

Período: 01/04/2022 a 30/06/2022

|   | 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    |      |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------|
| <b>Tradicional - BAI 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%      | 100%      | 100%      | 100% |
| Informação de Conta                       | 00:00,090 | 00:00,057 | 00:00,061 | 00:00,070 | 00:00,261 | 00:00,119 | 00:00,425 | 00:00,779 | 00:00,120 | 00:00,138 | 00:00,092 | 00:00,078 | 00:00,135 | 00:00,014 | 00:00,015 | 00:00,000 | 00:00,000 | 00:00,012 | 00:00,030 | 00:00,032 | 00:00,016 | 00:00,041 | 00:00,000 | 00:00,000 | 00:00,078 | 00:00,044 | 00:00,157 | 00:00,176 | 00:00,197 | 00:00,020 |      |
| Pagamentos                                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |
| Transferências Sepas                      | 00:00,148 | 00:01,000 | 00:00,143 | 00:00,190 | 00:00,281 | 00:00,059 | 00:00,167 | 00:02,306 | 00:00,333 | 00:00,000 | 00:00,000 | 00:00,000 | 00:01,407 | 00:01,083 | 00:00,125 |           | 00:01,000 | 00:00,091 | 00:00,021 | 00:00,025 | 00:00,025 | 00:00,000 |           |           | 00:00,500 | 00:00,049 | 00:00,248 | 00:00,103 | 00:00,063 | 00:00,143 |      |
| Transferências Internas                   | 00:00,500 | 00:01,000 |           |           | 00:01,000 |           | 00:00,333 | 00:01,000 |           | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,500 |           | 00:00,000 |           |           |           |           |           | 00:00,000 | 00:00,000 | 00:01,000 |           |           | 00:00,000 | 00:00,000 | 00:00,200 | 00:00,000 |           |      |
| Logins                                    | 00:01,007 | 00:00,846 | 00:00,833 | 00:00,883 | 00:00,973 | 00:00,865 | 00:00,927 | 00:00,962 | 00:00,889 | 00:00,423 | 00:00,815 | 00:00,797 | 00:00,870 | 00:00,865 | 00:00,568 | 00:00,333 | 00:00,615 | 00:00,760 | 00:00,856 | 00:00,849 | 00:00,813 | 00:00,832 | 00:00,346 | 00:00,321 | 00:00,851 | 00:01,000 | 00:00,768 | 00:00,778 | 00:00,704 | 00:00,364 |      |
| 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%      | 100%      | 100%      |      |
| Informação de Conta                       |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |
| Pagamentos                                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |
| Transferências Sepas                      |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |
| Transferências Internas                   |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |
| Logins                                    |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |
| Disponibilização de Fundos                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |
| Taxa de Erros nas respostas aos TPP       | 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%        |      |

|   | 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    |  |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--|
| <b>Tradicional - BAI 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%      | 100%      | 100%      | 85%       |  |
| Informação de Conta                       | 00:00,108 | 00:00,029 | 00:00,034 | 00:00,098 | 00:00,012 | 00:00,040 | 00:00,000 | 00:00,000 | 00:00,018 | 00:00,014 | 00:00,035 | 00:00,049 | 00:00,014 | 00:00,040 | 00:00,118 | 00:00,171 | 00:00,388 | 00:00,038 | 00:00,032 | 00:00,039 | 00:00,000 | 00:00,000 | 00:00,188 | 00:00,024 | 00:00,037 | 00:00,018 | 00:00,036 | 00:00,048 | 00:00,023 | 00:00,020 | 00:00,030 |  |
| Pagamentos                                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |  |
| Transferências Sepas                      | 00:00,000 | 00:00,149 | 00:00,069 | 00:00,073 | 00:00,539 | 00:00,068 |           | 00:00,333 | 00:00,100 | 00:00,041 | 00:00,065 | 00:00,108 | 00:00,075 |           | 00:00,125 | 00:00,020 | 00:00,034 | 00:00,021 | 00:00,150 | 00:02,115 | 00:00,333 | 00:00,000 | 00:00,167 | 00:00,053 | 00:00,034 | 00:00,143 | 00:00,019 | 00:00,250 | 00:00,000 | 00:00,032 | 00:00,034 |  |
| Transferências Internas                   | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,143 |           | 00:00,000 |           | 00:00,000 | 00:00,000 | 00:00,333 | 00:00,000 |           |           | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,167 | 00:00,000 | 00:00,000 | 00:00,286 | 00:00,250 | 00:00,000 | 00:00,000 |           |           |           |  |
| Logins                                    | 00:00,471 | 00:00,745 | 00:00,792 | 00:00,786 | 00:00,724 | 00:00,777 | 00:00,438 | 00:00,522 | 00:00,754 | 00:00,753 | 00:00,798 | 00:00,740 | 00:00,839 | 00:00,261 | 00:00,375 | 00:00,782 | 00:00,815 | 00:01,558 | 00:01,627 | 00:01,046 | 00:00,550 | 00:00,782 | 00:01,089 | 00:00,789 | 00:01,072 | 00:00,771 | 00:00,726 | 00:00,500 | 00:00,636 | 00:00,823 | 00:00,761 |  |
| 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%      | 100%      | 100%      | 85%       |  |
| Informação de Conta                       |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |  |
| Pagamentos                                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |  |
| Transferências Sepas                      |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |  |
| Transferências Internas                   |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |  |
| Logins                                    |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |  |
| Disponibilização de Fundos                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |  |
| Taxa de Erros nas respostas aos TPP       | 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%        |  |

|   | 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    |      |  |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------|--|
| <b>Tradicional - BAI Internet Banking</b> |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Disponibilidade                           | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 83%       | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 83%       | 100%      | 100%      | 85%       | 100%      | 100% |  |
| Informação de Conta                       | 00:00,146 | 00:00,025 | 00:00,012 | 00:00,014 | 00:00,021 | 00:00,019 | 00:00,168 | 00:00,055 | 00:00,061 | 00:00,046 | 00:00,000 | 00:00,036 | 00:00,034 | 00:00,036 | 00:00,156 | 00:00,051 | 00:00,029 | 00:00,000 | 00:00,042 | 00:00,016 | 00:00,019 | 00:00,023 | 00:00,093 | 00:00,023 | 00:00,016 | 00:00,023 | 00:00,022 | 00:00,023 | 00:00,014 | 00:00,027 |      |  |
| Pagamentos                                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Transferências Sepas                      | 00:00,181 | 00:02,195 | 00:00,038 | 00:00,333 | 00:00,111 | 00:00,045 | 00:00,034 | 00:00,043 | 00:00,077 | 00:00,500 | 00:00,000 | 00:00,116 | 00:00,220 | 00:00,017 | 00:00,083 | 00:00,050 | 00:00,200 | 00:00,667 | 00:00,113 | 00:00,059 | 00:00,093 | 00:00,111 | 00:00,032 | 00:00,420 | 00:00,000 | 00:00,116 | 00:00,170 | 00:00,076 | 00:00,070 |           |      |  |
| Transferências Internas                   | 00:01,000 |           | 00:00,000 |           |           | 00:00,154 |           | 00:00,000 |           | 00:00,000 |           | 00:01,000 | 00:00,420 | 00:00,000 |           | 00:00,000 |           |           | 00:00,400 | 00:00,000 | 00:01,000 |           |           | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,000 | 00:00,500 |      |  |
| Logins                                    | 00:00,799 | 00:00,836 | 00:00,968 | 00:00,250 | 00:00,346 | 00:00,746 | 00:00,817 | 00:00,693 | 00:00,723 | 00:00,685 | 00:00,435 | 00:00,438 | 00:00,790 | 00:00,782 | 00:00,803 | 00:00,792 | 00:00,884 | 00:00,520 | 00:00,500 | 00:00,733 | 00:00,794 | 00:00,794 | 00:00,796 | 00:00,764 | 00:00,211 | 00:00,538 | 00:00,805 | 00:00,777 | 00:00,726 | 00:00,660 |      |  |
| Disponibilização de Fundos (1)            |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| <b>API - PSD2 (2)</b>                     |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Disponibilidade                           | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 83%       | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 100%      | 83%       | 100%      | 100%      | 85%       | 100%      | 100% |  |
| Informação de Conta                       |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Pagamentos                                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Transferências Sepas                      |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Transferências Internas                   |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Logins                                    |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Disponibilização de Fundos                |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |      |  |
| Taxa de Erros nas respostas aos TPP       | 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%   |  |

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