

| 01/01/2023              |  |  | 02/01/2023 |                         |  | 03/01/2023 |  |                         | 04/01/2023 |  |  | 05/01/2023              |  |  | 06/01/2023 |                         |  | 07/01/2023 |  |                         | 08/01/2023 |  |  | 09/01/2023              |  |  | 10/01/2023 |                         |  | 11/01/2023 |  |                         | 12/01/2023 |  |  | 01/02/2023              |  |  | 02/02/2023 |                         |  | 03/02/2023 |  |                         | 04/02/2023 |  |  | 05/02/2023              |  |  | 06/02/2023 |                         |  | 07/02/2023 |  |                         | 08/02/2023 |  |  | 09/02/2023              |  |  | 10/02/2023 |                         |  | 11/02/2023 |  |                         | 12/02/2023 |  |  | 01/03/2023              |  |  | 02/03/2023 |                         |  | 03/03/2023 |  |                         | 04/03/2023 |  |  | 05/03/2023              |  |  | 06/03/2023 |                         |  | 07/03/2023 |  |                         | 08/03/2023 |  |  | 09/03/2023              |  |  | 10/03/2023 |                         |  | 11/03/2023 |  |                         | 12/03/2023 |  |  | 01/04/2023              |  |  | 02/04/2023 |                         |  | 03/04/2023 |  |                         | 04/04/2023 |  |  | 05/04/2023              |  |  | 06/04/2023 |                         |  | 07/04/2023 |  |                         | 08/04/2023 |  |  | 09/04/2023              |  |  | 10/04/2023 |                         |  | 11/04/2023 |  |                         | 12/04/2023 |  |  | 01/05/2023              |  |  | 02/05/2023 |                         |  | 03/05/2023 |  |                         | 04/05/2023 |  |  | 05/05/2023              |  |  | 06/05/2023 |                         |  | 07/05/2023 |  |                         | 08/05/2023 |  |  | 09/05/2023              |  |  | 10/05/2023 |                         |  | 11/05/2023 |  |                         | 12/05/2023 |  |  | 01/06/2023              |  |  | 02/06/2023 |                         |  | 03/06/2023 |  |                         | 04/06/2023 |  |  | 05/06/2023              |  |  | 06/06/2023 |                         |  | 07/06/2023 |  |                         | 08/06/2023 |  |  | 09/06/2023              |  |  | 10/06/2023 |                         |  | 11/06/2023 |  |                         | 12/06/2023 |  |  | 01/07/2023              |  |  | 02/07/2023 |                         |  | 03/07/2023 |  |                         | 04/07/2023 |  |  | 05/07/2023              |  |  | 06/07/2023 |                         |  | 07/07/2023 |  |                         | 08/07/2023 |  |  | 09/07/2023              |  |  | 10/07/2023 |                         |  | 11/07/2023 |  |                         | 12/07/2023 |  |  | 01/08/2023              |  |  | 02/08/2023 |                         |  | 03/08/2023 |  |                         | 04/08/2023 |  |  | 05/08/2023              |  |  | 06/08/2023 |                         |  | 07/08/2023 |  |                         | 08/08/2023 |  |  | 09/08/2023              |  |  | 10/08/2023 |                         |  | 11/08/2023 |  |                         | 12/08/2023 |  |  | 01/09/2023              |  |  | 02/09/2023 |                         |  | 03/09/2023 |  |                         | 04/09/2023 |  |  | 05/09/2023              |  |  | 06/09/2023 |                         |  | 07/09/2023 |  |                         | 08/09/2023 |  |  | 09/09/2023              |  |  | 10/09/2023 |                         |  | 11/09/2023 |  |                         | 12/09/2023 |  |  | 01/10/2023              |  |  | 02/10/2023 |                         |  | 03/10/2023 |  |                         | 04/10/2023 |  |  | 05/10/2023              |  |  | 06/10/2023 |                         |  | 07/10/2023 |  |                         | 08/10/2023 |  |  | 09/10/2023              |  |  | 10/10/2023 |                         |  | 11/10/2023 |  |                         | 12/10/2023 |  |  | 01/11/2023              |  |  | 02/11/2023 |                         |  | 03/11/2023 |  |                         | 04/11/2023 |  |  | 05/11/2023              |  |  | 06/11/2023 |                         |  | 07/11/2023 |  |                         | 08/11/2023 |  |  | 09/11/2023              |  |  | 10/11/2023 |                         |  | 11/11/2023 |  |                         | 12/11/2023 |  |  | 01/12/2023               |  |  | 02/12/2023 |                    |  | 03/12/2023 |  |                    | 04/12/2023 |  |  | 05/12/2023         |  |  | 06/12/2023 |                    |  | 07/12/2023 |  |                    | 08/12/2023 |  |  | 09/12/2023         |  |  | 10/12/2023 |                    |  | 11/12/2023 |  |                    | 12/12/2023 |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  | 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| 01 - Assistenza Clienti |  |  |            | 02 - Assistenza Clienti |  |            |  | 03 - Assistenza Clienti |            |  |  | 04 - Assistenza Clienti |  |  |            | 05 - Assistenza Clienti |  |            |  | 06 - Assistenza Clienti |            |  |  | 07 - Assistenza Clienti |  |  |            | 08 - Assistenza Clienti |  |            |  | 09 - Assistenza Clienti |            |  |  | 10 - Assistenza Clienti |  |  |            | 11 - Assistenza Clienti |  |            |  | 12 - Assistenza Clienti |            |  |  | 13 - Assistenza Clienti |  |  |            | 14 - Assistenza Clienti |  |            |  | 15 - Assistenza Clienti |            |  |  | 16 - Assistenza Clienti |  |  |            | 17 - Assistenza Clienti |  |            |  | 18 - Assistenza Clienti |            |  |  | 19 - Assistenza Clienti |  |  |            | 20 - Assistenza Clienti |  |            |  | 21 - Assistenza Clienti |            |  |  | 22 - Assistenza Clienti |  |  |            | 23 - Assistenza Clienti |  |            |  | 24 - Assistenza Clienti |            |  |  | 25 - Assistenza Clienti |  |  |            | 26 - Assistenza Clienti |  |            |  | 27 - Assistenza Clienti |            |  |  | 28 - Assistenza Clienti |  |  |            | 29 - Assistenza Clienti |  |            |  | 30 - Assistenza Clienti |            |  |  | 31 - Assistenza Clienti |  |  |            | 32 - Assistenza Clienti |  |            |  | 33 - Assistenza Clienti |            |  |  | 34 - Assistenza Clienti |  |  |            | 35 - Assistenza Clienti |  |            |  | 36 - Assistenza Clienti |            |  |  | 37 - Assistenza Clienti |  |  |            | 38 - Assistenza Clienti |  |            |  | 39 - Assistenza Clienti |            |  |  | 40 - Assistenza Clienti |  |  |            | 41 - Assistenza Clienti |  |            |  | 42 - Assistenza Clienti |            |  |  | 43 - Assistenza Clienti |  |  |            | 44 - Assistenza Clienti |  |            |  | 45 - Assistenza Clienti |            |  |  | 46 - Assistenza Clienti |  |  |            | 47 - Assistenza Clienti |  |            |  | 48 - Assistenza Clienti |            |  |  | 49 - Assistenza Clienti |  |  |            | 50 - Assistenza Clienti |  |            |  | 51 - Assistenza Clienti |            |  |  | 52 - Assistenza Clienti |  |  |            | 53 - Assistenza Clienti |  |            |  | 54 - Assistenza Clienti |            |  |  | 55 - Assistenza Clienti |  |  |            | 56 - Assistenza Clienti |  |            |  | 57 - Assistenza Clienti |            |  |  | 58 - Assistenza Clienti |  |  |            | 59 - Assistenza Clienti |  |            |  | 60 - Assistenza Clienti |            |  |  | 61 - Assistenza Clienti |  |  |            | 62 - Assistenza Clienti |  |            |  | 63 - Assistenza Clienti |            |  |  | 64 - Assistenza Clienti |  |  |            | 65 - Assistenza Clienti |  |            |  | 66 - Assistenza Clienti |            |  |  | 67 - Assistenza Clienti |  |  |            | 68 - Assistenza Clienti |  |            |  | 69 - Assistenza Clienti |            |  |  | 70 - Assistenza Clienti |  |  |            | 71 - Assistenza Clienti |  |            |  | 72 - Assistenza Clienti |            |  |  | 73 - Assistenza Clienti |  |  |            | 74 - Assistenza Clienti |  |            |  | 75 - Assistenza Clienti |            |  |  | 76 - Assistenza Clienti |  |  |            | 77 - Assistenza Clienti |  |            |  | 78 - Assistenza Clienti |            |  |  | 79 - Assistenza Clienti |  |  |            | 80 - Assistenza Clienti |  |            |  | 81 - Assistenza Clienti |            |  |  | 82 - Assistenza Clienti |  |  |            | 83 - Assistenza Clienti |  |            |  | 84 - Assistenza Clienti |            |  |  | 85 - Assistenza Clienti |  |  |            | 86 - Assistenza Clienti |  |            |  | 87 - Assistenza Clienti |            |  |  | 88 - Assistenza Clienti |  |  |            | 89 - Assistenza Clienti |  |            |  | 90 - Assistenza Clienti |            |  |  | 91 - Assistenza Clienti |  |  |            | 92 - Assistenza Clienti |  |            |  | 93 - Assistenza Clienti |            |  |  | 94 - Assistenza Clienti |  |  |            | 95 - Assistenza Clienti |  |            |  | 96 - Assistenza Clienti |            |  |  | 97 - Assistenza Clienti |  |  |            | 98 - Assistenza Clienti |  |            |  | 99 - Assistenza Clienti |            |  |  | 100 - Assistenza Clienti |  |  |            |                    |  |            |  |                    |            |  |  |                    |  |  |            |                    |  |            |  |                    |            |  |  |                    |  |  |            |                    |  |            |  |                    |            |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                    |  |  |  |                      |  |  |  |
| Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti    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       |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti      |  |  |            | Assistenza Clienti      |  |            |  | Assistenza Clienti      |            |  |  | Assistenza Clienti       |  |  |            | Assistenza Clienti |  |            |  | Assistenza Clienti |            |  |  | Assistenza Clienti |  |  |            | Assistenza Clienti |  |            |  | Assistenza Clienti |            |  |  | Assistenza Clienti |  |  |            | Assistenza Clienti |  |            |  | Assistenza Clienti |            |  |  | Assistenza Clienti |  |  |  | Assistenza Clienti |  |  |  | Assistenza Clienti |  |  |  | Assistenza Clienti |  |  |  | Assistenza Clienti |  |  |  | Assistenza Clienti |  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[illegible]

| 01 - Informazioni Cliente                                 |  |  | 01/01/2016   |  |  | 01/01/2017 |  |  | 01/01/2018  |  |  | 01/01/2019   |  |  | 01/01/2020 |  |  | 01/01/2021  |  |  | 01/01/2022   |  |  | 01/01/2023 |  |  | 01/01/2024  |  |  | 01/01/2025   |  |  |            |  |  |             |  |  |              |  |  |            |  |  |             |  |  |   |  |  |
|-----------------------------------------------------------|--|--|--------------|--|--|------------|--|--|-------------|--|--|--------------|--|--|------------|--|--|-------------|--|--|--------------|--|--|------------|--|--|-------------|--|--|--------------|--|--|------------|--|--|-------------|--|--|--------------|--|--|------------|--|--|-------------|--|--|---|--|--|
| API Portal                                                |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |              |  |  |            |  |  |             |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |              |  |  |            |  |  |             |  |  |   |  |  |
| 0.213                                                     |  |  | 0.154        |  |  | 0.177      |  |  | 0.142       |  |  | 0.179        |  |  | 0.142      |  |  | 0.179       |  |  | 0.142        |  |  | 0.179      |  |  | 0.142       |  |  | 0.179        |  |  | 0.142      |  |  | 0.179       |  |  |              |  |  |            |  |  |             |  |  |   |  |  |
| 454                                                       |  |  | 429          |  |  | 500        |  |  | 547         |  |  | 523          |  |  | 514        |  |  | 445         |  |  | 466          |  |  | 521        |  |  | 548         |  |  | 523          |  |  | 513        |  |  | 532         |  |  | 454          |  |  |            |  |  |             |  |  |   |  |  |
| Internet Banking                                          |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |              |  |  |            |  |  |             |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  |            |  |  |             |  |  |   |  |  |
| 0.371                                                     |  |  | 0.417        |  |  | 0.415      |  |  | 0.498       |  |  | 0.315        |  |  | 0.404      |  |  | 0.513       |  |  | 0.296        |  |  | 0.447      |  |  | 0.519       |  |  | 0.491        |  |  | 0.522      |  |  | 0.496       |  |  | 0.428        |  |  | 0.438      |  |  |             |  |  |   |  |  |
| 1179                                                      |  |  | 1210         |  |  | 620        |  |  | 1857        |  |  | 1480         |  |  | 1762       |  |  | 1300        |  |  | 1209         |  |  | 1551       |  |  | 1632        |  |  | 1565         |  |  | 1546       |  |  | 1548        |  |  | 1362         |  |  | 1219       |  |  |             |  |  |   |  |  |
| Mobile APP                                                |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  |             |  |  |   |  |  |
| 0.114                                                     |  |  | 0.0726       |  |  | 0.104      |  |  | 0.204       |  |  | 0.118        |  |  | 0.179      |  |  | 0.118       |  |  | 0.179        |  |  | 0.118      |  |  | 0.179       |  |  | 0.118        |  |  | 0.179      |  |  | 0.118       |  |  | 0.179        |  |  | 0.118      |  |  | 0.179       |  |  |   |  |  |
| 799                                                       |  |  | 793          |  |  | 993        |  |  | 995         |  |  | 933          |  |  | 944        |  |  | 814         |  |  | 799          |  |  | 918        |  |  | 944         |  |  | 911          |  |  | 911        |  |  | 941         |  |  | 808          |  |  | 805        |  |  | 971         |  |  |   |  |  |
| 02 - Ripartizione del fondo di pagamento                  |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 1.13                                                      |  |  | 0.75         |  |  | 0          |  |  | 0.13        |  |  | 0.13         |  |  | 0.13       |  |  | 0.13        |  |  | 0.13         |  |  | 0.13       |  |  | 0.13        |  |  | 0.13         |  |  | 0.13       |  |  | 0.13        |  |  | 0.13         |  |  | 0.13       |  |  | 0.13        |  |  |   |  |  |
| 646                                                       |  |  | 822          |  |  | 635        |  |  | 609         |  |  | 654          |  |  | 607        |  |  | 695         |  |  | 629          |  |  | 652        |  |  | 610         |  |  | 662          |  |  | 750        |  |  | 652         |  |  | 602          |  |  | 605        |  |  |             |  |  |   |  |  |
| Internet Banking                                          |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0.0208                                                    |  |  | 0.0272       |  |  | 0          |  |  | 0.0143      |  |  | 0.0174       |  |  | 0          |  |  | 0           |  |  | 0.0215       |  |  | 0          |  |  | 0           |  |  | 0.0393       |  |  | 0          |  |  | 0.0351      |  |  | 0.0368       |  |  | 0.03       |  |  | 0.0818      |  |  |   |  |  |
| 1812                                                      |  |  | 1883         |  |  | 1396       |  |  | 2381        |  |  | 2009         |  |  | 2227       |  |  | 1844        |  |  | 1847         |  |  | 2340       |  |  | 2043        |  |  | 1973         |  |  | 1907       |  |  | 2588        |  |  | 2624         |  |  | 2403       |  |  | 1953        |  |  |   |  |  |
| Mobile APP                                                |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0          |  |  | 0.00311     |  |  | 0            |  |  | 0.00418    |  |  | 0.00851     |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 1677                                                      |  |  | 1816         |  |  | 2215       |  |  | 2271        |  |  | 1844         |  |  | 2103       |  |  | 1858        |  |  | 1768         |  |  | 2224       |  |  | 2239        |  |  | 2175         |  |  | 2146       |  |  | 2153        |  |  | 1858         |  |  | 2001       |  |  | 2105        |  |  |   |  |  |
| 03 - Recupero del dettaglio su un pagamento               |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 517                                                       |  |  | 522          |  |  | 556        |  |  | 539         |  |  | 568          |  |  | 555        |  |  | 546         |  |  | 536          |  |  | 570        |  |  | 583         |  |  | 572          |  |  | 562        |  |  | 580         |  |  | 550          |  |  | 532        |  |  |             |  |  |   |  |  |
| Internet Banking                                          |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0.312                                                     |  |  | 0.317        |  |  | 0.679      |  |  | 0.654       |  |  | 0.665        |  |  | 0.663      |  |  | 0.171       |  |  | 0.0065       |  |  | 0.876      |  |  | 0.72        |  |  | 0.765        |  |  | 1.48       |  |  | 0.2145      |  |  | 0.813        |  |  | 0.0794     |  |  |             |  |  |   |  |  |
| 367                                                       |  |  | 367          |  |  | 477        |  |  | 450         |  |  | 448          |  |  | 372        |  |  | 357         |  |  | 436          |  |  | 451        |  |  | 462         |  |  | 506          |  |  | 539        |  |  | 372         |  |  | 359          |  |  |            |  |  |             |  |  |   |  |  |
| Mobile APP                                                |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0.07                                                      |  |  | 0.1          |  |  | 0.098      |  |  | 0.428       |  |  | 0.397        |  |  | 0.128      |  |  | 0.0405      |  |  | 0.121        |  |  | 0.176      |  |  | 0.134       |  |  | 0.126        |  |  | 0.168      |  |  | 0.158       |  |  | 0.0861       |  |  | 0.0429     |  |  |             |  |  |   |  |  |
| 299                                                       |  |  | 306          |  |  | 375        |  |  | 362         |  |  | 353          |  |  | 345        |  |  | 309         |  |  | 302          |  |  | 361        |  |  | 359         |  |  | 351          |  |  | 356        |  |  | 352         |  |  | 311          |  |  | 306        |  |  |             |  |  |   |  |  |
| 04 - Recupero dello stato di un pagamento disposto        |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 183                                                       |  |  | 353          |  |  | 297        |  |  | 307         |  |  | 247          |  |  | 260        |  |  | 182         |  |  | 172          |  |  | 263        |  |  | 353         |  |  | 297          |  |  | 206        |  |  | 237         |  |  | 186          |  |  | 383        |  |  |             |  |  |   |  |  |
| Internet Banking                                          |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 226                                                       |  |  | 227          |  |  | 311        |  |  | 308         |  |  | 296          |  |  | 297        |  |  | 267         |  |  | 235          |  |  | 294        |  |  | 323         |  |  | 320          |  |  | 338        |  |  | 430         |  |  | 254          |  |  | 240        |  |  |             |  |  |   |  |  |
| Mobile APP                                                |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0.07                                                      |  |  | 0.1          |  |  | 0.00775    |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 154                                                       |  |  | 199          |  |  | 199        |  |  | 197         |  |  | 205          |  |  | 100        |  |  | 210         |  |  | 211          |  |  | 205        |  |  | 210         |  |  | 185          |  |  | 178        |  |  | 226         |  |  | 212          |  |  | 200        |  |  |             |  |  |   |  |  |
| 05 - Recupero della lista conti a cui l'utente ha accesso |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 630                                                       |  |  | 605          |  |  | 532        |  |  | 671         |  |  | 627          |  |  | 801        |  |  | 570         |  |  | 543          |  |  | 583        |  |  | 571         |  |  | 534          |  |  | 535        |  |  | 500         |  |  | 640          |  |  | 512        |  |  |             |  |  |   |  |  |
| Internet Banking                                          |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0.00128    |  |  | 0.00196     |  |  | 0.0213       |  |  | 0          |  |  | 0.0123      |  |  | 0            |  |  | 0.00222    |  |  | 0.173       |  |  | 0.0105       |  |  | 0          |  |  | 0.992       |  |  | 0.0451       |  |  | 0.0191     |  |  |             |  |  |   |  |  |
| 362                                                       |  |  | 373          |  |  | 542        |  |  | 485         |  |  | 488          |  |  | 390        |  |  | 383         |  |  | 465          |  |  | 521        |  |  | 487         |  |  | 551          |  |  | 632        |  |  | 387         |  |  | 368          |  |  |            |  |  |             |  |  |   |  |  |
| Mobile APP                                                |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0.295                                                     |  |  | 0.00413      |  |  | 0.0784     |  |  | 0.0545      |  |  | 0.00014      |  |  | 0.00014    |  |  | 0.00014     |  |  | 0.00014      |  |  | 0.00014    |  |  | 0.00014     |  |  | 0.00014      |  |  | 0.00014    |  |  | 0.00014     |  |  | 0.00014      |  |  | 0.00014    |  |  |             |  |  |   |  |  |
| 2905                                                      |  |  | 301          |  |  | 414        |  |  | 394         |  |  | 382          |  |  | 373        |  |  | 316         |  |  | 308          |  |  | 382        |  |  | 392         |  |  | 365          |  |  | 372        |  |  | 376         |  |  | 317          |  |  | 305        |  |  |             |  |  |   |  |  |
| 06 - Recupero dello stato di un conto                     |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 246                                                       |  |  | 248          |  |  | 282        |  |  | 262         |  |  | 255          |  |  | 247        |  |  | 261         |  |  | 244          |  |  | 266        |  |  | 262         |  |  | 279          |  |  | 263        |  |  | 253         |  |  | 290          |  |  | 241        |  |  |             |  |  |   |  |  |
| Internet Banking                                          |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0.00224    |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 826                                                       |  |  | 844          |  |  | 1224       |  |  | 1113        |  |  | 1184         |  |  | 886        |  |  | 852         |  |  | 1137         |  |  | 1184       |  |  | 1162        |  |  | 1209         |  |  | 100        |  |  | 188         |  |  | 850          |  |  | 188        |  |  |             |  |  |   |  |  |
| Mobile APP                                                |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  | availability |  |  | error rate |  |  | performance |  |  |   |  |  |
| 100                                                       |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  | 100          |  |  | 100        |  |  | 100         |  |  |   |  |  |
| 0                                                         |  |  | 0            |  |  | 0.00178    |  |  | 0.00213     |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0            |  |  | 0.000173   |  |  | 0.000279    |  |  | 0            |  |  | 0          |  |  | 0           |  |  | 0 |  |  |
| 316                                                       |  |  | 320          |  |  | 1015       |  |  | 929         |  |  | 903</        |  |  |            |  |  |             |  |  |              |  |  |            |  |  |             |  |  |              |  |  |            |  |  |             |  |  |              |  |  |            |  |  |             |  |  |   |  |  |