



Report SIBS API Market

ASPSP: CAIXA DE CREDITO AGRICOLA MUTUO DE MAFRA

Período: 01-jul-2025 a 30-set-2025

Ref.	Nome	SLA	EBA GL	Total	01-jul-25	02-jul-25	03-jul-25
SLA1	Disponibilidade das API PSD2 *	99,0%	2.2	100%	100%	100%	100%
SLA1.1	Disponibilidade das API PSD2 - Responsabilidade SIBS	99,0%	NA	100%	100%	100%	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	550	0	466	0
SLA2.1	Performance para PISP - Componente SIBS	2.500 milisegundos	NA	398	0	307	0
SLA2.2	Performance para PISP - Componente Banco	2.500 milisegundos	NA	1 169	0	1 169	0
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	3 146	0	0	0
SLA3.1	Performance para AISP - Componente SIBS	3.500 milisegundos	NA	3 146	0	0	0
SLA3.2	Performance para AISP - Componente Banco	3.500 milisegundos	NA	0	0	0	0
SLA4	Performance para CBPII	5.000 milisegundos	2.3.c	0	0	0	0
SLA4.1	Performance para CBPII - Componente SIBS	2.500 milisegundos	NA	0	0	0	0
SLA4.2	Performance para CBPII - Componente Banco	2.500 milisegundos	NA	0	0	0	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3d	4,27%	12,31%	10,74%	4,79%
SLA5.1	Taxa de Erros nas respostas - Responsabilidade SIBS	5%	NA	0,02%	0,00%	0,00%	0,02%
SLA5.2	Taxa de Erros nas respostas - Responsabilidade Bancos	5%	NA	4,25%	12,31%	10,73%	4,78%
SLA6	Resolução incidentes - Críticos	90% em < 4horas	8.1	n.a.			
SLA7	Resolução incidentes - Alta	90% em < 16horas	8.1	n.a.			
SLA8	Resolução incidentes - Média	80% em < 2 dias úteis	NA	n.a.			
SLA9	Resolução incidentes - Baixa	80% em < 5 dias úteis	NA	n.a.			

* Devido a falta de informação a Disponibilidade das API PSD2 só se refere a Responsabilidade SIBS

04-jul-25	05-jul-25	06-jul-25	07-jul-25	08-jul-25	09-jul-25	10-jul-25	11-jul-25	12-jul-25	13-jul-25	14-jul-25	15-jul-25	16-jul-25
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%
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0	0	0	0	0	0	0	0	0	0	0	0	0
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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	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	0
1,47%	1,62%	15,19%	0,93%	2,18%	1,64%	1,99%	1,06%	5,51%	2,05%	0,84%	0,93%	1,23%
0,05%	0,05%	0,03%	0,03%	0,03%	0,03%	0,03%	0,03%	0,03%	0,04%	0,03%	0,03%	0,03%
1,43%	1,57%	15,16%	0,89%	2,14%	1,61%	1,96%	1,03%	5,48%	2,01%	0,81%	0,90%	1,20%

17-jul-25	18-jul-25	19-jul-25	20-jul-25	21-jul-25	22-jul-25	23-jul-25	24-jul-25	25-jul-25	26-jul-25	27-jul-25	28-jul-25	29-jul-25
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%
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0	0	0	0	0	0	0	0	0	0	0	0	0
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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	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	0
1,36%	11,92%	1,52%	1,06%	1,12%	1,28%	1,04%	1,83%	1,59%	6,58%	1,30%	1,82%	1,16%
0,03%	0,03%	0,04%	0,04%	0,03%	0,03%	0,03%	0,03%	0,03%	0,03%	0,04%	0,02%	0,00%
1,32%	11,89%	1,49%	1,03%	1,08%	1,25%	1,00%	1,80%	1,56%	6,55%	1,26%	1,79%	1,16%

30-jul-25	31-jul-25	01-ago-25	02-ago-25	03-ago-25	04-ago-25	05-ago-25	06-ago-25	07-ago-25	08-ago-25	09-ago-25	10-ago-25	11-ago-25
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%
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0	3 146	0	0	0	0	0	0	0	0	0	0	0
0	3 146	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
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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
1,41%	6,96%	13,84%	13,10%	2,42%	2,56%	10,22%	4,51%	8,14%	1,83%	13,56%	1,44%	1,18%
0,00%	0,00%	0,00%	0,01%	0,00%	0,00%	0,00%	0,01%	0,00%	0,00%	0,04%	0,04%	0,04%
1,40%	6,96%	13,84%	13,09%	2,42%	2,56%	10,22%	4,50%	8,14%	1,83%	13,52%	1,39%	1,14%

12-ago-25	13-ago-25	14-ago-25	15-ago-25	16-ago-25	17-ago-25	18-ago-25	19-ago-25	20-ago-25	21-ago-25	22-ago-25	23-ago-25	24-ago-25
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%
0	0	0	0	2 401	0	0	0	0	0	0	0	0
0	0	0	0	2 401	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	0	0
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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	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
1,48%	1,75%	1,38%	1,86%	3,17%	1,21%	0,91%	1,08%	1,30%	1,29%	1,39%	2,38%	2,72%
0,03%	0,01%	0,01%	0,00%	0,00%	0,00%	0,00%	0,01%	0,02%	0,02%	0,02%	0,02%	0,02%
1,44%	1,73%	1,37%	1,85%	3,17%	1,20%	0,90%	1,08%	1,28%	1,26%	1,37%	2,36%	2,70%

25-ago-25	26-ago-25	27-ago-25	28-ago-25	29-ago-25	30-ago-25	31-ago-25	01-set-25	02-set-25	03-set-25	04-set-25	05-set-25	06-set-25
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%
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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
1,01%	1,12%	1,45%	1,42%	2,98%	7,28%	4,25%	11,48%	22,35%	22,68%	22,45%	5,53%	9,96%
0,02%	0,02%	0,01%	0,01%	0,02%	0,02%	0,02%	0,02%	0,01%	0,01%	0,01%	0,02%	0,02%
0,99%	1,10%	1,43%	1,41%	2,96%	7,26%	4,22%	11,47%	22,34%	22,66%	22,44%	5,52%	9,94%

07-set-25	08-set-25	09-set-25	10-set-25	11-set-25	12-set-25	13-set-25	14-set-25	15-set-25	16-set-25	17-set-25	18-set-25	19-set-25
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%
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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
1,07%	1,00%	12,22%	1,26%	11,12%	2,53%	0,78%	1,95%	0,72%	0,74%	0,69%	1,36%	0,70%
0,03%	0,02%	0,02%	0,02%	0,02%	0,02%	0,02%	0,02%	0,01%	0,00%	0,00%	0,00%	0,00%
1,05%	0,98%	12,21%	1,24%	11,11%	2,51%	0,76%	1,93%	0,72%	0,74%	0,69%	1,35%	0,70%

20-set-25	21-set-25	22-set-25	23-set-25	24-set-25	25-set-25	26-set-25	27-set-25	28-set-25	29-set-25	30-set-25
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0,85%	1,91%	0,62%	0,67%	0,72%	0,63%	0,59%	5,15%	0,92%	0,68%	1,56%
0,00%	0,00%	0,00%	0,01%	0,00%	0,00%	0,01%	0,00%	0,00%	0,00%	0,00%
0,85%	1,90%	0,62%	0,66%	0,72%	0,62%	0,58%	5,15%	0,91%	0,68%	1,56%