

Availability and performance indicators¹ for online banking interface during the month April to June for Quarter 2 2022 for
Credit Agricole CIB

Monthly Summary for the Quarter

Month	Rate of Availability				Total Downtime				Average response time			
	PSD2 APIS		Online Banking	Mobile Application	PSD2 APIS		Online Banking	Mobile Application	PSD2 APIS		Online Banking	Mobile Application
	AISP ²	PISP ³			AISP ²	PISP ³			AISP ²	PISP ³		
April	99.60%	99.74%	99.59%	99.54%	2h 54.00min	1h 54.00min	3h 1.00min	3h 22.00min	N/A	N/A	N/A	N/A
May	99.56%	99.71%	99.59%	99.54%	3h 11.50min	2h 9.50min	3h 1.00min	3h 22.00min	N/A	N/A	N/A	N/A
June	99.98%	99.98%	100.00%	100.00%	0h 9.56min	0h 8.59min	0h 0.00min	0h 0.00min	N/A	N/A	N/A	N/A

¹ In accordance with Article 32 (4) of Commission Delegated Regulation (EU) 2018/389 of 27 November 2017 supplementing Directive (EU) 2015/2366 or the European Parliament and of the Council with regulatory technical standards relating to strong authentication and common and secure open standards of communication

² Account Information Service Provider

³ Payment Initiation Service Provider