

SERVICE LEVEL AGREEMENT (BASIC SUPPORT)**1. PERFORMANCE**

- 1.1 **Minimum availability.** Tink strives to make the Services available with an uptime 99.7%.
- 1.2 **Calculating uptime.** The uptime shall be calculated on a monthly basis, calculated by dividing the number of operationally successful minutes by the total number of minutes in the relevant calendar month, excluding any scheduled maintenance and any downtime caused by events or issues outside of Tink's control (including for the avoidance of doubt any issues that the Customer is responsible for). A minute is considered operationally successful when more than 95% of Tink's API responses are successful. A response is considered operationally successful when the data is replied back.
- 1.3 **Scheduled maintenance.** Tink may perform planned maintenance which will be communicated reasonably in advance.
- 1.4 **Reporting.** Tink will report operational incidents and scheduled maintenance affecting the Services on <https://status.tink.com> and the Customer can elect to subscribe to e-mail notifications.

2. FEATURE SPECIFIC PROVISIONS

- 2.1 **Ingestion.** Processing times when Customer ingests transactions to the Services vary depending on size and can be queued. For individual transactions that are ingested over the course of the day, transactions shall be processed with a 95-percentile processing time of five (5) seconds. However, major batch jobs can be scheduled to run during nightly runs, taking into account the impact on the rest of the Services and End-Users.
- 2.2 **Categorization.** Certain Products rely on categorization, including but not limited to Income Check for calculating income streams, and other Products for assigning categories and enriching data. While Tink will endeavour to ensure that each Product uses and include relevant data, including but not limited to that each income stream only includes transactions that are relevant for that particular income stream, it does not warrant the accuracy of the categorization.