BBVA

Quarterly information

TABLE OF INDICATORS FROM APRIL 01 TO JUNE 30, 2020

KPIs	BBVA APIs	BBVA Web	BBVA Mobile	Service level objective
Online time/day	100%	99,943%	99,971%	>98%
Inactivity/day	0%	0,057%	0,029%	<2%
Average response time (ART) AIS	770 ms	646 ms	694 ms	<3.000 ms
ART PIS	789 ms	1.145ms	1.017 ms	<4.000 ms
ART PIISP	0 ms	290ms	236 ms	<3.000 ms
Error ratio	0,18%	0,07%	0,07%	<0,5%

The above information refers to the production activity period for BBVA España APIs. No information is provided from May 23 to July 7 for any of the BBVA APIs, nor from the full period for the branches in the Foreign Network (France, United Kingdom, Portugal and Belgium), since there was no production activity.

Items:

- Time online/day, measured as a percentage.
- Inactivity/day, measured as a percentage.
- ART AIS (average response time in the "Information Aggregator" category), measured in milliseconds.
- ART PIS (average response time in the "Payment Initiator" category), measured in milliseconds.
- ART PIISP (Average response time in the "Fund Confirmation" category), measured in milliseconds.
- Error ratio, measured as a percentage.