



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

PSD2 – Availability and Performance Reports

2025 Q3

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 (%)
2025-07-01	100.00%	0.00%	0.00%	99.95%	0.05%	100.00%	0.00%
2025-07-02	100.00%	0.00%	68.12%	99.93%	0.07%	100.00%	0.00%
2025-07-03	100.00%	0.00%	23.61%	99.93%	0.07%	100.00%	0.00%
2025-07-04	100.00%	0.00%	5.17%	100.00%	0.00%	100.00%	0.00%
2025-07-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-09	100.00%	0.00%	2.13%	100.00%	0.00%	100.00%	0.00%
2025-07-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-17	100.00%	0.00%	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 (%)
2025-07-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-19	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-07-20	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-07-21	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-07-22	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-07-23	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-07-24	100.00%	0.00%	0.00%	100.00%	0.00%	90.86%	9.14%
2025-07-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-26	100.00%	0.00%	0.00%	85.56% (*)	14.44% (*)	100.00%	0.00%
2025-07-27	100.00%	0.00%	0.00%	N/A (*)	N/A (*)	100.00%	0.00%
2025-07-28	100.00%	0.00%	0.00%	N/A (*)	N/A (*)	100.00%	0.00%
2025-07-29	100.00%	0.00%	0.00%	62.29% (*)	37.71% (*)	100.00%	0.00%
2025-07-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-07-31	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-04	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 (%)
2025-08-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-07	100.00%	0.00%	0.00%	99.91%	0.09%	100.00%	0.00%
2025-08-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-24	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-25	100.00%	0.00%	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 (%)
2025-08-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-28	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-08-31	100.00%	0.00%	0.00%	99.79%	0.21%	100.00%	0.00%
2025-09-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-04	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-05	100.00%	0.00%	0.00%	99.93%	0.07%	100.00%	0.00%
2025-09-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-08	100.00%	0.00%	0.00%	99.31%	0.69%	100.00%	0.00%
2025-09-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-12	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 (%)
2025-09-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-09-23	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-09-24	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-09-25	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-09-26	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-09-27	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-09-28	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-09-29	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-09-30	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%

(*) Temporary issue with our monitoring platform.



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 (%)
2025-07-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-02	14	1120	78.57%	0	0	0.00%	0	0	0.00%
2025-07-03	25	867	68.00%	0	0	0.00%	0	0	0.00%
2025-07-04	67	697	4.48%	19	325	15.79%	24	577	0.00%
2025-07-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-08	8	354	0.00%	12	343	0.00%	12	682	0.00%
2025-07-09	22	450	4.55%	25	369	0.00%	0	0	0.00%
2025-07-10	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 (%)
2025-07-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-15	0	0	0.00%	2	632	0.00%	0	0	0.00%
2025-07-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-23	3	1330	0.00%	0	0	0.00%	0	0	0.00%
2025-07-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-07-31	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 (%)
2025-08-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-18	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 (%)
2025-08-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-08-31	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-08	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 (%)
2025-09-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-26	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 (%)
2025-09-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-09-30	0	0	0.00%	0	0	0.00%	0	0	0.00%