

Belfius performance & availability report for first trimester 2021

Performance

The table below contains the monthly percentage of transactions within a defined threshold

Period	PSD2 APIs			PSU interfaces - mobile			PSU interfaces - web		
	AIS details and balance	AIS - transactions	PIS	AIS - details and balance	AIS - transactions	PIS	AIS - details and balance	AIS - transactions	PIS
January 2021	99,57%	99,32%	99,10%	98,02%	94,05%	Monitoring not available	99,95%	99,86%	98,65%
February 2021	99,02%	98,89%	98,99%	97,63%	93,66%		98,69%	99,79%	97,64%
March 2021	99,16%	98,97%	98,28%	97,36%	90,88%		74,21%	99,84%	97,98%

Availability

Belfius planned downtime:

- release weekend from Saturday 20th March 11.30 pm to Sunday 21th March 1pm.
- Switch to summer time from Sunday 14th March 1.00 am (winter time) to 4.00 am (summer time).

Belfius unplanned downtimes:

- 10/02/2021 : general instabilities on all Belfius digital channels (including APIs) (from 10:10 am to 11:30 am)
- 18/02/2021 : general instabilities on all Belfius digital channels (including APIs) (from 10:20 am to 11:15 am)
- 29/03/2021 : general instabilities on all Belfius digital channels (including APIs) (from 6:15 pm to 8:00 pm)
- 30/03/2021 : general instabilities on all Belfius digital channels (including APIs) (from 6:15 pm to 8:00 pm)