



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

PSD2 – Availability and Performance Reports

2025 Q4

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 (%)
2025-10-01	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-10-02	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-10-03	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-10-04	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-10-05	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-10-06	100.00%	0.00%	0.00%	100.00%	0.00%	66.67%	33.33%
2025-10-07	100.00%	0.00%	0.00%	100.00%	0.00%	95.69%	4.31%
2025-10-08	99.86%	0.14%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-15	99.86%	0.14%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-16	99.92%	0.08%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-17	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 (%)
2025-10-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-24	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-28	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-10-31	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-04	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 (%)
2025-11-05	99.93%	0.07%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-11-06	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2025-11-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-12	100.00%	0.00%	2.78%	100.00%	0.00%	100.00%	0.00%
2025-11-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-24	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-25	94.86%	5.14%	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 (%)
2025-11-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-28	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-11-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-04	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-08	99.85%	0.15%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-10	99.83%	0.17%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-12	99.90%	0.10%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-13	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 (%)
2025-12-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-15	100.00%	0.00%	0.00%	100.00%	0.00%	83.80%	16.20%
2025-12-16	100.00%	0.00%	31.43%	100.00%	0.00%	100.00%	0.00%
2025-12-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-19	99.86%	0.14%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-24	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-28	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-12-31	100.00%	0.00%	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 (%)
2025-10-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-10	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 (%)
2025-10-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-10-31	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 (%)
2025-11-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-12	12	887	8.33%	0	0	0.00%	0	0	0.00%
2025-11-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-18	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 (%)
2025-11-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-11-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-09	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 (%)
2025-12-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-16	26	1460	38.46%	1	830	100.00%	0	0	0.00%
2025-12-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-27	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 (%)
2025-12-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-12-31	0	0	0.00%	0	0	0.00%	0	0	0.00%