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

**Período:** 01/03/2025 a 30/06/2025

| | 01-abr | 02-abr | 03-abr | 04-abr | 05-abr | 06-abr | 07-abr | 08-abr | 09-abr | 10-abr | 11-abr | 12-abr | 13-abr | 14-abr | 15-abr | 16-abr | 17-abr | 18-abr | 19-abr | 20-abr | 21-abr | 22-abr | 23-abr | 24-abr | 25-abr | 26-abr | 27-abr | 28-abr | 29-abr | 30-abr | No periodo |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Tradicional - BAIE Internet Banking** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 78% | 100% | 100% | 99% |
| Informação de Conta | 00:01.759 | 00:01.744 | 00:01.761 | 00:01.772 | 00:01.662 | 00:01.667 | 00:01.807 | 00:02.503 | 00:01.820 | 00:01.812 | 00:01.774 | 00:01.692 | 00:01.798 | 00:01.819 | 00:01.797 | 00:01.849 | 00:01.786 | 00:01.807 | 00:01.466 | 00:01.739 | 00:01.747 | 00:01.897 | 00:01.809 | 00:01.845 | 00:01.885 | 00:01.697 | 00:01.685 | 00:01.938 | 00:01.830 | 00:01.867 | 00:01.835 |
| Logins | 00:00.355 | 00:00.425 | 00:00.464 | 00:00.450 | 00:00.968 | 00:00.607 | 00:00.459 | 00:00.750 | 00:00.815 | 00:00.454 | 00:00.375 | 00:00.509 | 00:00.611 | 00:00.492 | 00:00.884 | 00:00.708 | 00:00.581 | 00:00.629 | 00:00.554 | 00:02.041 | 00:00.562 | 00:00.812 | 00:00.549 | 00:00.499 | 00:00.796 | 00:00.897 | 00:01.197 | 00:01.267 | 00:00.589 | 00:00.629 | 00:00.593 |
| Transferências | 00:02.389 | 00:02.123 | 00:01.791 | 00:02.338 | 00:02.344 | 00:02.185 | 00:01.986 | 00:02.114 | 00:02.344 | 00:02.027 | 00:01.840 | 00:02.348 | 00:01.934 | 00:02.071 | 00:02.059 | 00:02.477 | 00:01.975 | 00:02.107 | 00:01.355 | 00:01.979 | 00:02.173 | 00:02.274 | 00:02.156 | 00:02.511 | 00:02.418 | 00:02.768 | 00:02.302 | 00:02.345 | 00:02.215 | 00:02.208 | 00:02.135 |
| Disponibilização de Fundos (1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Tradicional - BAIE Mobile Banking** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 78% | 100% | 100% | 99% |
| Informação de Conta | 00:01.813 | 00:01.754 | 00:01.775 | 00:01.792 | 00:01.819 | 00:01.869 | 00:01.767 | 00:02.281 | 00:01.842 | 00:01.829 | 00:01.776 | 00:01.779 | 00:01.774 | 00:01.829 | 00:01.774 | 00:01.842 | 00:01.835 | 00:01.845 | 00:01.829 | 00:01.884 | 00:01.780 | 00:01.863 | 00:01.823 | 00:01.811 | 00:01.833 | 00:01.853 | 00:01.854 | 00:01.926 | 00:01.858 | 00:01.844 | 00:01.842 |
| Logins | 00:00.702 | 00:00.570 | 00:00.760 | 00:00.849 | 00:01.056 | 00:00.757 | 00:01.232 | 00:00.977 | 00:00.783 | 00:02.603 | 00:02.362 | 00:00.856 | 00:00.803 | 00:02.329 | 00:02.538 | 00:02.128 | 00:01.107 | 00:01.541 | 00:01.146 | 00:01.081 | 00:01.862 | 00:01.497 | 00:00.671 | 00:00.956 | 00:00.709 | 00:00.974 | 00:00.796 | 00:02.671 | 00:01.102 | 00:00.924 | 00:01.392 |
| Transferências | 00:03.819 | 00:02.022 | 00:02.205 | 00:02.127 | 00:02.280 | 00:02.408 | 00:02.248 | 00:02.328 | 00:02.388 | 00:02.325 | 00:01.885 | 00:02.460 | 00:02.290 | 00:02.309 | 00:02.276 | 00:02.355 | 00:02.321 | 00:02.257 | 00:02.111 | 00:02.890 | 00:02.311 | 00:02.347 | 00:02.106 | 00:02.297 | 00:02.579 | 00:02.443 | 00:02.882 | 00:02.409 | 00:02.409 | 00:02.353 | 00:02.354 |
| Disponibilização de Fundos (1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **API - PSD2** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 78% | 100% | 100% | 99% |
| Tempo médio de resposta | 00:00.064 | 00:00.014 | 00:00.014 | 00:00.016 | 00:00.014 | 00:00.016 | 00:00.019 | 00:00.015 | 00:00.018 | 00:00.024 | 00:00.038 | 00:00.017 | 00:00.015 | 00:00.020 | 00:00.016 | 00:00.018 | 00:00.024 | 00:00.018 | 00:00.014 | 00:00.014 | 00:00.022 | 00:00.050 | 00:00.042 | 00:00.016 | 00:00.015 | 00:00.014 | 00:00.014 | 00:00.022 | 00:00.015 | 00:00.018 | 00:00.023 |
| Total Erros | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 77 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 6 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| Percentagem de erro (face volume de chamadas) | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 1.67% | 0.00% | 0.00% | 0.06% | 0.00% | 0.00% | 0.06% | 0.00% | 0.00% | 0.00% | 0.26% | 0.37% | 0.06% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 2.47% |

| | 01-mai | 02-mai | 03-mai | 04-mai | 05-mai | 06-mai | 07-mai | 08-mai | 09-mai | 10-mai | 11-mai | 12-mai | 13-mai | 14-mai | 15-mai | 16-mai | 17-mai | 18-mai | 19-mai | 20-mai | 21-mai | 22-mai | 23-mai | 24-mai | 25-mai | 26-mai | 27-mai | 28-mai | 29-mai | 30-mai | 31-mai | No Periodo |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Tradicional - BAIE Internet Banking** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 99% | 100% | 100% | 100% | 100% |
| Informação de Conta | 00:01.829 | 00:01.921 | 00:01.760 | 00:01.648 | 00:01.807 | 00:01.895 | 00:01.845 | 00:01.848 | 00:01.858 | 00:01.916 | 00:01.887 | 00:01.927 | 00:01.930 | 00:01.961 | 00:01.929 | 00:01.897 | 00:01.728 | 00:01.748 | 00:01.847 | 00:01.919 | 00:01.918 | 00:01.947 | 00:01.996 | 00:01.901 | 00:01.771 | 00:01.982 | 00:02.019 | 00:02.024 | 00:01.993 | 00:02.013 | 00:01.967 | 00:01.925 |
| Logins | 00:00.683 | 00:00.649 | 00:00.701 | 00:00.688 | 00:00.927 | 00:00.691 | 00:00.530 | 00:00.577 | 00:00.675 | 00:00.675 | 00:00.602 | 00:00.783 | 00:00.671 | 00:00.799 | 00:00.620 | 00:00.708 | 00:00.585 | 00:00.767 | 00:00.607 | 00:00.587 | 00:00.740 | 00:00.819 | 00:00.705 | 00:01.012 | 00:00.937 | 00:00.925 | 00:00.796 | 00:00.765 | 00:00.597 | 00:00.567 | 00:01.671 | 00:00.715 |
| Transferências | 00:02.575 | 00:02.404 | 00:02.305 | 00:01.920 | 00:02.256 | 00:02.437 | 00:02.272 | 00:02.056 | 00:02.217 | 00:02.283 | 00:03.012 | 00:02.305 | 00:02.293 | 00:02.326 | 00:02.416 | 00:02.014 | 00:02.362 | 00:02.524 | 00:02.078 | 00:01.908 | 00:02.119 | 00:02.363 | 00:02.027 | 00:01.882 | 00:02.113 | 00:01.921 | 00:02.419 | 00:02.036 | 00:02.164 | 00:02.243 | 00:01.847 | 00:02.190 |
| Disponibilização de Fundos (1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Tradicional - BAIE Mobile Banking** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 99% | 100% | 100% | 100% | 100% |
| Informação de Conta | 00:01.944 | 00:01.810 | 00:01.997 | 00:02.012 | 00:01.861 | 00:01.895 | 00:01.855 | 00:01.921 | 00:01.860 | 00:01.967 | 00:01.982 | 00:01.804 | 00:01.976 | 00:01.901 | 00:01.899 | 00:01.803 | 00:01.975 | 00:02.078 | 00:01.955 | 00:01.884 | 00:01.918 | 00:01.918 | 00:01.942 | 00:02.017 | 00:02.079 | 00:01.958 | 00:01.974 | 00:01.955 | 00:01.955 | 00:01.965 | 00:01.946 | 00:01.921 |
| Logins | 00:01.027 | 00:00.915 | 00:01.394 | 00:00.854 | 00:02.584 | 00:01.166 | 00:01.100 | 00:00.936 | 00:01.036 | 00:00.615 | 00:00.900 | 00:02.609 | 00:01.274 | 00:01.431 | 00:01.012 | 00:00.708 | 00:00.585 | 00:00.767 | 00:00.607 | 00:00.587 | 00:00.740 | 00:00.819 | 00:00.705 | 00:01.012 | 00:00.937 | 00:00.925 | 00:00.796 | 00:00.765 | 00:00.597 | 00:00.567 | 00:01.671 | 00:00.715 |
| Transferências | 00:02.619 | 00:02.265 | 00:02.630 | 00:02.567 | 00:02.331 | 00:02.450 | 00:02.143 | 00:02.440 | 00:02.611 | 00:02.462 | 00:02.734 | 00:02.194 | 00:02.612 | 00:02.382 | 00:02.516 | 00:02.014 | 00:02.362 | 00:02.524 | 00:02.078 | 00:01.908 | 00:02.119 | 00:02.363 | 00:02.027 | 00:01.882 | 00:02.113 | 00:01.921 | 00:02.419 | 00:02.036 | 00:02.164 | 00:02.243 | 00:01.847 | 00:02.190 |
| Disponibilização de Fundos (1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **API - PSD2** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 100% | 100% | 100% | 100% |
| Tempo médio de resposta | 00:00.014 | 00:00.015 | 00:00.016 | 00:00.015 | 00:00.018 | 00:00.018 | 00:00.018 | 00:00.016 | 00:00.015 | 00:00.021 | 00:00.020 | 00:00.019 | 00:00.015 | 00:00.021 | 00:00.020 | 00:00.016 | 00:00.014 | 00:00.015 | 00:00.018 | 00:00.014 | 00:00.020 | 00:00.023 | 00:00.018 | 00:00.021 | 00:00.020 | 00:00.019 | 00:00.020 | 00:00.016 | 00:00.015 | 00:00.014 | 00:00.014 | 00:00.017 |
| Total Erros | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Percentagem de erro (face volume de chamadas) | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

| | 01-jun | 02-jun | 03-jun | 04-jun | 05-jun | 06-jun | 07-jun | 08-jun | 09-jun | 10-jun | 11-jun | 12-jun | 13-jun | 14-jun | 15-jun | 16-jun | 17-jun | 18-jun | 19-jun | 20-jun | 21-jun | 22-jun | 23-jun | 24-jun | 25-jun | 26-jun | 27-jun | 28-jun | 29-jun | 30-jun | No Periodo |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Tradicional - BAIE Internet Banking** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 100% | 100% | 100% |
| Informação de Conta | 00:01.721 | 00:02.009 | 00:02.054 | 00:02.019 | 00:02.044 | 00:02.048 | 00:02.015 | 00:01.907 | 00:02.005 | 00:01.945 | 00:02.008 | 00:02.033 | 00:01.966 | 00:01.824 | 00:01.889 | 00:01.981 | 00:01.995 | 00:01.904 | 00:02.010 | 00:01.977 | 00:01.817 | 00:01.944 | 00:01.951 | 00:01.988 | 00:02.054 | 00:02.118 | 00:01.991 | 00:01.882 | 00:01.691 | 00:02.024 | 00:01.998 |
| Logins | 00:01.054 | 00:00.826 | 00:00.951 | 00:00.657 | 00:00.576 | 00:00.631 | 00:01.532 | 00:00.630 | 00:00.583 | 00:00.975 | 00:00.815 | 00:00.988 | 00:00.817 | 00:00.681 | 00:00.515 | 00:00.988 | 00:01.122 | 00:00.635 | 00:01.253 | 00:00.637 | 00:00.632 | 00:00.651 | 00:00.650 | 00:00.722 | 00:00.542 | 00:00.493 | 00:00.497 | 00:00.557 | 00:00.472 | 00:00.568 | 00:00.736 |
| Transferências | 00:02.068 | 00:01.929 | 00:02.095 | 00:02.268 | 00:02.000 | 00:01.918 | 00:02.397 | 00:02.042 | 00:01.991 | 00:02.195 | 00:02.172 | 00:02.045 | 00:02.375 | 00:01.941 | 00:01.561 | 00:02.019 | 00:02.297 | 00:02.165 | 00:02.044 | 00:02.035 | 00:02.047 | 00:01.738 | 00:01.990 | 00:01.979 | 00:02.019 | 00:02.656 | 00:02.224 | 00:01.777 | 00:01.723 | 00:01.794 | 00:02.089 |
| Disponibilização de Fundos (1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Tradicional - BAIE Mobile Banking** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 100% | 100% | 100% |
| Informação de Conta | 00:01.930 | 00:01.861 | 00:01.943 | 00:01.946 | 00:01.920 | 00:01.983 | 00:02.056 | 00:02.063 | 00:01.998 | 00:01.958 | 00:02.092 | 00:02.034 | 00:02.006 | 00:02.147 | 00:02.026 | 00:01.958 | 00:02.002 | 00:01.940 | 00:01.954 | 00:01.876 | 00:02.059 | 00:01.992 | 00:01.957 | 00:02.057 | 00:01.989 | 00:02.001 | 00:01.961 | 00:02.058 | 00:02.004 | 00:02.014 | 00:01.981 |
| Logins | 00:00.996 | 00:01.955 | 00:00.970 | 00:00.680 | 00:00.521 | 00:00.671 | 00:00.603 | 00:01.146 | 00:00.573 | 00:00.837 | 00:01.783 | 00:01.643 | 00:00.990 | 00:01.651 | 00:00.525 | 00:01.396 | 00:00.943 | 00:00.895 | 00:01.224 | 00:01.119 | 00:00.559 | 00:00.539 | 00:00.764 | 00:00.657 | 00:00.695 | 00:00.671 | 00:00.675 | 00:01.059 | 00:00.490 | 00:00.540 | 00:00.908 |
| Transferências | 00:02.067 | 00:02.072 | 00:01.990 | 00:02.058 | 00:02.099 | 00:02.094 | 00:02.360 | 00:02.441 | 00:02.117 | 00:02.345 | 00:02.209 | 00:02.120 | 00:02.195 | 00:02.359 | 00:02.304 | 00:02.225 | 00:02.195 | 00:02.109 | 00:02.317 | 00:02.162 | 00:02.075 | 00:02.265 | 00:02.154 | 00:02.079 | 00:02.011 | 00:01.946 | 00:02.009 | 00:02.067 | 00:02.061 | 00:02.024 | 00:02.119 |
| Disponibilização de Fundos (1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **API - PSD2** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 100% | 100% | 100% |
| Tempo médio de resposta | 00:00.014 | 00:00.023 | 00:00.015 | 00:00.018 | 00:00.022 | 00:00.017 | 00:00.015 | 00:00.021 | 00:00.015 | 00:00.016 | 00:00.016 | 00:00.015 | 00:00.014 | 00:00.023 | 00:00.015 | 00:00.014 | 00:00.017 | 00:00.016 | 00:00.015 | 00:00.019 | 00:00.015 | 00:00.015 | 00:00.015 | 00:00.015 | 00:00.015 | 00:00.020 | 00:00.015 | 00:00.015 | 00:00.015 | 00:00.014 | 00:00.017 |
| Total Erros | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Percentagem de erro (face volume de chamadas) | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

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