

			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)
2023	1	1/1/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	938.00	98.50%	100.00%	0.00%	938	98.50%
2023	1	1/2/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	942.00	98.50%	100.00%	0.00%	942	98.50%
2023	1	1/3/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1261.00	98.50%	100.00%	0.00%	1261	98.50%
2023	1	1/4/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1067.00	98.50%	100.00%	0.00%	1067	98.50%
2023	1	1/5/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1069.00	98.50%	100.00%	0.00%	1069	98.50%
2023	1	1/6/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1088.00	98.50%	100.00%	0.00%	1088	98.50%
2023	1	1/7/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	849.00	98.50%	100.00%	0.00%	849	98.50%
2023	1	1/8/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	855.00	98.50%	100.00%	0.00%	855	98.50%
2023	1	1/9/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1146.00	98.50%	100.00%	0.00%	1146	98.50%
2023	1	1/10/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1104.00	98.50%	100.00%	0.00%	1104	98.50%
2023	1	1/11/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1047.00	98.50%	100.00%	0.00%	1047	98.50%
2023	1	1/12/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1076.00	98.50%	100.00%	0.00%	1076	98.50%
2023	1	1/13/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1107.00	98.50%	100.00%	0.00%	1107	98.50%
2023	1	1/14/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	915.00	98.50%	100.00%	0.00%	915	98.50%
2023	1	1/15/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925.00	98.50%	100.00%	0.00%	925	98.50%
2023	1	1/16/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1161.00	98.50%	100.00%	0.00%	1161	98.50%
2023	1	1/17/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1055.00	98.50%	100.00%	0.00%	1055	98.50%
2023	1	1/18/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1082.00	98.50%	100.00%	0.00%	1082	98.50%
2023	1	1/19/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1071.00	98.50%	100.00%	0.00%	1071	98.50%
2023	1	1/20/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1052.00	98.50%	100.00%	0.00%	1052	98.50%
2023	1	1/21/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	960.00	98.50%	100.00%	0.00%	960	98.50%
2023	1	1/22/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	854.00	98.50%	100.00%	0.00%	854	98.50%
2023	1	1/23/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1218.00	98.50%	100.00%	0.00%	1218	98.50%
2023	1	1/24/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	830.00	98.50%	100.00%	0.00%	830	98.50%
2023	1	1/25/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1230.00	98.50%	100.00%	0.00%	1230	98.50%
2023	1	1/26/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1060.00	98.50%	100.00%	0.00%	1060	98.50%
2023	1	1/27/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1114.00	98.50%	100.00%	0.00%	1114	98.50%
2023	1	1/28/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	944.00	98.50%	100.00%	0.00%	944	98.50%
2023	1	1/29/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	920.00	98.50%	100.00%	0.00%	920	98.50%
2023	1	1/30/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1240.00	98.50%	100.00%	0.00%	1240	98.50%
2023	1	1/31/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1219.00	98.50%	100.00%	0.00%	1219	98.50%
2023	1	2/1/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1141.00	98.50%	100.00%	0.00%	1141	98.50%
2023	1	2/2/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1033.00	98.50%	100.00%	0.00%	1033	98.50%
2023	1	2/3/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1098.00	98.50%	100.00%	0.00%	1098	98.50%
2023	1	2/4/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	913.00	98.50%	100.00%	0.00%	913	98.50%
2023	1	2/5/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	849.00	98.50%	100.00%	0.00%	849	98.50%
2023	1	2/6/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1081.00	98.50%	100.00%	0.00%	1081	98.50%
2023	1	2/7/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1062.00	98.50%	100.00%	0.00%	1062	98.50%
2023	1	2/8/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1041.00	98.50%	100.00%	0.00%	1041	98.50%
2023	1	2/9/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1102.00	98.50%	100.00%	0.00%	1102	98.50%
2023	1	2/10/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1617.00	98.50%	100.00%	0.00%	1617	98.50%

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2023	1	2/11/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	922.00	98.50%	100.00%	0.00%	922	98.50%
2023	1	2/12/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	903.00	98.50%	100.00%	0.00%	903	98.50%
2023	1	2/13/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1204.00	98.50%	100.00%	0.00%	1204	98.50%
2023	1	2/14/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1094.00	98.50%	100.00%	0.00%	1094	98.50%
2023	1	2/15/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1141.00	98.50%	100.00%	0.00%	1141	98.50%
2023	1	2/16/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1139.00	98.50%	100.00%	0.00%	1139	98.50%
2023	1	2/17/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1109.00	98.50%	100.00%	0.00%	1109	98.50%
2023	1	2/18/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	904.00	98.50%	100.00%	0.00%	904	98.50%
2023	1	2/19/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	868.00	98.50%	100.00%	0.00%	868	98.50%
2023	1	2/20/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1250.00	98.50%	100.00%	0.00%	1250	98.50%
2023	1	2/21/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1176.00	98.50%	100.00%	0.00%	1176	98.50%
2023	1	2/22/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1102.00	98.50%	100.00%	0.00%	1102	98.50%
2023	1	2/23/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1102.00	98.50%	100.00%	0.00%	1102	98.50%
2023	1	2/24/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1363.00	98.50%	100.00%	0.00%	1363	98.50%
2023	1	2/25/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	866.00	98.50%	100.00%	0.00%	866	98.50%
2023	1	2/26/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	967.00	98.50%	100.00%	0.00%	967	98.50%
2023	1	2/27/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1258.00	98.50%	100.00%	0.00%	1258	98.50%
2023	1	2/28/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1128.00	98.50%	100.00%	0.00%	1128	98.50%
2023	1	3/1/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1096.00	98.50%	100.00%	0.00%	1096	98.50%
2023	1	3/2/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1067.00	98.50%	100.00%	0.00%	1067	98.50%
2023	1	3/3/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1096.00	98.50%	100.00%	0.00%	1096	98.50%
2023	1	3/4/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	931.00	98.50%	100.00%	0.00%	931	98.50%
2023	1	3/5/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	915.00	98.50%	100.00%	0.00%	915	98.50%
2023	1	3/6/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1164.00	98.50%	100.00%	0.00%	1164	98.50%
2023	1	3/7/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1077.00	98.50%	100.00%	0.00%	1077	98.50%
2023	1	3/8/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1169.00	98.50%	100.00%	0.00%	1169	98.50%
2023	1	3/9/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1067.00	98.50%	100.00%	0.00%	1067	98.50%
2023	1	3/10/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1167.00	98.50%	100.00%	0.00%	1167	98.50%
2023	1	3/11/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	870.00	98.50%	100.00%	0.00%	870	98.50%
2023	1	3/12/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	983.00	98.50%	100.00%	0.00%	983	98.50%
2023	1	3/13/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1226.00	98.50%	100.00%	0.00%	1226	98.50%
2023	1	3/14/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1148.00	98.50%	100.00%	0.00%	1148	98.50%
2023	1	3/15/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1071.00	98.50%	100.00%	0.00%	1071	98.50%
2023	1	3/16/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1084.00	98.50%	100.00%	0.00%	1084	98.50%
2023	1	3/17/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1120.00	98.50%	100.00%	0.00%	1120	98.50%
2023	1	3/18/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	954.00	98.50%	100.00%	0.00%	954	98.50%
2023	1	3/19/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	932.00	98.50%	100.00%	0.00%	932	98.50%
2023	1	3/20/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1257.00	98.50%	100.00%	0.00%	1257	98.50%
2023	1	3/21/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1152.00	98.50%	100.00%	0.00%	1152	98.50%
2023	1	3/22/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1065.00	98.50%	100.00%	0.00%	1065	98.50%
2023	1	3/23/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1109.00	98.50%	100.00%	0.00%	1109	98.50%
2023	1	3/24/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1275.00	98.50%	100.00%	0.00%	1275	98.50%
2023	1	3/25/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	810.00	98.50%	100.00%	0.00%	810	98.50%
2023	1	3/26/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	949.00	98.50%	100.00%	0.00%	949	98.50%
2023	1	3/27/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1235.00	98.50%	100.00%	0.00%	1235	98.50%
2023	1	3/28/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1131.00	98.50%	100.00%	0.00%	1131	98.50%

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2023	1	3/29/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1157.00	98.50%	100.00%	0.00%	1157	98.50%
2023	1	3/30/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1114.00	98.50%	100.00%	0.00%	1114	98.50%
2023	1	3/31/2023	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1184	98.50%	100.00%	0.00%	1184	98.50%
2022	4	10/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1530.00	98.50%	100.00%	0.00%	1530	98.50%
2022	4	10/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1273.00	98.50%	100.00%	0.00%	1273	98.50%
2022	4	10/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1481.00	98.50%	100.00%	0.00%	1481	98.50%
2022	4	10/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1086.00	98.50%	100.00%	0.00%	1086	98.50%
2022	4	10/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1055.00	98.50%	100.00%	0.00%	1055	98.50%
2022	4	10/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1329.00	98.50%	100.00%	0.00%	1329	98.50%
2022	4	10/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1185.00	98.50%	100.00%	0.00%	1185	98.50%
2022	4	10/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1088.00	98.50%	100.00%	0.00%	1088	98.50%
2022	4	10/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1054.00	98.50%	100.00%	0.00%	1054	98.50%
2022	4	10/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1070.00	98.50%	100.00%	0.00%	1070	98.50%
2022	4	10/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2022	4	10/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	771.00	98.50%	100.00%	0.00%	771	98.50%
2022	4	10/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	648.00	98.50%	100.00%	0.00%	648	98.50%
2022	4	10/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	603.00	98.50%	100.00%	0.00%	603	98.50%
2022	4	10/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	798.00	98.50%	100.00%	0.00%	798	98.50%
2022	4	10/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	873.00	98.50%	100.00%	0.00%	873	98.50%
2022	4	10/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1051.00	98.50%	100.00%	0.00%	1051	98.50%
2022	4	10/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1020.00	98.50%	100.00%	0.00%	1020	98.50%
2022	4	10/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1043.00	98.50%	100.00%	0.00%	1043	98.50%
2022	4	10/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	864.00	98.50%	100.00%	0.00%	864	98.50%
2022	4	10/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	901.00	98.50%	100.00%	0.00%	901	98.50%
2022	4	10/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1073.00	98.50%	100.00%	0.00%	1073	98.50%
2022	4	10/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1182.00	98.50%	100.00%	0.00%	1182	98.50%
2022	4	10/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1041.00	98.50%	100.00%	0.00%	1041	98.50%
2022	4	10/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1065.00	98.50%	100.00%	0.00%	1065	98.50%
2022	4	10/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1021.00	98.50%	100.00%	0.00%	1021	98.50%
2022	4	10/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	885.00	98.50%	100.00%	0.00%	885	98.50%
2022	4	10/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	894.00	98.50%	100.00%	0.00%	894	98.50%
2022	4	10/31/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1124.00	98.50%	100.00%	0.00%	1124	98.50%
2022	4	11/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1050.00	98.50%	100.00%	0.00%	1050	98.50%
2022	4	11/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1030.00	98.50%	100.00%	0.00%	1030	98.50%
2022	4	11/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1082.00	98.50%	100.00%	0.00%	1082	98.50%
2022	4	11/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1035.00	98.50%	100.00%	0.00%	1035	98.50%
2022	4	11/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	961.00	98.50%	100.00%	0.00%	961	98.50%
2022	4	11/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1027.00	98.50%	100.00%	0.00%	1027	98.50%
2022	4	11/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1082.00	98.50%	100.00%	0.00%	1082	98.50%
2022	4	11/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1069.00	98.50%	100.00%	0.00%	1069	98.50%
2022	4	11/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1073.00	98.50%	100.00%	0.00%	1073	98.50%
2022	4	11/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1054.00	98.50%	100.00%	0.00%	1054	98.50%
2022	4	11/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1068.00	98.50%	100.00%	0.00%	1068	98.50%
2022	4	11/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	983.00	98.50%	100.00%	0.00%	983	98.50%
2022	4	11/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	851.00	98.50%	100.00%	0.00%	851	98.50%
2022	4	11/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1111.00	98.50%	100.00%	0.00%	1111	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)
2022	4	11/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1156.00	98.50%	100.00%	0.00%	1156	98.50%
2022	4	11/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1057.00	98.50%	100.00%	0.00%	1057	98.50%
2022	4	11/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1099.00	98.50%	100.00%	0.00%	1099	98.50%
2022	4	11/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1026.00	98.50%	100.00%	0.00%	1026	98.50%
2022	4	11/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	933.00	98.50%	100.00%	0.00%	933	98.50%
2022	4	11/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925.00	98.50%	100.00%	0.00%	925	98.50%
2022	4	11/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1133.00	98.50%	100.00%	0.00%	1133	98.50%
2022	4	11/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1070.00	98.50%	100.00%	0.00%	1070	98.50%
2022	4	11/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1093.00	98.50%	100.00%	0.00%	1093	98.50%
2022	4	11/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1017.00	98.50%	100.00%	0.00%	1017	98.50%
2022	4	11/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1108.00	98.50%	100.00%	0.00%	1108	98.50%
2022	4	11/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	872.00	98.50%	100.00%	0.00%	872	98.50%
2022	4	11/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	838.00	98.50%	100.00%	0.00%	838	98.50%
2022	4	11/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1136.00	98.50%	100.00%	0.00%	1136	98.50%
2022	4	11/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1036.00	98.50%	100.00%	0.00%	1036	98.50%
2022	4	11/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1183.00	98.50%	100.00%	0.00%	1183	98.50%
2022	4	12/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925.00	98.50%	100.00%	0.00%	925	98.50%
2022	4	12/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1104.00	98.50%	100.00%	0.00%	1104	98.50%
2022	4	12/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1066.00	98.50%	100.00%	0.00%	1066	98.50%
2022	4	12/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	920.00	98.50%	100.00%	0.00%	920	98.50%
2022	4	12/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1087.00	98.50%	100.00%	0.00%	1087	98.50%
2022	4	12/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1022.00	98.50%	100.00%	0.00%	1022	98.50%
2022	4	12/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1083.00	98.50%	100.00%	0.00%	1083	98.50%
2022	4	12/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1069.00	98.50%	100.00%	0.00%	1069	98.50%
2022	4	12/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1060.00	98.50%	100.00%	0.00%	1060	98.50%
2022	4	12/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	886.00	98.50%	100.00%	0.00%	886	98.50%
2022	4	12/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	919.00	98.50%	100.00%	0.00%	919	98.50%
2022	4	12/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1748.00	98.50%	100.00%	0.00%	1748	98.50%
2022	4	12/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1065.00	98.50%	100.00%	0.00%	1065	98.50%
2022	4	12/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1054.00	98.50%	100.00%	0.00%	1054	98.50%
2022	4	12/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1195.00	98.50%	100.00%	0.00%	1195	98.50%
2022	4	12/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1086.00	98.50%	100.00%	0.00%	1086	98.50%
2022	4	12/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	957.00	98.50%	100.00%	0.00%	957	98.50%
2022	4	12/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	937.00	98.50%	100.00%	0.00%	937	98.50%
2022	4	12/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1156.00	98.50%	100.00%	0.00%	1156	98.50%
2022	4	12/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1108.00	98.50%	100.00%	0.00%	1108	98.50%
2022	4	12/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1118.00	98.50%	100.00%	0.00%	1118	98.50%
2022	4	12/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1073.00	98.50%	100.00%	0.00%	1073	98.50%
2022	4	12/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1089.00	98.50%	100.00%	0.00%	1089	98.50%
2022	4	12/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	922.00	98.50%	100.00%	0.00%	922	98.50%
2022	4	12/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2022	4	12/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	912.00	98.50%	100.00%	0.00%	912	98.50%
2022	4	12/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1319.00	98.50%	100.00%	0.00%	1319	98.50%
2022	4	12/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1153.00	98.50%	100.00%	0.00%	1153	98.50%
2022	4	12/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1170.00	98.50%	100.00%	0.00%	1170	98.50%
2022	4	12/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1309.00	98.50%	100.00%	0.00%	1309	98.50%

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2022	4	12/31/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	917.00	98.50%	100.00%	0.00%	917	98.50%
2022	3	7/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1244.00	98.50%	100.00%	0.00%	1244	98.50%
2022	3	7/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1046.00	98.50%	100.00%	0.00%	1046	98.50%
2022	3	7/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	816.00	98.50%	100.00%	0.00%	816	98.50%
2022	3	7/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1099.00	98.50%	100.00%	0.00%	1099	98.50%
2022	3	7/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	993.00	98.50%	100.00%	0.00%	993	98.50%
2022	3	7/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1084.00	98.50%	100.00%	0.00%	1084	98.50%
2022	3	7/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1056.00	98.50%	100.00%	0.00%	1056	98.50%
2022	3	7/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1240.00	98.50%	100.00%	0.00%	1240	98.50%
2022	3	7/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	958.00	98.50%	100.00%	0.00%	958	98.50%
2022	3	7/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	910.00	98.50%	100.00%	0.00%	910	98.50%
2022	3	7/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1078.00	98.50%	100.00%	0.00%	1078	98.50%
2022	3	7/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1092.00	98.50%	100.00%	0.00%	1092	98.50%
2022	3	7/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1134.00	98.50%	100.00%	0.00%	1134	98.50%
2022	3	7/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1146.00	98.50%	100.00%	0.00%	1146	98.50%
2022	3	7/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1045.00	98.50%	100.00%	0.00%	1045	98.50%
2022	3	7/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1031.00	98.50%	100.00%	0.00%	1031	98.50%
2022	3	7/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1146.00	98.50%	100.00%	0.00%	1146	98.50%
2022	3	7/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1299.00	98.50%	100.00%	0.00%	1299	98.50%
2022	3	7/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1147.00	98.50%	100.00%	0.00%	1147	98.50%
2022	3	7/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1214.00	98.50%	100.00%	0.00%	1214	98.50%
2022	3	7/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	997.00	98.50%	100.00%	0.00%	997	98.50%
2022	3	7/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1061.00	98.50%	100.00%	0.00%	1061	98.50%
2022	3	7/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	949.00	98.50%	100.00%	0.00%	949	98.50%
2022	3	7/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	936.00	98.50%	100.00%	0.00%	936	98.50%
2022	3	7/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1039.00	98.50%	100.00%	0.00%	1039	98.50%
2022	3	7/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	932.00	98.50%	100.00%	0.00%	932	98.50%
2022	3	7/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1048.00	98.50%	100.00%	0.00%	1048	98.50%
2022	3	7/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	995.00	98.50%	100.00%	0.00%	995	98.50%
2022	3	7/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1036.00	98.50%	100.00%	0.00%	1036	98.50%
2022	3	7/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	945.00	98.50%	100.00%	0.00%	945	98.50%
2022	3	7/31/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	836.00	98.50%	100.00%	0.00%	836	98.50%
2022	3	8/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1072.00	98.50%	100.00%	0.00%	1072	98.50%
2022	3	8/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	961.00	98.50%	100.00%	0.00%	961	98.50%
2022	3	8/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	983.00	98.50%	100.00%	0.00%	983	98.50%
2022	3	8/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	971.00	98.50%	100.00%	0.00%	971	98.50%
2022	3	8/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	999.00	98.50%	100.00%	0.00%	999	98.50%
2022	3	8/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1118.00	98.50%	100.00%	0.00%	1118	98.50%
2022	3	8/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	894.00	98.50%	100.00%	0.00%	894	98.50%
2022	3	8/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1054.00	98.50%	100.00%	0.00%	1054	98.50%
2022	3	8/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	971.00	98.50%	100.00%	0.00%	971	98.50%
2022	3	8/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1013.00	98.50%	100.00%	0.00%	1013	98.50%
2022	3	8/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1052.00	98.50%	100.00%	0.00%	1052	98.50%
2022	3	8/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1317.00	98.50%	100.00%	0.00%	1317	98.50%
2022	3	8/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1218.00	98.50%	100.00%	0.00%	1218	98.50%
2022	3	8/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1007.00	98.50%	100.00%	0.00%	1007	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)
2022	3	8/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1339.00	98.50%	100.00%	0.00%	1339	98.50%
2022	3	8/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1195.00	98.50%	100.00%	0.00%	1195	98.50%
2022	3	8/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1209.00	98.50%	100.00%	0.00%	1209	98.50%
2022	3	8/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1135.00	98.50%	100.00%	0.00%	1135	98.50%
2022	3	8/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1213.00	98.50%	100.00%	0.00%	1213	98.50%
2022	3	8/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1129.00	98.50%	100.00%	0.00%	1129	98.50%
2022	3	8/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1056.00	98.50%	100.00%	0.00%	1056	98.50%
2022	3	8/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1332.00	98.50%	100.00%	0.00%	1332	98.50%
2022	3	8/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1204.00	98.50%	100.00%	0.00%	1204	98.50%
2022	3	8/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1272.00	98.50%	100.00%	0.00%	1272	98.50%
2022	3	8/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1221.00	98.50%	100.00%	0.00%	1221	98.50%
2022	3	8/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1201.00	98.50%	100.00%	0.00%	1201	98.50%
2022	3	8/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1236.00	98.50%	100.00%	0.00%	1236	98.50%
2022	3	8/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	955.00	98.50%	100.00%	0.00%	955	98.50%
2022	3	8/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1385.00	98.50%	100.00%	0.00%	1385	98.50%
2022	3	8/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1257.00	98.50%	100.00%	0.00%	1257	98.50%
2022	3	8/31/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1205.00	98.50%	100.00%	0.00%	1205	98.50%
2022	3	9/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1391.00	98.50%	100.00%	0.00%	1391	98.50%
2022	3	9/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1352.00	98.50%	100.00%	0.00%	1352	98.50%
2022	3	9/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1766.00	98.50%	100.00%	0.00%	1766	98.50%
2022	3	9/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2022	3	9/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1278.00	98.50%	100.00%	0.00%	1278	98.50%
2022	3	9/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1178.00	98.50%	100.00%	0.00%	1178	98.50%
2022	3	9/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1306.00	98.50%	100.00%	0.00%	1306	98.50%
2022	3	9/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1200.00	98.50%	100.00%	0.00%	1200	98.50%
2022	3	9/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1112.00	98.50%	100.00%	0.00%	1112	98.50%
2022	3	9/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1107.00	98.50%	100.00%	0.00%	1107	98.50%
2022	3	9/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	988.00	98.50%	100.00%	0.00%	988	98.50%
2022	3	9/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1244.00	98.50%	100.00%	0.00%	1244	98.50%
2022	3	9/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1152.00	98.50%	100.00%	0.00%	1152	98.50%
2022	3	9/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1129.00	98.50%	100.00%	0.00%	1129	98.50%
2022	3	9/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1220.00	98.50%	100.00%	0.00%	1220	98.50%
2022	3	9/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1195.00	98.50%	100.00%	0.00%	1195	98.50%
2022	3	9/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1947.00	98.50%	100.00%	0.00%	1947	98.50%
2022	3	9/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1541.00	98.50%	100.00%	0.00%	1541	98.50%
2022	3	9/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1248.00	98.50%	100.00%	0.00%	1248	98.50%
2022	3	9/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1269.00	98.50%	100.00%	0.00%	1269	98.50%
2022	3	9/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1187.00	98.50%	100.00%	0.00%	1187	98.50%
2022	3	9/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1117.00	98.50%	100.00%	0.00%	1117	98.50%
2022	3	9/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1152.00	98.50%	100.00%	0.00%	1152	98.50%
2022	3	9/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1608.00	98.50%	100.00%	0.00%	1608	98.50%
2022	3	9/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1536.00	98.50%	100.00%	0.00%	1536	98.50%
2022	3	9/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1260.00	98.50%	100.00%	0.00%	1260	98.50%
2022	3	9/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1322.00	98.50%	100.00%	0.00%	1322	98.50%
2022	3	9/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1183.00	98.50%	100.00%	0.00%	1183	98.50%
2022	3	9/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1138.00	98.50%	100.00%	0.00%	1138	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)
2022	3	9/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1262.00	98.50%	100.00%	0.00%	1262	98.50%
2022	2	4/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1247.00	98.50%	100.00%	0.00%	1247	98.50%
2022	2	4/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	985.00	98.50%	100.00%	0.00%	985	98.50%
2022	2	4/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	880.00	98.50%	100.00%	0.00%	880	98.50%
2022	2	4/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1339.00	98.50%	100.00%	0.00%	1339	98.50%
2022	2	4/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1109.00	98.50%	100.00%	0.00%	1109	98.50%
2022	2	4/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1126.00	98.50%	100.00%	0.00%	1126	98.50%
2022	2	4/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1235.00	98.50%	100.00%	0.00%	1235	98.50%
2022	2	4/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1134.00	98.50%	100.00%	0.00%	1134	98.50%
2022	2	4/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1012.00	98.50%	100.00%	0.00%	1012	98.50%
2022	2	4/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	881.00	98.50%	100.00%	0.00%	881	98.50%
2022	2	4/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1509.00	98.50%	100.00%	0.00%	1509	98.50%
2022	2	4/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1249.00	98.50%	100.00%	0.00%	1249	98.50%
2022	2	4/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1176.00	98.50%	100.00%	0.00%	1176	98.50%
2022	2	4/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1262.00	98.50%	100.00%	0.00%	1262	98.50%
2022	2	4/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1457.00	98.50%	100.00%	0.00%	1457	98.50%
2022	2	4/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	965.00	98.50%	100.00%	0.00%	965	98.50%
2022	2	4/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	841.00	98.50%	100.00%	0.00%	841	98.50%
2022	2	4/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1385.00	98.50%	100.00%	0.00%	1385	98.50%
2022	2	4/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1703.00	98.50%	100.00%	0.00%	1703	98.50%
2022	2	4/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1188.00	98.50%	100.00%	0.00%	1188	98.50%
2022	2	4/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1276.00	98.50%	100.00%	0.00%	1276	98.50%
2022	2	4/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	903.00	98.50%	100.00%	0.00%	903	98.50%
2022	2	4/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	972.00	98.50%	100.00%	0.00%	972	98.50%
2022	2	4/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	923.00	98.50%	100.00%	0.00%	923	98.50%
2022	2	4/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	928.00	98.50%	100.00%	0.00%	928	98.50%
2022	2	4/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1315.00	98.50%	100.00%	0.00%	1315	98.50%
2022	2	4/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1142.00	98.50%	100.00%	0.00%	1142	98.50%
2022	2	4/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1084.00	98.50%	100.00%	0.00%	1084	98.50%
2022	2	4/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1239.00	98.50%	100.00%	0.00%	1239	98.50%
2022	2	4/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1076.00	98.50%	100.00%	0.00%	1076	98.50%
2022	2	5/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	928.00	98.50%	100.00%	0.00%	928	98.50%
2022	2	5/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1404.00	98.50%	100.00%	0.00%	1404	98.50%
2022	2	5/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1252.00	98.50%	100.00%	0.00%	1252	98.50%
2022	2	5/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1145.00	98.50%	100.00%	0.00%	1145	98.50%
2022	2	5/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1281.00	98.50%	100.00%	0.00%	1281	98.50%
2022	2	5/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1189.00	98.50%	100.00%	0.00%	1189	98.50%
2022	2	5/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	994.00	98.50%	100.00%	0.00%	994	98.50%
2022	2	5/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	905.00	98.50%	100.00%	0.00%	905	98.50%
2022	2	5/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1202.00	98.50%	100.00%	0.00%	1202	98.50%
2022	2	5/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1078.00	98.50%	100.00%	0.00%	1078	98.50%
2022	2	5/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1077.00	98.50%	100.00%	0.00%	1077	98.50%
2022	2	5/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1098.00	98.50%	100.00%	0.00%	1098	98.50%
2022	2	5/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1151.00	98.50%	100.00%	0.00%	1151	98.50%
2022	2	5/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	850.00	98.50%	100.00%	0.00%	850	98.50%
2022	2	5/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	914.00	98.50%	100.00%	0.00%	914	98.50%

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2022	2	5/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1237.00	98.50%	100.00%	0.00%	1237	98.50%
2022	2	5/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1082.00	98.50%	100.00%	0.00%	1082	98.50%
2022	2	5/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1067.00	98.50%	100.00%	0.00%	1067	98.50%
2022	2	5/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1091.00	98.50%	100.00%	0.00%	1091	98.50%
2022	2	5/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1122.00	98.50%	100.00%	0.00%	1122	98.50%
2022	2	5/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1022.00	98.50%	100.00%	0.00%	1022	98.50%
2022	2	5/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	936.00	98.50%	100.00%	0.00%	936	98.50%
2022	2	5/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1218.00	98.50%	100.00%	0.00%	1218	98.50%
2022	2	5/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1081.00	98.50%	100.00%	0.00%	1081	98.50%
2022	2	5/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1054.00	98.50%	100.00%	0.00%	1054	98.50%
2022	2	5/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1106.00	98.50%	100.00%	0.00%	1106	98.50%
2022	2	5/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1116.00	98.50%	100.00%	0.00%	1116	98.50%
2022	2	5/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	943.00	98.50%	100.00%	0.00%	943	98.50%
2022	2	5/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	904.00	98.50%	100.00%	0.00%	904	98.50%
2022	2	5/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1225.00	98.50%	100.00%	0.00%	1225	98.50%
2022	2	5/31/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1101.00	98.50%	100.00%	0.00%	1101	98.50%
2022	2	6/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1037.00	98.50%	100.00%	0.00%	1037	98.50%
2022	2	6/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1123.00	98.50%	100.00%	0.00%	1123	98.50%
2022	2	6/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1072.00	98.50%	100.00%	0.00%	1072	98.50%
2022	2	6/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1130.00	98.50%	100.00%	0.00%	1130	98.50%
2022	2	6/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	875.00	98.50%	100.00%	0.00%	875	98.50%
2022	2	6/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1144.00	98.50%	100.00%	0.00%	1144	98.50%
2022	2	6/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	980.00	98.50%	100.00%	0.00%	980	98.50%
2022	2	6/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1038.00	98.50%	100.00%	0.00%	1038	98.50%
2022	2	6/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1051.00	98.50%	100.00%	0.00%	1051	98.50%
2022	2	6/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1104.00	98.50%	100.00%	0.00%	1104	98.50%
2022	2	6/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	966.00	98.50%	100.00%	0.00%	966	98.50%
2022	2	6/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925.00	98.50%	100.00%	0.00%	925	98.50%
2022	2	6/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	868.00	98.50%	100.00%	0.00%	868	98.50%
2022	2	6/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1270.00	98.50%	100.00%	0.00%	1270	98.50%
2022	2	6/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1165.00	98.50%	100.00%	0.00%	1165	98.50%
2022	2	6/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1075.00	98.50%	100.00%	0.00%	1075	98.50%
2022	2	6/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1066.00	98.50%	100.00%	0.00%	1066	98.50%
2022	2	6/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1026.00	98.50%	100.00%	0.00%	1026	98.50%
2022	2	6/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	918.00	98.50%	100.00%	0.00%	918	98.50%
2022	2	6/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1153.00	98.50%	100.00%	0.00%	1153	98.50%
2022	2	6/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1124.00	98.50%	100.00%	0.00%	1124	98.50%
2022	2	6/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1208.00	98.50%	100.00%	0.00%	1208	98.50%
2022	2	6/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1015.00	98.50%	100.00%	0.00%	1015	98.50%
2022	2	6/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1052.00	98.50%	100.00%	0.00%	1052	98.50%
2022	2	6/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1145.00	98.50%	100.00%	0.00%	1145	98.50%
2022	2	6/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1023.00	98.50%	100.00%	0.00%	1023	98.50%
2022	2	6/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1221.00	98.50%	100.00%	0.00%	1221	98.50%
2022	2	6/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1118.00	98.50%	100.00%	0.00%	1118	98.50%
2022	2	6/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1079.00	98.50%	100.00%	0.00%	1079	98.50%
2022	2	6/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1225.00	98.50%	100.00%	0.00%	1225	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)
2022	1	1/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1154.00	98.50%	100.00%	0.00%	1154	98.50%
2022	1	1/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	926.00	98.50%	100.00%	0.00%	926	98.50%
2022	1	1/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	998.00	98.50%	100.00%	0.00%	998	98.50%
2022	1	1/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	973.00	98.50%	100.00%	0.00%	973	98.50%
2022	1	1/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1000.00	98.50%	100.00%	0.00%	1000	98.50%
2022	1	1/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	992.00	98.50%	100.00%	0.00%	992	98.50%
2022	1	1/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	992.00	98.50%	100.00%	0.00%	992	98.50%
2022	1	1/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1141.00	98.50%	100.00%	0.00%	1141	98.50%
2022	1	1/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	846.00	98.50%	100.00%	0.00%	846	98.50%
2022	1	1/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1145.00	98.50%	100.00%	0.00%	1145	98.50%
2022	1	1/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1011.00	98.50%	100.00%	0.00%	1011	98.50%
2022	1	1/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1086.00	98.50%	100.00%	0.00%	1086	98.50%
2022	1	1/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1005.00	98.50%	100.00%	0.00%	1005	98.50%
2022	1	1/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1098.00	98.50%	100.00%	0.00%	1098	98.50%
2022	1	1/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1005.00	98.50%	100.00%	0.00%	1005	98.50%
2022	1	1/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	862.00	98.50%	100.00%	0.00%	862	98.50%
2022	1	1/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1020.00	98.50%	100.00%	0.00%	1020	98.50%
2022	1	1/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1069.00	98.50%	100.00%	0.00%	1069	98.50%
2022	1	1/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1020.00	98.50%	100.00%	0.00%	1020	98.50%
2022	1	1/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1079.00	98.50%	100.00%	0.00%	1079	98.50%
2022	1	1/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	949.00	98.50%	100.00%	0.00%	949	98.50%
2022	1	1/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1057.00	98.50%	100.00%	0.00%	1057	98.50%
2022	1	1/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	861.00	98.50%	100.00%	0.00%	861	98.50%
2022	1	1/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	803.00	98.50%	100.00%	0.00%	803	98.50%
2022	1	1/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1086.00	98.50%	100.00%	0.00%	1086	98.50%
2022	1	1/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	990.00	98.50%	100.00%	0.00%	990	98.50%
2022	1	1/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1109.00	98.50%	100.00%	0.00%	1109	98.50%
2022	1	1/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1063.00	98.50%	100.00%	0.00%	1063	98.50%
2022	1	1/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	874.00	98.50%	100.00%	0.00%	874	98.50%
2022	1	1/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	867.00	98.50%	100.00%	0.00%	867	98.50%
2022	1	1/31/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1275.00	98.50%	100.00%	0.00%	1275	98.50%
2022	1	2/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	999.00	98.50%	100.00%	0.00%	999	98.50%
2022	1	2/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	893.00	98.50%	100.00%	0.00%	893	98.50%
2022	1	2/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	940.00	98.50%	100.00%	0.00%	940	98.50%
2022	1	2/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1192.00	98.50%	100.00%	0.00%	1192	98.50%
2022	1	2/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1414.00	98.50%	100.00%	0.00%	1414	98.50%
2022	1	2/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1061.00	98.50%	100.00%	0.00%	1061	98.50%
2022	1	2/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1023.00	98.50%	100.00%	0.00%	1023	98.50%
2022	1	2/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	907.00	98.50%	100.00%	0.00%	907	98.50%
2022	1	2/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1090.00	98.50%	100.00%	0.00%	1090	98.50%
2022	1	2/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	941.00	98.50%	100.00%	0.00%	941	98.50%
2022	1	2/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	921.00	98.50%	100.00%	0.00%	921	98.50%
2022	1	2/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	884.00	98.50%	100.00%	0.00%	884	98.50%
2022	1	2/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	973.00	98.50%	100.00%	0.00%	973	98.50%
2022	1	2/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1197.00	98.50%	100.00%	0.00%	1197	98.50%
2022	1	2/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	991.00	98.50%	100.00%	0.00%	991	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)
2022	1	2/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2022	1	2/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	950.00	98.50%	100.00%	0.00%	950	98.50%
2022	1	2/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1075.00	98.50%	100.00%	0.00%	1075	98.50%
2022	1	2/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925.00	98.50%	100.00%	0.00%	925	98.50%
2022	1	2/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1015.00	98.50%	100.00%	0.00%	1015	98.50%
2022	1	2/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	983.00	98.50%	100.00%	0.00%	983	98.50%
2022	1	2/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	957.00	98.50%	100.00%	0.00%	957	98.50%
2022	1	2/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1007.00	98.50%	100.00%	0.00%	1007	98.50%
2022	1	2/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1102.00	98.50%	100.00%	0.00%	1102	98.50%
2022	1	2/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	875.00	98.50%	100.00%	0.00%	875	98.50%
2022	1	2/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	926.00	98.50%	100.00%	0.00%	926	98.50%
2022	1	2/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1104.00	98.50%	100.00%	0.00%	1104	98.50%
2022	1	3/1/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1033.00	98.50%	100.00%	0.00%	1033	98.50%
2022	1	3/2/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	985.00	98.50%	100.00%	0.00%	985	98.50%
2022	1	3/3/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	953.00	98.50%	100.00%	0.00%	953	98.50%
2022	1	3/4/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1043.00	98.50%	100.00%	0.00%	1043	98.50%
2022	1	3/5/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1133.00	98.50%	100.00%	0.00%	1133	98.50%
2022	1	3/6/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	945.00	98.50%	100.00%	0.00%	945	98.50%
2022	1	3/7/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	989.00	98.50%	100.00%	0.00%	989	98.50%
2022	1	3/8/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1017.00	98.50%	100.00%	0.00%	1017	98.50%
2022	1	3/9/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	931.00	98.50%	100.00%	0.00%	931	98.50%
2022	1	3/10/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1283.00	98.50%	100.00%	0.00%	1283	98.50%
2022	1	3/11/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1179.00	98.50%	100.00%	0.00%	1179	98.50%
2022	1	3/12/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1007.00	98.50%	100.00%	0.00%	1007	98.50%
2022	1	3/13/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	933.00	98.50%	100.00%	0.00%	933	98.50%
2022	1	3/14/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1216.00	98.50%	100.00%	0.00%	1216	98.50%
2022	1	3/15/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1220.00	98.50%	100.00%	0.00%	1220	98.50%
2022	1	3/16/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1127.00	98.50%	100.00%	0.00%	1127	98.50%
2022	1	3/17/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	977.00	98.50%	100.00%	0.00%	977	98.50%
2022	1	3/18/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1231.00	98.50%	100.00%	0.00%	1231	98.50%
2022	1	3/19/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	964.00	98.50%	100.00%	0.00%	964	98.50%
2022	1	3/20/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	973.00	98.50%	100.00%	0.00%	973	98.50%
2022	1	3/21/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1270.00	98.50%	100.00%	0.00%	1270	98.50%
2022	1	3/22/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1206.00	98.50%	100.00%	0.00%	1206	98.50%
2022	1	3/23/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	960.00	98.50%	100.00%	0.00%	960	98.50%
2022	1	3/24/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1142.00	98.50%	100.00%	0.00%	1142	98.50%
2022	1	3/25/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1152.00	98.50%	100.00%	0.00%	1152	98.50%
2022	1	3/26/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1124.00	98.50%	100.00%	0.00%	1124	98.50%
2022	1	3/27/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1016.00	98.50%	100.00%	0.00%	1016	98.50%
2022	1	3/28/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1048.00	98.50%	100.00%	0.00%	1048	98.50%
2022	1	3/29/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1193.00	98.50%	100.00%	0.00%	1193	98.50%
2022	1	3/30/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1293.00	98.50%	100.00%	0.00%	1293	98.50%
2022	1	3/31/2022	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1124.00	98.50%	100.00%	0.00%	1124	98.50%
2021	4	10/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1381.00	98.50%	100.00%	0.00%	1381	98.50%
2021	4	10/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1110.00	98.50%	100.00%	0.00%	1110	98.50%
2021	4	10/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	995.00	98.50%	100.00%	0.00%	995	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)
2021	4	10/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1455.00	98.50%	100.00%	0.00%	1455	98.50%
2021	4	10/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1424.00	98.50%	100.00%	0.00%	1424	98.50%
2021	4	10/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1326.00	98.50%	100.00%	0.00%	1326	98.50%
2021	4	10/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1135.00	98.50%	100.00%	0.00%	1135	98.50%
2021	4	10/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1264.00	98.50%	100.00%	0.00%	1264	98.50%
2021	4	10/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1080.00	98.50%	100.00%	0.00%	1080	98.50%
2021	4	10/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1065.00	98.50%	100.00%	0.00%	1065	98.50%
2021	4	10/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1389.00	98.50%	100.00%	0.00%	1389	98.50%
2021	4	10/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1322.00	98.50%	100.00%	0.00%	1322	98.50%
2021	4	10/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1199.00	98.50%	100.00%	0.00%	1199	98.50%
2021	4	10/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1345.00	98.50%	100.00%	0.00%	1345	98.50%
2021	4	10/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1215.00	98.50%	100.00%	0.00%	1215	98.50%
2021	4	10/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1072.00	98.50%	100.00%	0.00%	1072	98.50%
2021	4	10/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1013.00	98.50%	100.00%	0.00%	1013	98.50%
2021	4	10/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1466.00	98.50%	100.00%	0.00%	1466	98.50%
2021	4	10/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1340.00	98.50%	100.00%	0.00%	1340	98.50%
2021	4	10/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1208.00	98.50%	100.00%	0.00%	1208	98.50%
2021	4	10/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1268.00	98.50%	100.00%	0.00%	1268	98.50%
2021	4	10/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1278.00	98.50%	100.00%	0.00%	1278	98.50%
2021	4	10/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1090.00	98.50%	100.00%	0.00%	1090	98.50%
2021	4	10/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	991.00	98.50%	100.00%	0.00%	991	98.50%
2021	4	10/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1516.00	98.50%	100.00%	0.00%	1516	98.50%
2021	4	10/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1245.00	98.50%	100.00%	0.00%	1245	98.50%
2021	4	10/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1275.00	98.50%	100.00%	0.00%	1275	98.50%
2021	4	10/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1265.00	98.50%	100.00%	0.00%	1265	98.50%
2021	4	10/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1347.00	98.50%	100.00%	0.00%	1347	98.50%
2021	4	10/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1092.00	98.50%	100.00%	0.00%	1092	98.50%
2021	4	10/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1182.00	98.50%	100.00%	0.00%	1182	98.50%
2021	4	11/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1455.00	98.50%	100.00%	0.00%	1455	98.50%
2021	4	11/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1319.00	98.50%	100.00%	0.00%	1319	98.50%
2021	4	11/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1393.00	98.50%	100.00%	0.00%	1393	98.50%
2021	4	11/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1519.00	98.50%	100.00%	0.00%	1519	98.50%
2021	4	11/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1473.00	98.50%	100.00%	0.00%	1473	98.50%
2021	4	11/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1551.00	98.50%	100.00%	0.00%	1551	98.50%
2021	4	11/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1546.00	98.50%	100.00%	0.00%	1546	98.50%
2021	4	11/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1436.00	98.50%	100.00%	0.00%	1436	98.50%
2021	4	11/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1435.00	98.50%	100.00%	0.00%	1435	98.50%
2021	4	11/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1494.00	98.50%	100.00%	0.00%	1494	98.50%
2021	4	11/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1463.00	98.50%	100.00%	0.00%	1463	98.50%
2021	4	11/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1393.00	98.50%	100.00%	0.00%	1393	98.50%
2021	4	11/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1841.00	98.50%	100.00%	0.00%	1841	98.50%
2021	4	11/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1636.00	98.50%	100.00%	0.00%	1636	98.50%
2021	4	11/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1550.00	98.50%	100.00%	0.00%	1550	98.50%
2021	4	11/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1502.00	98.50%	100.00%	0.00%	1502	98.50%
2021	4	11/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1482.00	98.50%	100.00%	0.00%	1482	98.50%
2021	4	11/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1333.00	98.50%	100.00%	0.00%	1333	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)
2021	4	11/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1849.00	98.50%	100.00%	0.00%	1849	98.50%
2021	4	11/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1747.00	98.50%	100.00%	0.00%	1747	98.50%
2021	4	11/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	4330.00	98.50%	100.00%	0.00%	4330	98.50%
2021	4	11/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	2426.00	98.50%	100.00%	0.00%	2426	98.50%
2021	4	11/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1433.00	98.50%	100.00%	0.00%	1433	98.50%
2021	4	11/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1371.00	98.50%	100.00%	0.00%	1371	98.50%
2021	4	11/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1404.00	98.50%	100.00%	0.00%	1404	98.50%
2021	4	11/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1027.00	98.50%	100.00%	0.00%	1027	98.50%
2021	4	11/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	945.00	98.50%	100.00%	0.00%	945	98.50%
2021	4	11/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	845.00	98.50%	100.00%	0.00%	845	98.50%
2021	4	11/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1024.00	98.50%	100.00%	0.00%	1024	98.50%
2021	4	11/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	773.00	98.50%	100.00%	0.00%	773	98.50%
2021	4	12/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	828.00	98.50%	100.00%	0.00%	828	98.50%
2021	4	12/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2021	4	12/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1010.00	98.50%	100.00%	0.00%	1010	98.50%
2021	4	12/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	934.00	98.50%	100.00%	0.00%	934	98.50%
2021	4	12/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	774.00	98.50%	100.00%	0.00%	774	98.50%
2021	4	12/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	959.00	98.50%	100.00%	0.00%	959	98.50%
2021	4	12/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	942.00	98.50%	100.00%	0.00%	942	98.50%
2021	4	12/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	921.00	98.50%	100.00%	0.00%	921	98.50%
2021	4	12/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	997.00	98.50%	100.00%	0.00%	997	98.50%
2021	4	12/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1070.00	98.50%	100.00%	0.00%	1070	98.50%
2021	4	12/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1058.00	98.50%	100.00%	0.00%	1058	98.50%
2021	4	12/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	820.00	98.50%	100.00%	0.00%	820	98.50%
2021	4	12/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1003.00	98.50%	100.00%	0.00%	1003	98.50%
2021	4	12/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1036.00	98.50%	100.00%	0.00%	1036	98.50%
2021	4	12/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1044.00	98.50%	100.00%	0.00%	1044	98.50%
2021	4	12/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2021	4	12/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1147.00	98.50%	100.00%	0.00%	1147	98.50%
2021	4	12/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	929.00	98.50%	100.00%	0.00%	929	98.50%
2021	4	12/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	743.00	98.50%	100.00%	0.00%	743	98.50%
2021	4	12/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1246.00	98.50%	100.00%	0.00%	1246	98.50%
2021	4	12/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1072.00	98.50%	100.00%	0.00%	1072	98.50%
2021	4	12/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1332.00	98.50%	100.00%	0.00%	1332	98.50%
2021	4	12/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1042.00	98.50%	100.00%	0.00%	1042	98.50%
2021	4	12/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	949.00	98.50%	100.00%	0.00%	949	98.50%
2021	4	12/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1057.00	98.50%	100.00%	0.00%	1057	98.50%
2021	4	12/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	920.00	98.50%	100.00%	0.00%	920	98.50%
2021	4	12/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1004.00	98.50%	100.00%	0.00%	1004	98.50%
2021	4	12/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1031.00	98.50%	100.00%	0.00%	1031	98.50%
2021	4	12/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	987.00	98.50%	100.00%	0.00%	987	98.50%
2021	4	12/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	982.00	98.50%	100.00%	0.00%	982	98.50%
2021	4	12/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1335.00	98.50%	100.00%	0.00%	1335	98.50%
2021	3	7/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1064.00	98.50%	100.00%	0.00%	1064	98.50%
2021	3	7/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	952.00	98.50%	100.00%	0.00%	952	98.50%
2021	3	7/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	776.00	98.50%	100.00%	0.00%	776	98.50%

			PISP				Mobile Banking				Internet Banking			
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2021	3	7/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	910.00	98.50%	100.00%	0.00%	910	98.50%
2021	3	7/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	943.00	98.50%	100.00%	0.00%	943	98.50%
2021	3	7/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	976.00	98.50%	100.00%	0.00%	976	98.50%
2021	3	7/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	910.00	98.50%	100.00%	0.00%	910	98.50%
2021	3	7/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	861.00	98.50%	100.00%	0.00%	861	98.50%
2021	3	7/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	847.00	98.50%	100.00%	0.00%	847	98.50%
2021	3	7/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	623.00	98.50%	100.00%	0.00%	623	98.50%
2021	3	7/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	766.00	98.50%	100.00%	0.00%	766	98.50%
2021	3	7/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1037.00	98.50%	100.00%	0.00%	1037	98.50%
2021	3	7/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1025.00	98.50%	100.00%	0.00%	1025	98.50%
2021	3	7/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	920.00	98.50%	100.00%	0.00%	920	98.50%
2021	3	7/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	984.00	98.50%	100.00%	0.00%	984	98.50%
2021	3	7/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1006.00	98.50%	100.00%	0.00%	1006	98.50%
2021	3	7/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	862.00	98.50%	100.00%	0.00%	862	98.50%
2021	3	7/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	862.00	98.50%	100.00%	0.00%	862	98.50%
2021	3	7/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1063.00	98.50%	100.00%	0.00%	1063	98.50%
2021	3	7/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1011.00	98.50%	100.00%	0.00%	1011	98.50%
2021	3	7/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	948.00	98.50%	100.00%	0.00%	948	98.50%
2021	3	7/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1023.00	98.50%	100.00%	0.00%	1023	98.50%
2021	3	7/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	897.00	98.50%	100.00%	0.00%	897	98.50%
2021	3	7/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	828.00	98.50%	100.00%	0.00%	828	98.50%
2021	3	7/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	830.00	98.50%	100.00%	0.00%	830	98.50%
2021	3	7/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1066.00	98.50%	100.00%	0.00%	1066	98.50%
2021	3	7/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	961.00	98.50%	100.00%	0.00%	961	98.50%
2021	3	7/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	930.00	98.50%	100.00%	0.00%	930	98.50%
2021	3	7/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1007.00	98.50%	100.00%	0.00%	1007	98.50%
2021	3	7/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1099.00	98.50%	100.00%	0.00%	1099	98.50%
2021	3	7/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	860.00	98.50%	100.00%	0.00%	860	98.50%
2021	3	8/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1050.00	98.50%	100.00%	0.00%	1050	98.50%
2021	3	8/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1117.00	98.50%	100.00%	0.00%	1117	98.50%
2021	3	8/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1089.00	98.50%	100.00%	0.00%	1089	98.50%
2021	3	8/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1114.00	98.50%	100.00%	0.00%	1114	98.50%
2021	3	8/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1134.00	98.50%	100.00%	0.00%	1134	98.50%
2021	3	8/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1060.00	98.50%	100.00%	0.00%	1060	98.50%
2021	3	8/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	868.00	98.50%	100.00%	0.00%	868	98.50%
2021	3	8/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	756.00	98.50%	100.00%	0.00%	756	98.50%
2021	3	8/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1176.00	98.50%	100.00%	0.00%	1176	98.50%
2021	3	8/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1166.00	98.50%	100.00%	0.00%	1166	98.50%
2021	3	8/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1011.00	98.50%	100.00%	0.00%	1011	98.50%
2021	3	8/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1157.00	98.50%	100.00%	0.00%	1157	98.50%
2021	3	8/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1380.00	98.50%	100.00%	0.00%	1380	98.50%
2021	3	8/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	943.00	98.50%	100.00%	0.00%	943	98.50%
2021	3	8/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1035.00	98.50%	100.00%	0.00%	1035	98.50%
2021	3	8/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1399.00	98.50%	100.00%	0.00%	1399	98.50%
2021	3	8/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1305.00	98.50%	100.00%	0.00%	1305	98.50%
2021	3	8/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1368.00	98.50%	100.00%	0.00%	1368	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)
2021	3	8/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1282.00	98.50%	100.00%	0.00%	1282	98.50%
2021	3	8/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1233.00	98.50%	100.00%	0.00%	1233	98.50%
2021	3	8/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1093.00	98.50%	100.00%	0.00%	1093	98.50%
2021	3	8/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1052.00	98.50%	100.00%	0.00%	1052	98.50%
2021	3	8/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1370.00	98.50%	100.00%	0.00%	1370	98.50%
2021	3	8/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1336.00	98.50%	100.00%	0.00%	1336	98.50%
2021	3	8/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1268.00	98.50%	100.00%	0.00%	1268	98.50%
2021	3	8/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1266.00	98.50%	100.00%	0.00%	1266	98.50%
2021	3	8/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1201.00	98.50%	100.00%	0.00%	1201	98.50%
2021	3	8/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1159.00	98.50%	100.00%	0.00%	1159	98.50%
2021	3	8/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1058.00	98.50%	100.00%	0.00%	1058	98.50%
2021	3	8/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1268.00	98.50%	100.00%	0.00%	1268	98.50%
2021	3	8/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1246.00	98.50%	100.00%	0.00%	1246	98.50%
2021	3	9/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1227.00	98.50%	100.00%	0.00%	1227	98.50%
2021	3	9/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1239.00	98.50%	100.00%	0.00%	1239	98.50%
2021	3	9/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1178.00	98.50%	100.00%	0.00%	1178	98.50%
2021	3	9/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1069.00	98.50%	100.00%	0.00%	1069	98.50%
2021	3	9/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1073.00	98.50%	100.00%	0.00%	1073	98.50%
2021	3	9/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1447.00	98.50%	100.00%	0.00%	1447	98.50%
2021	3	9/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1185.00	98.50%	100.00%	0.00%	1185	98.50%
2021	3	9/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1244.00	98.50%	100.00%	0.00%	1244	98.50%
2021	3	9/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1243.00	98.50%	100.00%	0.00%	1243	98.50%
2021	3	9/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1175.00	98.50%	100.00%	0.00%	1175	98.50%
2021	3	9/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1082.00	98.50%	100.00%	0.00%	1082	98.50%
2021	3	9/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1032.00	98.50%	100.00%	0.00%	1032	98.50%
2021	3	9/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1368.00	98.50%	100.00%	0.00%	1368	98.50%
2021	3	9/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1289.00	98.50%	100.00%	0.00%	1289	98.50%
2021	3	9/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1253.00	98.50%	100.00%	0.00%	1253	98.50%
2021	3	9/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1255.00	98.50%	100.00%	0.00%	1255	98.50%
2021	3	9/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1338.00	98.50%	100.00%	0.00%	1338	98.50%
2021	3	9/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1008.00	98.50%	100.00%	0.00%	1008	98.50%
2021	3	9/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1012.00	98.50%	100.00%	0.00%	1012	98.50%
2021	3	9/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1426.00	98.50%	100.00%	0.00%	1426	98.50%
2021	3	9/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1358.00	98.50%	100.00%	0.00%	1358	98.50%
2021	3	9/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1435.00	98.50%	100.00%	0.00%	1435	98.50%
2021	3	9/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1283.00	98.50%	100.00%	0.00%	1283	98.50%
2021	3	9/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1278.00	98.50%	100.00%	0.00%	1278	98.50%
2021	3	9/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1100.00	98.50%	100.00%	0.00%	1100	98.50%
2021	3	9/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1148.00	98.50%	100.00%	0.00%	1148	98.50%
2021	3	9/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1420.00	98.50%	100.00%	0.00%	1420	98.50%
2021	3	9/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1325.00	98.50%	100.00%	0.00%	1325	98.50%
2021	3	9/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1292.00	98.50%	100.00%	0.00%	1292	98.50%
2021	3	9/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1242.00	98.50%	100.00%	0.00%	1242	98.50%
2021	2	4/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	903.00	98.50%	100.00%	0.00%	903	98.50%
2021	2	4/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	876.00	98.50%	100.00%	0.00%	876	98.50%
2021	2	4/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	839.00	98.50%	100.00%	0.00%	839	98.50%

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2021	2	4/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	778.00	98.50%	100.00%	0.00%	778	98.50%
2021	2	4/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	996.00	98.50%	100.00%	0.00%	996	98.50%
2021	2	4/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	934.00	98.50%	100.00%	0.00%	934	98.50%
2021	2	4/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1022.00	98.50%	100.00%	0.00%	1022	98.50%
2021	2	4/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	908.00	98.50%	100.00%	0.00%	908	98.50%
2021	2	4/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	861.00	98.50%	100.00%	0.00%	861	98.50%
2021	2	4/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	796.00	98.50%	100.00%	0.00%	796	98.50%
2021	2	4/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	737.00	98.50%	100.00%	0.00%	737	98.50%
2021	2	4/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1165.00	98.50%	100.00%	0.00%	1165	98.50%
2021	2	4/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	975.00	98.50%	100.00%	0.00%	975	98.50%
2021	2	4/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	956.00	98.50%	100.00%	0.00%	956	98.50%
2021	2	4/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	942.00	98.50%	100.00%	0.00%	942	98.50%
2021	2	4/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1022.00	98.50%	100.00%	0.00%	1022	98.50%
2021	2	4/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	767.00	98.50%	100.00%	0.00%	767	98.50%
2021	2	4/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	801.00	98.50%	100.00%	0.00%	801	98.50%
2021	2	4/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	966.00	98.50%	100.00%	0.00%	966	98.50%
2021	2	4/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	990.00	98.50%	100.00%	0.00%	990	98.50%
2021	2	4/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	951.00	98.50%	100.00%	0.00%	951	98.50%
2021	2	4/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	860.00	98.50%	100.00%	0.00%	860	98.50%
2021	2	4/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	897.00	98.50%	100.00%	0.00%	897	98.50%
2021	2	4/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	806.00	98.50%	100.00%	0.00%	806	98.50%
2021	2	4/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	788.00	98.50%	100.00%	0.00%	788	98.50%
2021	2	4/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	951.00	98.50%	100.00%	0.00%	951	98.50%
2021	2	4/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	936.00	98.50%	100.00%	0.00%	936	98.50%
2021	2	4/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1021.00	98.50%	100.00%	0.00%	1021	98.50%
2021	2	4/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	856.00	98.50%	100.00%	0.00%	856	98.50%
2021	2	4/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	769.00	98.50%	100.00%	0.00%	769	98.50%
2021	2	5/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	690.00	98.50%	100.00%	0.00%	690	98.50%
2021	2	5/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	587.00	98.50%	100.00%	0.00%	587	98.50%
2021	2	5/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	780.00	98.50%	100.00%	0.00%	780	98.50%
2021	2	5/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1047.00	98.50%	100.00%	0.00%	1047	98.50%
2021	2	5/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	919.00	98.50%	100.00%	0.00%	919	98.50%
2021	2	5/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	941.00	98.50%	100.00%	0.00%	941	98.50%
2021	2	5/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	859.00	98.50%	100.00%	0.00%	859	98.50%
2021	2	5/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	758.00	98.50%	100.00%	0.00%	758	98.50%
2021	2	5/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	803.00	98.50%	100.00%	0.00%	803	98.50%
2021	2	5/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	986.00	98.50%	100.00%	0.00%	986	98.50%
2021	2	5/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	965.00	98.50%	100.00%	0.00%	965	98.50%
2021	2	5/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	958.00	98.50%	100.00%	0.00%	958	98.50%
2021	2	5/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	916.00	98.50%	100.00%	0.00%	916	98.50%
2021	2	5/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	969.00	98.50%	100.00%	0.00%	969	98.50%
2021	2	5/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	773.00	98.50%	100.00%	0.00%	773	98.50%
2021	2	5/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	745.00	98.50%	100.00%	0.00%	745	98.50%
2021	2	5/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1106.00	98.50%	100.00%	0.00%	1106	98.50%
2021	2	5/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1002.00	98.50%	100.00%	0.00%	1002	98.50%
2021	2	5/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	937.00	98.50%	100.00%	0.00%	937	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)
2021	2	5/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1020.00	98.50%	100.00%	0.00%	1020	98.50%
2021	2	5/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	900.00	98.50%	100.00%	0.00%	900	98.50%
2021	2	5/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	824.00	98.50%	100.00%	0.00%	824	98.50%
2021	2	5/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	797.00	98.50%	100.00%	0.00%	797	98.50%
2021	2	5/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	993.00	98.50%	100.00%	0.00%	993	98.50%
2021	2	5/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	998.00	98.50%	100.00%	0.00%	998	98.50%
2021	2	5/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	944.00	98.50%	100.00%	0.00%	944	98.50%
2021	2	5/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	925.00	98.50%	100.00%	0.00%	925	98.50%
2021	2	5/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	914.00	98.50%	100.00%	0.00%	914	98.50%
2021	2	5/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	867.00	98.50%	100.00%	0.00%	867	98.50%
2021	2	5/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	679.00	98.50%	100.00%	0.00%	679	98.50%
2021	2	5/31/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	952.00	98.50%	100.00%	0.00%	952	98.50%
2021	2	6/1/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	821.00	98.50%	100.00%	0.00%	821	98.50%
2021	2	6/2/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1162.00	98.50%	100.00%	0.00%	1162	98.50%
2021	2	6/3/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	963.00	98.50%	100.00%	0.00%	963	98.50%
2021	2	6/4/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	917.00	98.50%	100.00%	0.00%	917	98.50%
2021	2	6/5/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	764.00	98.50%	100.00%	0.00%	764	98.50%
2021	2	6/6/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	741.00	98.50%	100.00%	0.00%	741	98.50%
2021	2	6/7/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1076.00	98.50%	100.00%	0.00%	1076	98.50%
2021	2	6/8/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	948.00	98.50%	100.00%	0.00%	948	98.50%
2021	2	6/9/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	991.00	98.50%	100.00%	0.00%	991	98.50%
2021	2	6/10/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	919.00	98.50%	100.00%	0.00%	919	98.50%
2021	2	6/11/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	998.00	98.50%	100.00%	0.00%	998	98.50%
2021	2	6/12/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	877.00	98.50%	100.00%	0.00%	877	98.50%
2021	2	6/13/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	830.00	98.50%	100.00%	0.00%	830	98.50%
2021	2	6/14/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1216.00	98.50%	100.00%	0.00%	1216	98.50%
2021	2	6/15/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1017.00	98.50%	100.00%	0.00%	1017	98.50%
2021	2	6/16/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	971.00	98.50%	100.00%	0.00%	971	98.50%
2021	2	6/17/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1019.00	98.50%	100.00%	0.00%	1019	98.50%
2021	2	6/18/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	1024.00	98.50%	100.00%	0.00%	1024	98.50%
2021	2	6/19/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	745.00	98.50%	100.00%	0.00%	745	98.50%
2021	2	6/20/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	764.00	98.50%	100.00%	0.00%	764	98.50%
2021	2	6/21/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	799.00	98.50%	100.00%	0.00%	799	98.50%
2021	2	6/22/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	943.00	98.50%	100.00%	0.00%	943	98.50%
2021	2	6/23/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	845.00	98.50%	100.00%	0.00%	845	98.50%
2021	2	6/24/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	903.00	98.50%	100.00%	0.00%	903	98.50%
2021	2	6/25/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	911.00	98.50%	100.00%	0.00%	911	98.50%
2021	2	6/26/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	771.00	98.50%	100.00%	0.00%	771	98.50%
2021	2	6/27/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	703.00	98.50%	100.00%	0.00%	703	98.50%
2021	2	6/28/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	967.00	98.50%	100.00%	0.00%	967	98.50%
2021	2	6/29/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	901.00	98.50%	100.00%	0.00%	901	98.50%
2021	2	6/30/2021	100.00%	0.00%	NA	98.50%	100.00%	0.00%	988.00	98.50%	100.00%	0.00%	988	98.50%
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%

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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%
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%

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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%
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%

			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	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%
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%

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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%
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%

			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	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%
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%

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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	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%
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%

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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	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%
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%

			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	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%
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%

			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	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%
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%

			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	2/23/2020	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%
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%

			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	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%
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%

			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	11/24/2019	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%
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%

			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	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%