



RELATÓRIO DE NÍVEL DE DISPONIBILIDADE E DESEMPENHO - INTERNET BANKING E API - PSD2

Período: 01/10/2021 a 31/12/2021

	01-out	02-out	03-out	04-out	05-out	06-out	07-out	08-out	09-out	10-out	11-out	12-out	13-out	14-out	15-out	16-out	17-out	18-out	19-out	20-out	21-out	22-out	23-out	24-out	25-out	26-out	27-out	28-out	29-out	30-out	31-out	
<b>Tradicional - BAIE Internet Banking</b>																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%	
Informação de Conta	00:00,037	00:00,111	00:00,075	00:00,024	00:00,071	00:00,464	00:00,411	00:00,036	00:00,109	00:00,076	00:00,388	00:00,420	00:00,424	00:00,851	00:00,478	00:00,424	00:00,524	00:00,417	00:00,212	00:00,277	00:00,068	00:00,189	00:00,080	00:00,073	00:00,047	00:00,098	00:00,164	00:00,543	00:00,220	00:00,353	00:00,205	
Pagamentos																																
Transferências Sepas		00:01,000	00:00,061	00:00,000	00:02,113	00:00,048	00:00,217	00:00,000	00:01,000	00:00,360	00:00,163	00:00,286	00:00,250	00:00,093			00:00,125	00:00,069	00:00,109	00:00,231	00:00,211	00:00,500	00:02,000	00:00,185	00:00,160	00:00,063	00:00,829	00:00,132	00:00,250		00:01,000	
Transferências Internas					00:00,111		00:01,000				00:00,143	00:01,000					00:00,333	00:01,000		00:01,000	00:00,000				00:01,000	00:00,500	00:00,500					
Logins	00:00,842	00:00,955	00:00,838	00:00,732	00:00,845	00:00,901	00:00,903	00:00,867	00:00,739	00:00,812	00:00,888	00:00,866	00:00,920	00:05,580	00:00,867	00:00,773	00:00,964	00:00,895	00:00,896	00:00,873	00:00,910	00:00,818	00:01,056	00:00,920	00:00,928	00:00,898	00:00,885	00:00,858	00:00,605	00:00,857	00:00,621	
Disponibilização de Fundos (1)																																
<b>API - PSD2 (2)</b>																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%	
Informação de Conta																																
Pagamentos																																
Transferências Sepas																																
Transferências Internas																																
Logins																																
Disponibilização de Fundos																																

	01-nov	02-nov	03-nov	04-nov	05-nov	06-nov	07-nov	08-nov	09-nov	10-nov	11-nov	12-nov	13-nov	14-nov	15-nov	16-nov	17-nov	18-nov	19-nov	20-nov	21-nov	22-nov	23-nov	24-nov	25-nov	26-nov	27-nov	28-nov	29-nov	30-nov	01-dez		
<b>Tradicional - BAIE Internet Banking</b>																																	
Disponibilidade	100%	100%	100%	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%		
Informação de Conta	00:00,299	00:00,284	00:00,050	00:00,519	00:00,050	00:00,065	00:00,231	00:00,159	00:00,107	00:01,000	00:01,304	00:01,101	00:00,881	00:00,571	00:01,187	00:01,114	00:00,053	00:01,219	00:00,051	00:00,123	00:00,000	00:00,168	00:01,296	00:00,249	00:01,363	00:01,390	00:00,000	00:00,087	00:00,058	00:01,657	00:00,043		
Pagamentos																																	
Transferências Sepas	00:01,000	00:00,263	00:00,025	00:00,119	00:00,321	00:00,000	00:01,000	00:00,070	00:00,146	00:00,227	00:00,114	00:00,083	00:01,000	00:02,000	00:00,348	00:00,136	00:00,091	00:00,104	00:00,500	00:00,000	00:00,500	00:00,250	00:00,176	00:00,143	00:00,184	00:00,000	00:00,500	00:00,500	00:02,273	00:00,116	00:00,182		
Transferências Internas		00:01,000	00:01,000	00:00,333	00:01,000				00:01,000	00:00,500					00:00,333			00:00,000						00:01,000								00:00,000	
Logins	00:00,821	00:00,937	00:00,882	00:00,886	00:00,842	00:00,750	00:00,833	00:00,921	00:00,770	00:00,817	00:00,894	00:00,946	00:00,958	00:00,765	00:00,920	00:00,942	00:00,858	00:00,953	00:00,920	00:00,826	00:00,840	00:00,769	00:00,888	00:00,878	00:00,907	00:00,876	00:00,382	00:00,688	00:00,896	00:00,858	00:00,826		
Disponibilização de Fundos (1)																																	
<b>API - PSD2 (2)</b>																																	
Disponibilidade	100%	100%	100%	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%		
Informação de Conta																																	
Pagamentos																																	
Transferências Sepas																																	
Transferências Internas																																	
Logins																																	
Disponibilização de Fundos																																	

	01-dez	02-dez	03-dez	04-dez	05-dez	06-dez	07-dez	08-dez	09-dez	10-dez	11-dez	12-dez	13-dez	14-dez	15-dez	16-dez	17-dez	18-dez	19-dez	20-dez	21-dez	22-dez	23-dez	24-dez	25-dez	26-dez	27-dez	28-dez	29-dez	30-dez	31-dez		
<b>Tradicional - BAIE Internet Banking</b>																																	
Disponibilidade	100%	100%	100%	85%	100%	100%	85%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%	100%		
Informação de Conta	00:00,612	00:00,864	00:00,935	00:00,765	00:00,757	00:00,880	00:00,070	00:00,129	00:00,310	00:00,180	00:00,053	00:00,017	00:00,042	00:00,053	00:00,126	00:01,168	00:01,296	00:01,538	00:00,964	00:01,245	00:00,036	00:00,047	00:00,088	00:00,556	00:01,273	00:00,037	00:00,245	00:00,479	00:00,101	00:00,669	00:00,201		
Pagamentos																																	
Transferências Sepas	00:00,063	00:00,081	00:00,026	00:00,667	00:02,000	00:00,130	00:00,082	00:00,100	00:00,140	00:00,093		00:00,250	00:00,152	00:00,103	00:00,058	00:00,077	00:00,381	00:01,000		00:00,080	00:00,077	00:00,093	00:00,018	00:00,222			00:00,102	00:00,519	00:00,057	00:00,186	00:01,250		
Transferências Internas	00:00,000	00:00,000				00:00,333	00:00,000								00:00,000			00:01,000	00:02,000		00:00,250	00:00,000									00:01,000		
Logins	00:00,703	00:00,845	00:00,935	00:00,567	00:00,857	00:00,795	00:00,804	00:00,752	00:00,889	00:00,891	00:00,857	00:00,655	00:00,876	00:00,817	00:00,971	00:01,080	00:00,809	00:00,765	00:00,950	00:00,826	00:00,845	00:00,836	00:00,875	00:00,792	00:03,444	00:00,958	00:00,837	00:00,803	00:01,310	00:00,841	00:01,010		
Disponibilização de Fundos (1)																																	
<b>API - PSD2 (2)</b>																																	
Disponibilidade	100%	100%	100%	85%	100%	100%	85%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%	100%		
Informação de Conta																																	
Pagamentos																																	
Transferências Sepas																																	
Transferências Internas																																	
Logins																																	
Disponibilização de Fundos																																	

(1) Serviço não aplicável  
(2) Não tivemos comunicações por parte de Entidades Terceiras