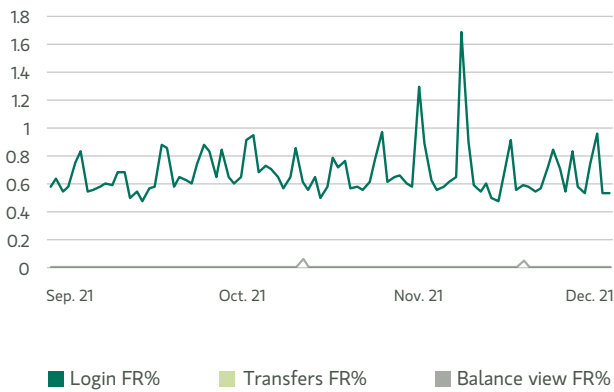


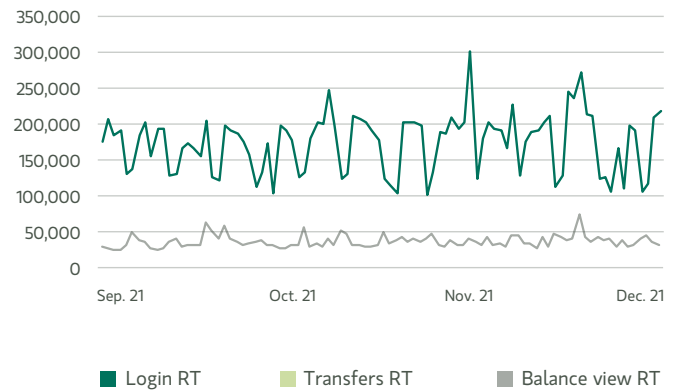
Statistics on payment operations carried out via the classic Online Banking

4th Quarter 2021

1. PERCENTAGE OF SERVICE UNAVAILABILITY



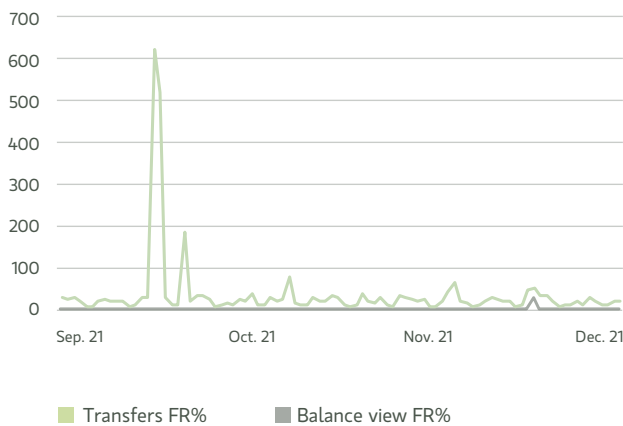
2. AVERAGE TIME IN MILLISECONDS



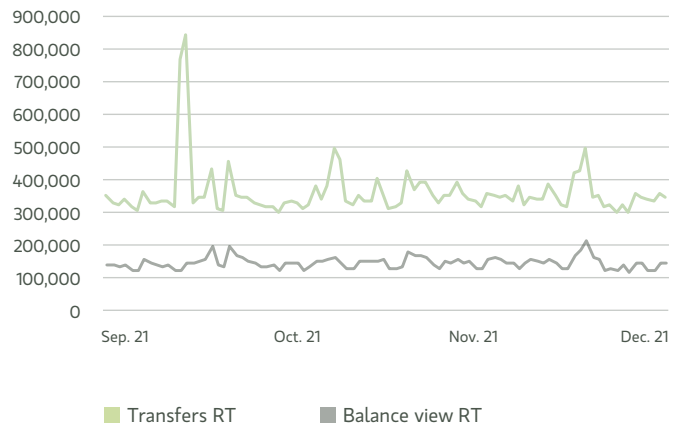
Statistics on payment operations carried out via the new Online Banking

4th Quarter 2021

1. PERCENTAGE OF SERVICE UNAVAILABILITY



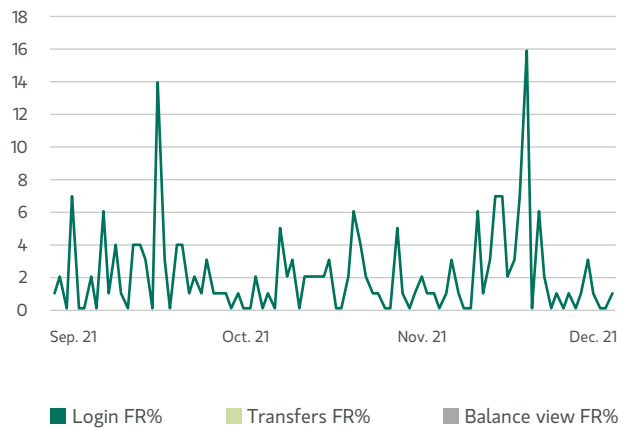
2. AVERAGE TIME IN MILLISECONDS



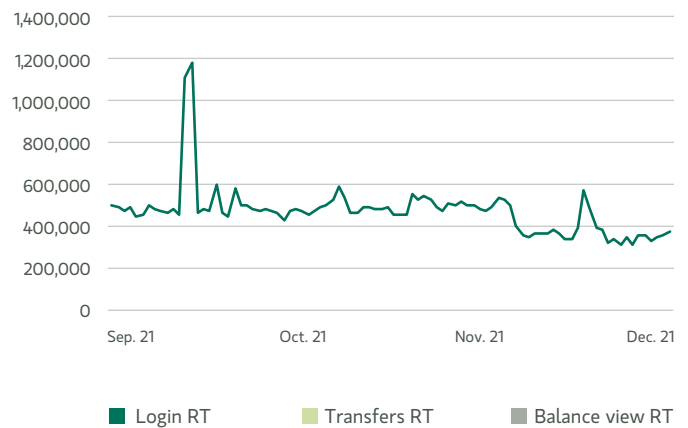
Statistics on payment operations carried out via the APP

4th Quarter 2021

1. PERCENTAGE OF SERVICE UNAVAILABILITY



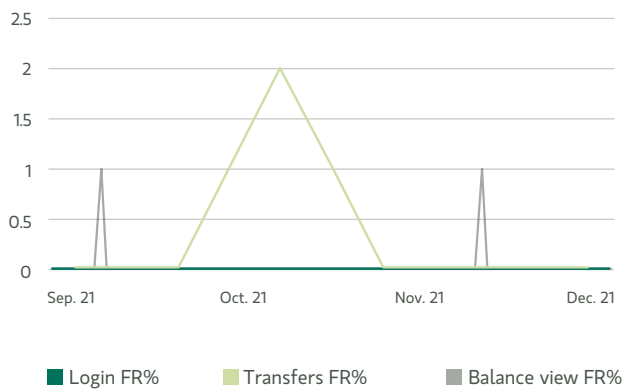
2. AVERAGE TIME IN MILLISECONDS



Statistics on payment operations carried out via PSD2

4th Quarter 2021

1. PERCENTAGE OF SERVICE UNAVAILABILITY



2. AVERAGE TIME IN MILLISECONDS

