



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

PSD2 – Availability and Performance Reports

2026 Q1

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 (%)
2026-01-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-04	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-09	100.00%	0.00%	2.94%	100.00%	0.00%	100.00%	0.00%
2026-01-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-16	83.33%	16.67%	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 (%)
2026-01-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-24	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-28	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-01-31	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-03	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 (%)
2026-02-04	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-12	100.00%	0.00%	2.38%	100.00%	0.00%	100.00%	0.00%
2026-02-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-24	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 (%)
2026-02-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-02-28	83.33%	16.67%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-01	88.61%	11.39%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-02	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-03	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-04	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-05	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-06	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-07	100.00%	0.00%	0.00%	100.00%	0.00%	83.33%	16.67%
2026-03-08	100.00%	0.00%	0.00%	100.00%	0.00%	84.80%	15.20%
2026-03-09	84.72%	15.28%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-14	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 (%)
2026-03-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-24	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-28	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-30	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2026-03-31	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 (%)
2026-01-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-07	9	556	0.00%	0	0	0.00%	0	0	0.00%
2026-01-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-09	21	1270	4.76%	0	0	0.00%	0	0	0.00%
2026-01-10	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 (%)
2026-01-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-01-31	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 (%)
2026-02-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-10	12	1020	0.00%	0	0	0.00%	0	0	0.00%
2026-02-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-12	19	1110	0.00%	0	0	0.00%	0	0	0.00%
2026-02-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-18	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 (%)
2026-02-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-02-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-11	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 (%)
2026-03-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-29	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 (%)
2026-03-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2026-03-31	0	0	0.00%	0	0	0.00%	0	0	0.00%