

Access Interfaces - Key Performance Indicators  
 Quarter 2 2022



| Availability KPI      |                                       |                                    |                                       |                                    |  |                                    |                                      |                                    |                                      |                                    |  |
|-----------------------|---------------------------------------|------------------------------------|---------------------------------------|------------------------------------|--|------------------------------------|--------------------------------------|------------------------------------|--------------------------------------|------------------------------------|--|
| Date                  | Dedicated Access - Token              |                                    | Direct Access - Visa Spend Clarity    | Dedicated Access - Token           |  | Direct Access - Visa Spend Clarity |                                      |                                    |                                      |                                    |  |
|                       | Token Availability                    | Elavon Availability                | Visa Spend Clarity Availability       | Token Downtime                     | Elavon Downtime  | Visa Spend Clarity Downtime        |                                      |                                    |                                      |                                    |  |
| April 2022 Average    | 100.00                                | 100.00                             | 99.50                                 | 0.00                               | 0.00   | 0.50                               |                                      |                                    |                                      |                                    |  |
| May 2022 Average      | 99.99                                 | 100.00                             | 99.80                                 | 0.01                               | 0.00   | 0.20                               |                                      |                                    |                                      |                                    |  |
| June 2022 Average     | 100.00                                | 100.00                             | 100.00                                | 0.00                               | 0.00   | 0.00                               |                                      |                                    |                                      |                                    |  |
| Q2 2022 Average       | 100.00                                | 100.00                             | 99.77                                 | 0.00                               | 0.000  | 0.23                               |                                      |                                    |                                      |                                    |  |
| Performance KPI       |                                       |                                    |                                       |                                    |  |                                    |                                      |                                    |                                      |                                    |  |
| Date                  | Dedicated Access - Token              |                                    |                                       |                                    |  |                                    |                                      |                                    |                                      |                                    | Direct Access - Visa Spend Clarity                       |
|                       | TPP Type                              | Number of Requests                 | Number of Errors                      | Error Rate                         | Request Duration (ms) - AISP average end-to-end Transaction time |                                    |                                      |                                    |                                      |                                    | Response Time - AISP average end-to-end Transaction time |
|                       |                                       |                                    |                                       |                                    | P50  | P75                                | P90                                  | P95                                | P99                                  | P99.9                              |  |
| April 2022 Average    | N/A                                   | N/A                                | N/A                                   | 0.00%                              | N/A  | N/A                                | N/A                                  | N/A                                | N/A                                  | N/A                                | 99.00%   |
| May 2022 Average      | N/A                                   | N/A                                | N/A                                   | 0.00%                              | N/A  | N/A                                | N/A                                  | N/A                                | N/A                                  | N/A                                | 99.00%   |
| June 2022 Average     | N/A                                   | N/A                                | N/A                                   | 0.00%                              | N/A  | N/A                                | N/A                                  | N/A                                | N/A                                  | N/A                                | 99.00%   |
| Q2 2022 Average       | N/A                                   | N/A                                | N/A                                   | 0.00%                              | N/A  | N/A                                | N/A                                  | N/A                                | N/A                                  | N/A                                | 99.00%   |
| Service Level Targets |                                       |                                    |                                       |                                    |  |                                    |                                      |                                    |                                      |                                    |  |
| Date                  | Problem Resolution                    |                                    |                                       |                                    |  |                                    |                                      |                                    |                                      |                                    |  |
|                       | Dedicated Access - Token              |                                    | Direct Access - Visa Spend Clarity    |                                    | Dedicated Access - Token   |                                    | Direct Access - Visa Spend Clarity   |                                    |                                      |                                    |  |
|                       | Number of Incidents - Critical        | Resolution Time                    | Number of Incidents - Critical        | Resolution Time                    | Number of Incident - High Priority                               | Resolution Time                    | Number of Incidents - High Priority  | Resolution Time                    |                                      |                                    |  |
| April 2022 Total      | 0                                     | N/A                                | 0                                     | N/A                                | 0  | N/A                                | 1                                    | 186                                |                                      |                                    |  |
| May 2022 Total        | 0                                     | N/A                                | 0                                     | N/A                                | 0  | N/A                                | 2                                    | 97                                 |                                      |                                    |  |
| June 2022 Total       | 0                                     | N/A                                | 0                                     | N/A                                | 0  | N/A                                | 0                                    | N/A                                |                                      |                                    |  |
| Q2 2022 Total         | 0                                     | N/A                                | 0                                     | N/A                                | 0  | N/A                                | 3                                    | 283                                |                                      |                                    |  |
| Date                  | Dedicated Access - Token              |                                    | Direct Access - Visa Spend Clarity    |                                    | Dedicated Access - Token   |                                    | Direct Access - Visa Spend Clarity   |                                    |                                      |                                    |  |
|                       | Number of Incidents - Medium Priority | Resolution Time                    | Number of Incidents - Medium Priority | Resolution Time                    | Number of Incidents - Low Priority                               | Resolution Time                    | Number of Incidents - Low Priority   | Resolution Time                    |                                      |                                    |  |
|                       | April 2022 Total                      | 0                                  | NA                                    | 0                                  | NA   | 0                                  | NA                                   | 0                                  | NA                                   |                                    |  |
| May 2022 Total        | 0                                     | NA                                 | 0                                     | NA                                 | 0  | NA                                 | 0                                    | NA                                 |                                      |                                    |  |
| June 2022 Total       | 0                                     | NA                                 | 0                                     | NA                                 | 0  | NA                                 | 0                                    | NA                                 |                                      |                                    |  |
| Q2 2022 Total         | 0                                     | N/A                                | 0                                     | N/A                                | 0  | N/A                                | 0                                    | N/A                                |                                      |                                    |  |
| Date                  | Out of Hours Support                  |                                    | Monitoring                            |                                    | Contingency Plans  |                                    | Maintenance                          |                                    |                                      |                                    |  |
|                       | Dedicated Access - Token              | Direct Access - Visa Spend Clarity | Dedicated Access - Token              | Direct Access - Visa Spend Clarity | Dedicated Access - Token   | Direct Access - Visa Spend Clarity | Dedicated Access - Token             | Direct Access - Visa Spend Clarity | Dedicated Access - Token             | Direct Access - Visa Spend Clarity |  |
|                       | Technical Support Hours               |                                    | Monitoring Support Hours              |                                    | Contingency Plan Back Up Time                                    |                                    | Maintenance Hours - Priority 1 and 2 |                                    | Maintenance Hours - Priority 3 and 4 |                                    |  |
| April 2022 Average    | 24 Hours                              | 24 Hours                           | 24 Hours                              | 24 Hours                           | NA   | 0                                  | 24 Hours                             | 0                                  | 24 Hours                             | 0                                  |  |
| May 2022 Average      | 24 Hours                              | 24 Hours                           | 24 Hours                              | 24 Hours                           | NA   | 0                                  | 24 Hours                             | 0                                  | 24 Hours                             | 0                                  |  |
| June 2022 Average     | 24 Hours                              | 24 Hours                           | 24 Hours                              | 24 Hours                           | NA   | 0                                  | 24 Hours                             | 0                                  | 24 Hours                             | 0                                  |  |
| Q2 2022 Average       | 24 Hours                              | 24 Hours                           | 24 Hours                              | 24 Hours                           | NA   | 0                                  | 24 Hours                             | 0                                  | 24 Hours                             | 0                                  |  |