# Definition of DZ BANK AG’s Fault Classes

**Fault class 1**:

The appropriate or economically viable use of the overall system, as set out in the service description, is not possible or is impaired or hindered by the failure or malfunction of programmes, modules or components to such an extent that the continuation of day-to-day business operations cannot reasonably be expected.

**Fault class 2**:

The appropriate or economically viable use of the overall system, as set out in the service description, is substantially restricted or impaired; however, the continuation of day-to-day business operations is still possible.

**Fault class 3:**

The appropriate or economically viable use of the overall system, as set out in the service description, is only restricted or impaired to a minor extent, i.e. without any significant impact on the functionality of the overall system.

**Fault class 4:**

Other defects, i.e. imperfections in the programme which do not impair its functionality, but which are nonetheless somewhat disruptive.