



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

PSD2 – Availability and Performance Reports

2025 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 (%)
2025-01-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-02	100.00%	0.00%	0.00%	99.93%	0.07%	100.00%	0.00%
2025-01-03	100.00%	0.00%	0.00%	99.86%	0.14%	100.00%	0.00%
2025-01-04	100.00%	0.00%	0.00%	99.93%	0.07%	100.00%	0.00%
2025-01-05	100.00%	0.00%	0.00%	99.79%	0.21%	100.00%	0.00%
2025-01-06	100.00%	0.00%	0.00%	99.86%	0.14%	100.00%	0.00%
2025-01-07	100.00%	0.00%	0.00%	99.79%	0.21%	100.00%	0.00%
2025-01-08	100.00%	0.00%	0.00%	49.97%	50.03%	100.00%	0.00%
2025-01-09	100.00%	0.00%	0.00%	50.00%	50.00%	100.00%	0.00%
2025-01-10	100.00%	0.00%	0.00%	50.00%	50.00%	100.00%	0.00%
2025-01-11	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-17	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 (%)
2025-01-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-19	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-20	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-01-23	100.00%	0.00%	0.00%	33,33%	66,67%	100.00%	0.00%
2025-01-24	100.00%	0.00%	0.00%	33,33%	66,67%	100.00%	0.00%
2025-01-25	100.00%	0.00%	0.00%	33,33%	66,67%	100.00%	0.00%
2025-01-26	100.00%	0.00%	0.00%	50.00%	50.00%	75.00%	25.00%
2025-01-27	100.00%	0.00%	0.00%	49.76%	50.24%	75.00%	25.00%
2025-01-28	100.00%	0.00%	0.00%	50.00%	50.00%	75.00%	25.00%
2025-01-29	100.00%	0.00%	0.00%	100.00%	0.00%	52.93%	47.07%
2025-01-30	61.14%	38.86%	0.00%	100.00%	0.00%	56.47%	43.53%
2025-01-31	100.00%	0.00%	0.00%	100.00%	0.00%	50.00%	50.00%
2025-02-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-04	100.00%	0.00%	0.00%	33,33%	66,67%	50.00%	50.00%

Availability							
	PSD2 API			Mobile API		Merchant Web Banking	
Date	Uptime (%)	Downtime (%)	Error rate (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
2025-02-05	76.04%	23.96%	0.00%	33,33%	66,67%	53.60%	46.40%
2025-02-06	100.00%	0.00%	0.00%	33.15%	66.85%	56.79%	43.21%
2025-02-07	100.00%	0.00%	0.00%	94.03%	5.97%	100.00%	0.00%
2025-02-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-09	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-10	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-11	100.00%	0.00%	0.00%	50.00%	50.00%	100.00%	0.00%
2025-02-12	100.00%	0.00%	0.00%	41.56%	58,44%	100.00%	0.00%
2025-02-13	100.00%	0.00%	0.00%	100.00%	0.00%	98.60%	1.40%
2025-02-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-15	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-17	100.00%	0.00%	0.00%	100.00%	0.00%	99.40%	0.60%
2025-02-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-19	100.00%	0.00%	5.34%	100.00%	0.00%	99.90%	0.10%
2025-02-20	100.00%	0.00%	0.00%	99.70%	0.30%	100.00%	0.00%
2025-02-21	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-22	100.00%	0.00%	0.00%	100.00%	0.00%	99.30%	0.70%
2025-02-23	45.43%	54.57%	0.00%	100.00%	0.00%	99.30%	0.70%
2025-02-24	100.00%	0.00%	0.00%	100.00%	0.00%	99.70%	0.30%
2025-02-25	100.00%	0.00%	0.00%	99.70%	0.30%	100.00%	0.00%



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	PSD2 API			Mobile API		Merchant Web Banking	
Date	Uptime (%)	Downtime (%)	Error rate (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
2025-02-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-02-27	100.00%	0.00%	0.00%	100.00%	0.00%	99.20%	0.80%
2025-02-28	100.00%	0.00%	0.00%	100.00%	0.00%	99.90%	0.10%
2025-03-01	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-02	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-03	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-04	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-05	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-06	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-07	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-08	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-09	100.00%	0.00%	0.00%	100.00%	0.00%	99.70%	0.30%
2025-03-10	100.00%	0.00%	0.00%	100.00%	0.00%	99.40%	0.60%
2025-03-11	100.00%	0.00%	0.00%	89.60%	10,40%	100.00%	0.00%
2025-03-12	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-13	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-14	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-15	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 (%)
2025-03-16	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-17	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-18	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-19	100.00%	0.00%	0.00%	100.00%	0.00%	95.80%	4.20%
2025-03-20	100.00%	0.00%	0.00%	100.00%	0.00%	99.90%	0.10%
2025-03-21	100.00%	0.00%	0.00%	99.70%	0.30%	100.00%	0.00%
2025-03-22	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-23	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-24	100.00%	0.00%	0.00%	99.70%	0.30%	99.40%	0.60%
2025-03-25	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-26	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-27	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-28	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-29	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%
2025-03-30	100.00%	0.00%	0.00%	99.70%	0.30%	100.00%	0.00%
2025-03-31	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 (%)
2025-01-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-10	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 (%)
2025-01-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-29	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-01-31	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 (%)
2025-02-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-11	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-13	2	10.3s	0.00%	0	0	0.00%	0	0	0.00%
2025-02-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-17	4	229ms	0.00%	0	0	0.00%	0	0	0.00%
2025-02-18	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 (%)
2025-02-19	84	849ms	16.67%	21	503ms	0.00%	0	0	0.00%
2025-02-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-02-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-01	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-02	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-03	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-04	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-05	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-06	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-07	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-08	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-09	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-10	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-11	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 (%)
2025-03-12	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-13	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-14	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-15	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-16	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-17	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-18	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-19	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-20	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-21	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-22	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-23	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-24	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-25	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-26	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-27	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-28	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-29	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 (%)
2025-03-30	0	0	0.00%	0	0	0.00%	0	0	0.00%
2025-03-31	0	0	0.00%	0	0	0.00%	0	0	0.00%