2103.00	98.50%	100.00%	0.00%	2103.00	98.50%
2020	2	5/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2151.00	98.50%	100.00%	0.00%	2151.00	98.50%
2020	2	5/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1995.00	98.50%	100.00%	0.00%	1995.00	98.50%
2020	2	5/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2037.00	98.50%	100.00%	0.00%	2037.00	98.50%
2020	2	5/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1813.00	98.50%	100.00%	0.00%	1813.00	98.50%
2020	2	5/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1817.00	98.50%	100.00%	0.00%	1817.00	98.50%
2020	2	6/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2293.00	98.50%	100.00%	0.00%	2293.00	98.50%
2020	2	6/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2145.00	98.50%	100.00%	0.00%	2145.00	98.50%
2020	2	6/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2170.00	98.50%	100.00%	0.00%	2170.00	98.50%
2020	2	6/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1955.00	98.50%	100.00%	0.00%	1955.00	98.50%
2020	2	6/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2012.00	98.50%	100.00%	0.00%	2012.00	98.50%
2020	2	6/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1799.00	98.50%	100.00%	0.00%	1799.00	98.50%
2020	2	6/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1704.00	98.50%	100.00%	0.00%	1704.00	98.50%
2020	2	6/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2195.00	98.50%	100.00%	0.00%	2195.00	98.50%
2020	2	6/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2133.00	98.50%	100.00%	0.00%	2133.00	98.50%
2020	2	6/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2022.00	98.50%	100.00%	0.00%	2022.00	98.50%
2020	2	6/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1993.00	98.50%	100.00%	0.00%	1993.00	98.50%
2020	2	6/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2142.00	98.50%	100.00%	0.00%	2142.00	98.50%
2020	2	6/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1747.00	98.50%	100.00%	0.00%	1747.00	98.50%
2020	2	6/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1296.00	98.50%	100.00%	0.00%	1296.00	98.50%
2020	2	6/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2273.00	98.50%	100.00%	0.00%	2273.00	98.50%
2020	2	6/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2101.00	98.50%	100.00%	0.00%	2101.00	98.50%
2020	2	6/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2138.00	98.50%	100.00%	0.00%	2138.00	98.50%
2020	2	6/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2055.00	98.50%	100.00%	0.00%	2055.00	98.50%
2020	2	6/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2121.00	98.50%	100.00%	0.00%	2121.00	98.50%
2020	2	6/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1774.00	98.50%	100.00%	0.00%	1774.00	98.50%
2020	2	6/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1293.00	98.50%	100.00%	0.00%	1293.00	98.50%
2020	2	6/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2241.00	98.50%	100.00%	0.00%	2241.00	98.50%
2020	2	6/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2149.00	98.50%	100.00%	0.00%	2149.00	98.50%
2020	2	6/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1990.00	98.50%	100.00%	0.00%	1990.00	98.50%
2020	2	6/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2069.00	98.50%	100.00%	0.00%	2069.00	98.50%
2020	2	6/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2023.00	98.50%	100.00%	0.00%	2023.00	98.50%
2020	2	6/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1796.00	98.50%	100.00%	0.00%	1796.00	98.50%
2020	2	6/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1814.00	98.50%	100.00%	0.00%	1814.00	98.50%



			PISP				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%	2303.00	98.50%	100.00%	0.00%	2303.00	98.50%
2020	2	6/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2266.00	98.50%	100.00%	0.00%	2266.00	98.50%
2020	1	1/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1056.00	98.50%	100.00%	0.00%	1056.00	98.50%
2020	1	1/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1018.00	98.50%	100.00%	0.00%	1018.00	98.50%
2020	1	1/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1713.00	98.50%	100.00%	0.00%	1713.00	98.50%
2020	1	1/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1079.00	98.50%	100.00%	0.00%	1079.00	98.50%
2020	1	1/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1071.00	98.50%	100.00%	0.00%	1071.00	98.50%
2020	1	1/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2096.00	98.50%	100.00%	0.00%	2096.00	98.50%
2020	1	1/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1846.00	98.50%	100.00%	0.00%	1846.00	98.50%
2020	1	1/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1894.00	98.50%	100.00%	0.00%	1894.00	98.50%
2020	1	1/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2049.00	98.50%	100.00%	0.00%	2049.00	98.50%
2020	1	1/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1794.00	98.50%	100.00%	0.00%	1794.00	98.50%
2020	1	1/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1146.00	98.50%	100.00%	0.00%	1146.00	98.50%
2020	1	1/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1086.00	98.50%	100.00%	0.00%	1086.00	98.50%
2020	1	1/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2139.00	98.50%	100.00%	0.00%	2139.00	98.50%
2020	1	1/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1941.00	98.50%	100.00%	0.00%	1941.00	98.50%
2020	1	1/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1925.00	98.50%	100.00%	0.00%	1925.00	98.50%
2020	1	1/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1895.00	98.50%	100.00%	0.00%	1895.00	98.50%
2020	1	1/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1793.00	98.50%	100.00%	0.00%	1793.00	98.50%
2020	1	1/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1192.00	98.50%	100.00%	0.00%	1192.00	98.50%
2020	1	1/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1094.00	98.50%	100.00%	0.00%	1094.00	98.50%
2020	1	1/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2231.00	98.50%	100.00%	0.00%	2231.00	98.50%
2020	1	1/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2099.00	98.50%	100.00%	0.00%	2099.00	98.50%
2020	1	1/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1987.00	98.50%	100.00%	0.00%	1987.00	98.50%
2020	1	1/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1895.00	98.50%	100.00%	0.00%	1895.00	98.50%
2020	1	1/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1939.00	98.50%	100.00%	0.00%	1939.00	98.50%
2020	1	1/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1291.00	98.50%	100.00%	0.00%	1291.00	98.50%
2020	1	1/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1142.00	98.50%	100.00%	0.00%	1142.00	98.50%
2020	1	1/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2096.00	98.50%	100.00%	0.00%	2096.00	98.50%
2020	1	1/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1942.00	98.50%	100.00%	0.00%	1942.00	98.50%
2020	1	1/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1947.00	98.50%	100.00%	0.00%	1947.00	98.50%
2020	1	1/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1882.00	98.50%	100.00%	0.00%	1882.00	98.50%
2020	1	1/31/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2197.00	98.50%	100.00%	0.00%	2197.00	98.50%
2020	1	2/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1225.00	98.50%	100.00%	0.00%	1225.00	98.50%
2020	1	2/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1151.00	98.50%	100.00%	0.00%	1151.00	98.50%
2020	1	2/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1990.00	98.50%	100.00%	0.00%	1990.00	98.50%
2020	1	2/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1896.00	98.50%	100.00%	0.00%	1896.00	98.50%
2020	1	2/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1903.00	98.50%	100.00%	0.00%	1903.00	98.50%
2020	1	2/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1777.00	98.50%	100.00%	0.00%	1777.00	98.50%
2020	1	2/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1795.00	98.50%	100.00%	0.00%	1795.00	98.50%
2020	1	2/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1243.00	98.50%	100.00%	0.00%	1243.00	98.50%
2020	1	2/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1102.00	98.50%	100.00%	0.00%	1102.00	98.50%
2020	1	2/10/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2101.00	98.50%	100.00%	0.00%	2101.00	98.50%
2020	1	2/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1889.00	98.50%	100.00%	0.00%	1889.00	98.50%
2020	1	2/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1939.00	98.50%	100.00%	0.00%	1939.00	98.50%
2020	1	2/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1894.00	98.50%	100.00%	0.00%	1894.00	98.50%

			PISP				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%	1843.00	98.50%	100.00%	0.00%	1843.00	98.50%
2020	1	2/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1294.00	98.50%	100.00%	0.00%	1294.00	98.50%
2020	1	2/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1191.00	98.50%	100.00%	0.00%	1191.00	98.50%
2020	1	2/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2148.00	98.50%	100.00%	0.00%	2148.00	98.50%
2020	1	2/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1921.00	98.50%	100.00%	0.00%	1921.00	98.50%
2020	1	2/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1927.00	98.50%	100.00%	0.00%	1927.00	98.50%
2020	1	2/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1952.00	98.50%	100.00%	0.00%	1952.00	98.50%
2020	1	2/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1958.00	98.50%	100.00%	0.00%	1958.00	98.50%
2020	1	2/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1803.00	98.50%	100.00%	0.00%	1803.00	98.50%
2020	1	2/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1792.00	98.50%	100.00%	0.00%	1792.00	98.50%
2020	1	2/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2193.00	98.50%	100.00%	0.00%	2193.00	98.50%
2020	1	2/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1929.00	98.50%	100.00%	0.00%	1929.00	98.50%
2020	1	2/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1898.00	98.50%	100.00%	0.00%	1898.00	98.50%
2020	1	2/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2035.00	98.50%	100.00%	0.00%	2035.00	98.50%
2020	1	2/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2009.00	98.50%	100.00%	0.00%	2009.00	98.50%
2020	1	2/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1259.00	98.50%	100.00%	0.00%	1259.00	98.50%
2020	1	3/1/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1296.00	98.50%	100.00%	0.00%	1296.00	98.50%
2020	1	3/2/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2197.00	98.50%	100.00%	0.00%	2197.00	98.50%
2020	1	3/3/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2054.00	98.50%	100.00%	0.00%	2054.00	98.50%
2020	1	3/4/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1897.00	98.50%	100.00%	0.00%	1897.00	98.50%
2020	1	3/5/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1977.00	98.50%	100.00%	0.00%	1977.00	98.50%
2020	1	3/6/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1948.00	98.50%	100.00%	0.00%	1948.00	98.50%
2020	1	3/7/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1781.00	98.50%	100.00%	0.00%	1781.00	98.50%
2020	1	3/8/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1210.00	98.50%	100.00%	0.00%	1210.00	98.50%
2020	1	3/9/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2150.00	98.50%	100.00%	0.00%	2150.00	98.50%
2020	1	3/10/2020	100.00%	0.00%	NA	98.50%	99.00%	1.00%	2260.00	98.50%	99.00%	1.00%	2260.00	98.50%
2020	1	3/11/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1974.00	98.50%	100.00%	0.00%	1974.00	98.50%
2020	1	3/12/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2010.00	98.50%	100.00%	0.00%	2010.00	98.50%
2020	1	3/13/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1941.00	98.50%	100.00%	0.00%	1941.00	98.50%
2020	1	3/14/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1294.00	98.50%	100.00%	0.00%	1294.00	98.50%
2020	1	3/15/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1240.00	98.50%	100.00%	0.00%	1240.00	98.50%
2020	1	3/16/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2193.00	98.50%	100.00%	0.00%	2193.00	98.50%
2020	1	3/17/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2027.00	98.50%	100.00%	0.00%	2027.00	98.50%
2020	1	3/18/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2042.00	98.50%	100.00%	0.00%	2042.00	98.50%
2020	1	3/19/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1965.00	98.50%	100.00%	0.00%	1965.00	98.50%
2020	1	3/20/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1910.00	98.50%	100.00%	0.00%	1910.00	98.50%
2020	1	3/21/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1238.00	98.50%	100.00%	0.00%	1238.00	98.50%
2020	1	3/22/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1775.00	98.50%	100.00%	0.00%	1775.00	98.50%
2020	1	3/23/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2195.00	98.50%	100.00%	0.00%	2195.00	98.50%
2020	1	3/24/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1944.00	98.50%	100.00%	0.00%	1944.00	98.50%
2020	1	3/25/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2020.00	98.50%	100.00%	0.00%	2020.00	98.50%
2020	1	3/26/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2094.00	98.50%	100.00%	0.00%	2094.00	98.50%
2020	1	3/27/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2074.00	98.50%	100.00%	0.00%	2074.00	98.50%
2020	1	3/28/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1799.00	98.50%	100.00%	0.00%	1799.00	98.50%
2020	1	3/29/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1196.00	98.50%	100.00%	0.00%	1196.00	98.50%
2020	1	3/30/2020	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2297.00	98.50%	100.00%	0.00%	2297.00	98.50%

			PISP				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	3/31/2020	100.00%	0.00%	NA	98.50%	99.00%	1.00%	2251.00	98.50%	99.00%	1.00%	2251.00	98.50%
2019	4	10/1/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1779.00	98.50%	100.00%	0.00%	1779.00	98.50%
2019	4	10/2/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1273.00	98.50%	100.00%	0.00%	1273.00	98.50%
2019	4	10/3/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1273.00	98.50%	100.00%	0.00%	1273.00	98.50%
2019	4	10/4/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1220.00	98.50%	100.00%	0.00%	1220.00	98.50%
2019	4	10/5/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1828.00	98.50%	100.00%	0.00%	1828.00	98.50%
2019	4	10/6/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1070.00	98.50%	100.00%	0.00%	1070.00	98.50%
2019	4	10/7/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1063.00	98.50%	100.00%	0.00%	1063.00	98.50%
2019	4	10/8/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1796.00	98.50%	100.00%	0.00%	1796.00	98.50%
2019	4	10/9/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1735.00	98.50%	100.00%	0.00%	1735.00	98.50%
2019	4	10/10/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1232.00	98.50%	100.00%	0.00%	1232.00	98.50%
2019	4	10/11/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1268.00	98.50%	100.00%	0.00%	1268.00	98.50%
2019	4	10/12/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1181.00	98.50%	100.00%	0.00%	1181.00	98.50%
2019	4	10/13/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1116.00	98.50%	100.00%	0.00%	1116.00	98.50%
2019	4	10/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1899.00	98.50%	100.00%	0.00%	1899.00	98.50%
2019	4	10/15/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1706.00	98.50%	100.00%	0.00%	1706.00	98.50%
2019	4	10/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1300.00	98.50%	100.00%	0.00%	1300.00	98.50%
2019	4	10/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1242.00	98.50%	100.00%	0.00%	1242.00	98.50%
2019	4	10/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1257.00	98.50%	100.00%	0.00%	1257.00	98.50%
2019	4	10/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1142.00	98.50%	100.00%	0.00%	1142.00	98.50%
2019	4	10/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1151.00	98.50%	100.00%	0.00%	1151.00	98.50%
2019	4	10/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1965.00	98.50%	100.00%	0.00%	1965.00	98.50%
2019	4	10/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1737.00	98.50%	100.00%	0.00%	1737.00	98.50%
2019	4	10/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1752.00	98.50%	100.00%	0.00%	1752.00	98.50%
2019	4	10/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1728.00	98.50%	100.00%	0.00%	1728.00	98.50%
2019	4	10/25/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1894.00	98.50%	100.00%	0.00%	1894.00	98.50%
2019	4	10/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1241.00	98.50%	100.00%	0.00%	1241.00	98.50%
2019	4	10/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1153.00	98.50%	100.00%	0.00%	1153.00	98.50%
2019	4	10/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2033.00	98.50%	100.00%	0.00%	2033.00	98.50%
2019	4	10/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1869.00	98.50%	100.00%	0.00%	1869.00	98.50%
2019	4	10/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1899.00	98.50%	100.00%	0.00%	1899.00	98.50%
2019	4	10/31/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1995.00	98.50%	100.00%	0.00%	1995.00	98.50%
2019	4	11/1/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1950.00	98.50%	100.00%	0.00%	1950.00	98.50%
2019	4	11/2/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1221.00	98.50%	100.00%	0.00%	1221.00	98.50%
2019	4	11/3/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1200.00	98.50%	100.00%	0.00%	1200.00	98.50%
2019	4	11/4/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2008.00	98.50%	100.00%	0.00%	2008.00	98.50%
2019	4	11/5/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1901.00	98.50%	100.00%	0.00%	1901.00	98.50%
2019	4	11/6/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1299.00	98.50%	100.00%	0.00%	1299.00	98.50%
2019	4	11/7/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1748.00	98.50%	100.00%	0.00%	1748.00	98.50%
2019	4	11/8/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1278.00	98.50%	100.00%	0.00%	1278.00	98.50%
2019	4	11/9/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1158.00	98.50%	100.00%	0.00%	1158.00	98.50%
2019	4	11/10/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1111.00	98.50%	100.00%	0.00%	1111.00	98.50%
2019	4	11/11/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2102.00	98.50%	100.00%	0.00%	2102.00	98.50%
2019	4	11/12/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1904.00	98.50%	100.00%	0.00%	1904.00	98.50%
2019	4	11/13/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1914.00	98.50%	100.00%	0.00%	1914.00	98.50%
2019	4	11/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1937.00	98.50%	100.00%	0.00%	1937.00	98.50%

			PISP				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%	1823.00	98.50%	100.00%	0.00%	1823.00	98.50%
2019	4	11/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1245.00	98.50%	100.00%	0.00%	1245.00	98.50%
2019	4	11/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1193.00	98.50%	100.00%	0.00%	1193.00	98.50%
2019	4	11/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2168.00	98.50%	100.00%	0.00%	2168.00	98.50%
2019	4	11/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1905.00	98.50%	100.00%	0.00%	1905.00	98.50%
2019	4	11/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1995.00	98.50%	100.00%	0.00%	1995.00	98.50%
2019	4	11/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1883.00	98.50%	100.00%	0.00%	1883.00	98.50%
2019	4	11/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1928.00	98.50%	100.00%	0.00%	1928.00	98.50%
2019	4	11/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1237.00	98.50%	100.00%	0.00%	1237.00	98.50%
2019	4	11/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1190.00	98.50%	100.00%	0.00%	1190.00	98.50%
2019	4	11/25/2019	100.00%	0.00%	NA	98.50%	99.00%	1.00%	2253.00	98.50%	99.00%	1.00%	2253.00	98.50%
2019	4	11/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1928.00	98.50%	100.00%	0.00%	1928.00	98.50%
2019	4	11/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1903.00	98.50%	100.00%	0.00%	1903.00	98.50%
2019	4	11/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1941.00	98.50%	100.00%	0.00%	1941.00	98.50%
2019	4	11/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2110.00	98.50%	100.00%	0.00%	2110.00	98.50%
2019	4	11/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1738.00	98.50%	100.00%	0.00%	1738.00	98.50%
2019	4	12/1/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1250.00	98.50%	100.00%	0.00%	1250.00	98.50%
2019	4	12/2/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2282.00	98.50%	100.00%	0.00%	2282.00	98.50%
2019	4	12/3/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2119.00	98.50%	100.00%	0.00%	2119.00	98.50%
2019	4	12/4/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2130.00	98.50%	100.00%	0.00%	2130.00	98.50%
2019	4	12/5/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1874.00	98.50%	100.00%	0.00%	1874.00	98.50%
2019	4	12/6/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1963.00	98.50%	100.00%	0.00%	1963.00	98.50%
2019	4	12/7/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1746.00	98.50%	100.00%	0.00%	1746.00	98.50%
2019	4	12/8/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1231.00	98.50%	100.00%	0.00%	1231.00	98.50%
2019	4	12/9/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2203.00	98.50%	100.00%	0.00%	2203.00	98.50%
2019	4	12/10/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2060.00	98.50%	100.00%	0.00%	2060.00	98.50%
2019	4	12/11/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2018.00	98.50%	100.00%	0.00%	2018.00	98.50%
2019	4	12/12/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2049.00	98.50%	100.00%	0.00%	2049.00	98.50%
2019	4	12/13/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2057.00	98.50%	100.00%	0.00%	2057.00	98.50%
2019	4	12/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1775.00	98.50%	100.00%	0.00%	1775.00	98.50%
2019	4	12/15/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1281.00	98.50%	100.00%	0.00%	1281.00	98.50%
2019	4	12/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2206.00	98.50%	100.00%	0.00%	2206.00	98.50%
2019	4	12/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2006.00	98.50%	100.00%	0.00%	2006.00	98.50%
2019	4	12/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2034.00	98.50%	100.00%	0.00%	2034.00	98.50%
2019	4	12/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1998.00	98.50%	100.00%	0.00%	1998.00	98.50%
2019	4	12/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2063.00	98.50%	100.00%	0.00%	2063.00	98.50%
2019	4	12/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1762.00	98.50%	100.00%	0.00%	1762.00	98.50%
2019	4	12/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1777.00	98.50%	100.00%	0.00%	1777.00	98.50%
2019	4	12/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2161.00	98.50%	100.00%	0.00%	2161.00	98.50%
2019	4	12/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1927.00	98.50%	100.00%	0.00%	1927.00	98.50%
2019	4	12/25/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1194.00	98.50%	100.00%	0.00%	1194.00	98.50%
2019	4	12/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1149.00	98.50%	100.00%	0.00%	1149.00	98.50%
2019	4	12/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2007.00	98.50%	100.00%	0.00%	2007.00	98.50%
2019	4	12/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1244.00	98.50%	100.00%	0.00%	1244.00	98.50%
2019	4	12/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1206.00	98.50%	100.00%	0.00%	1206.00	98.50%
2019	4	12/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1869.00	98.50%	100.00%	0.00%	1869.00	98.50%

			PISP				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%	1152.00	98.50%	100.00%	0.00%	1152.00	98.50%
2019	3	9/14/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1197.00	98.50%	100.00%	0.00%	1197.00	98.50%
2019	3	9/15/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1190.00	98.50%	100.00%	0.00%	1190.00	98.50%
2019	3	9/16/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1053.00	98.50%	100.00%	0.00%	1053.00	98.50%
2019	3	9/17/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1245.00	98.50%	100.00%	0.00%	1245.00	98.50%
2019	3	9/18/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1067.00	98.50%	100.00%	0.00%	1067.00	98.50%
2019	3	9/19/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1103.00	98.50%	100.00%	0.00%	1103.00	98.50%
2019	3	9/20/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1718.00	98.50%	100.00%	0.00%	1718.00	98.50%
2019	3	9/21/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1058.00	98.50%	100.00%	0.00%	1058.00	98.50%
2019	3	9/22/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1064.00	98.50%	100.00%	0.00%	1064.00	98.50%
2019	3	9/23/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1273.00	98.50%	100.00%	0.00%	1273.00	98.50%
2019	3	9/24/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1239.00	98.50%	100.00%	0.00%	1239.00	98.50%
2019	3	9/25/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1221.00	98.50%	100.00%	0.00%	1221.00	98.50%
2019	3	9/26/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1145.00	98.50%	100.00%	0.00%	1145.00	98.50%
2019	3	9/27/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1229.00	98.50%	100.00%	0.00%	1229.00	98.50%
2019	3	9/28/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1089.00	98.50%	100.00%	0.00%	1089.00	98.50%
2019	3	9/29/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1072.00	98.50%	100.00%	0.00%	1072.00	98.50%
2019	3	9/30/2019	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1851.00	98.50%	100.00%	0.00%	1851.00	98.50%