

| Internet Banking |                              |                                |                                                                                           |                                                                                              |                                   | Open banking                 |                                |                                                                           |                                                                           |                                   |
|------------------|------------------------------|--------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------|------------------------------|--------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------|
|                  | Durata de functionare /zi- % | Perioada de inactivitate/ zi-% | Raspuns la cererile de initiere plata de la clienti - durata medie zilnica in milisecunde | Raspuns la cererile de verificare balanta de la clienti- durata medie zilnica in milisecunde | Rata zilnica de raspuns la eroare | Durata de functionare/ zi- % | Perioada de inactivitate/zi- % | Raspuns la cererile initiate de PSIP- durata medie zilnica in milisecunde | Raspuns la cererile initiate de PSIC- durata medie zilnica in milisecunde | Rata zilnica de raspuns la eroare |
| 01.07.2020       | 100 %                        | 0 %                            | 2,021.42 ms                                                                               | 745.73 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 02.07.2020       | 100 %                        | 0 %                            | 2,750.53 ms                                                                               | 889.48 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 03.07.2020       | 100%                         | 0%                             | 3,451.70 ms                                                                               | 1,091.16 ms                                                                                  | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 04.07.2020       | 100%                         | 0%                             | N/A                                                                                       | 1,120.64 ms                                                                                  | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 05.07.2020       | 100%                         | 0%                             | 2,433.67 ms                                                                               | 1,030.63 ms                                                                                  | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 06.07.2020       | 100 %                        | 0 %                            | 2,406.78 ms                                                                               | 640.96 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 07.07.2020       | 100 %                        | 0 %                            | 2,354.66 ms                                                                               | 686.72 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 08.07.2020       | 100 %                        | 0 %                            | 2,806.28 ms                                                                               | 862.53 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 09.07.2020       | 100 %                        | 0 %                            | 2,938.27 ms                                                                               | 1,049.72 ms                                                                                  | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 10.07.2020       | 100%                         | 0%                             | 2,806.62 ms                                                                               | 866.11 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 11.07.2020       | 100%                         | 0%                             | N/A                                                                                       | 970.52 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 12.07.2020       | 100%                         | 0%                             | 3,493.71ms                                                                                | 592.97 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 13.07.2020       | 100 %                        | 0 %                            | 2,720.20 ms                                                                               | 761.39 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 14.07.2020       | 100 %                        | 0 %                            | 2,511.72 ms                                                                               | 887.28 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 15.07.2020       | 100 %                        | 0 %                            | 2,356.55 ms                                                                               | 766.54 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 16.07.2020       | 100 %                        | 0 %                            | 2,724.63 ms                                                                               | 876.95 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |
| 17.07.2020       | 100%                         | 0%                             | 2,240.30 ms                                                                               | 764.36 ms                                                                                    | 0                                 | N/A                          | N/A                            | N/A                                                                       | N/A                                                                       | N/A                               |

|            |        |       |             |           |   |     |     |     |     |     |
|------------|--------|-------|-------------|-----------|---|-----|-----|-----|-----|-----|
| 18.07.2020 | 100%   | 0%    | 1,307.83 ms | 617.48 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 19.07.2020 | 100%   | 0%    | 3,112.50 ms | 583.04 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 20.07.2020 | 100 %  | 0 %   | 2,129.36 ms | 679.92 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 21.07.2020 | 100 %  | 0 %   | 2,178.44 ms | 693.14 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 22.07.2020 | 100 %  | 0 %   | 2,145.55 ms | 632.77 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 23.07.2020 | 99.03% | 0.97% | 2,213.97 ms | 686.23 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 24.07.2020 | 100%   | 0%    | 2,552.27 ms | 846.69 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 25.07.2020 | 100%   | 0%    | N/A         | 984.75 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 26.07.2020 | 100%   | 0%    | 3,246.95 ms | 579.66 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 27.07.2020 | 100%   | 0%    | 2,223.28 ms | 587.06 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 28.07.2020 | 100%   | 0%    | 2,191.43 ms | 743.12 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 29.07.2020 | 100%   | 0%    | 2,231.69 ms | 590.04 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 30.07.2020 | 100%   | 0%    | 2,748.74 ms | 791.23 ms | 0 | N/A | N/A | N/A | N/A | N/A |
| 31.07.2020 | 100%   | 0%    | 3,248.72    | 919.36    | 0 | N/A | N/A | N/A | N/A | N/A |



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J23/812/2004; CUI 16489311; Capital social 179.987.950 RON; Operator de date cu caracter personal nr. 992; RB-PJR-23-052/27.09.2004