



Snappi Bank A.E.
Κρυστάλλη 7^Α, 454 44, Ιωάννινα
Σταδίου 49, 105 59, Αθήνα
ΓΕΜΗ164679129000

PSD2 – Availability and Performance Reports

2025 Q2

Availability Report

For the availability of the APIs, the metric used is sent once per minute with a 10-second granularity - six samples are aggregated every minute. If the process is available for a whole minute, the value is 100%. A 0% value indicates that it is not running.

Availability							
	PSD2 API			Mobile API		Merchant Web Banking	
Date	Uptime (%)	Downtime (%)	Error rate (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
2025-04-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-04	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-06	100.00%	0.00%	0.00%	99.56%	0.44%	100.00%	0.00%
2025-04-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-13	100.00%	0.00%	0.00%	99.54%	0.46%	100.00%	0.00%
2025-04-14	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-04-15	100.00%	0.00%	0.00%	99.95%	0.05%	83.33%	16.67%
2025-04-16	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-04-17	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%



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Availability							
	PSD2 API			Mobile API		Merchant Web Banking	
Date	Uptime (%)	Downtime (%)	Error rate (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
2025-04-18	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-04-19	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-04-20	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-04-21	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-04-22	100.00%	0.00%	0.00%	99.95%	0.05%	83.33%	16.67%
2025-04-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-24	100.00%	0.00%	0.00%	99.84%	0.16%	100.00%	0.00%
2025-04-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-27	100.00%	0.00%	0.00%	99.63%	0.37%	100.00%	0.00%
2025-04-28	100.00%	0.00%	0.00%	99.95%	0.05%	100.00%	0.00%
2025-04-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-04-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-02	100.00%	0.00%	0.00%	99.93%	0.07%	100.00%	0.00%
2025-05-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-04	100.00%	0.00%	0.00%	99.77%	0.23%	100.00%	0.00%
2025-05-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%

Availability							
	PSD2 API			Mobile API		Merchant Web Banking	
Date	Uptime (%)	Downtime (%)	Error rate (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
2025-05-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-11	100.00%	0.00%	0.00%	99.51%	0.49%	100.00%	0.00%
2025-05-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-13	100.00%	0.00%	0.00%	99.95%	0.05%	100.00%	0.00%
2025-05-14	100.00%	0.00%	0.00%	99.95%	0.05%	100.00%	0.00%
2025-05-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-20	100.00%	0.00%	57.14%	99.95%	0.05%	100.00%	0.00%
2025-05-21	100.00%	0.00%	26.91%	100.00%	0.00%	100.00%	0.00%
2025-05-22	96.30%	3.70%	0.00%	99.95%	0.05%	100.00%	0.00%
2025-05-23	96.37%	3.63%	0.00%	99.95%	0.05%	100.00%	0.00%
2025-05-24	96.22%	3.78%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-25	96.23%	3.77%	0.00%	99.44%	0.56%	100.00%	0.00%
2025-05-26	96.30%	3.70%	0.00%	100.00%	0.00%	100.00%	0.00%



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Availability							
	PSD2 API			Mobile API		Merchant Web Banking	
Date	Uptime (%)	Downtime (%)	Error rate (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
2025-05-27	96.50%	3.50%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-28	96.34%	3.66%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-29	96.17%	3.83%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-05-30	96.18%	3.82%	0.00%	99.98%	0.02%	100.00%	0.00%
2025-05-31	97.49%	2.51%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-01	97.36%	2.64%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-02	97.72%	2.28%	0.00%	99.93%	0.07%	100.00%	0.00%
2025-06-03	97.44%	2.56%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-04	98.39%	1.61%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-05	98.26%	1.74%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-06	97.64%	2.36%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-07	97.95%	2.05%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-08	98.35%	1.65%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-09	98.40%	1.60%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-11	95.73%	4.27%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-12	96.11%	3.89%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-13	96.55%	3.45%	0.00%	99.98%	0.02%	100.00%	0.00%

Availability							
	PSD2 API			Mobile API		Merchant Web Banking	
Date	Uptime (%)	Downtime (%)	Error rate (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
2025-06-14	96.05%	3.95%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-15	97.04%	2.96%	0.00%	99.54%	0.46%	100.00%	0.00%
2025-06-16	97.44%	2.56%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-17	97.27%	2.73%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-18	97.34%	2.66%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-19	97.87%	2.13%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-22	98.15%	1.85%	0.00%	99.49%	0.51%	100.00%	0.00%
2025-06-23	98.44%	1.56%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-24	98.69%	1.31%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-25	96.97%	3.03%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-26	98.56%	1.44%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-27	98.20%	1.80%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-28	98.39%	1.61%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-29	97.73%	2.27%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-06-30	98.94%	1.06%	0.00%	100.00%	0.00%	100.00%	0.00%



Performance Report

Requests: The number of captured API requests.

Response time (ms): The average time taken to get a response from the API.

Error rate (%): The percentage of HTTP requests with a status code between 500 and 599.

Performance									
	Accounts APIs			Funds APIs			Payments APIs		
Date	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)
2025-04-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-10	0	0	0.00%	0	0	0.00%	0	0	0.00%

Performance									
	Accounts APIs			Funds APIs			Payments APIs		
Date	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)
2025-04-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-04-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-01	0	0	0.00%	0	0	0.00%	0	0	0.00%



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Performance									
	Accounts APIs			Funds APIs			Payments APIs		
Date	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)
2025-05-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-19	0	0	0.00%	0	0	0.00%	0	0	0.00%

Performance									
	Accounts APIs			Funds APIs			Payments APIs		
Date	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)
2025-05-20	7	6690	14.29%	0	0	0.00%	0	0	0.00%
2025-05-21	136	652	21.32%	15	324	6.67%	0	0	0.00%
2025-05-22	10	489	0.00%	7	1250	0.00%	0	0	0.00%
2025-05-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-05-31	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-09	0	0	0.00%	0	0	0.00%	0	0	0.00%



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Performance									
	Accounts APIs			Funds APIs			Payments APIs		
Date	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)
2025-06-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-27	0	0	0.00%	0	0	0.00%	0	0	0.00%

Performance									
	Accounts APIs			Funds APIs			Payments APIs		
Date	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)	Requests	Response (ms)	Error rate (%)
2025-06-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-06-30	0	0	0.00%	0	0	0.00%	0	0	0.00%