

1st January to 31st March 2021

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st January to 31st March 2021), of the availability and performance of C. Hoare & Co's. Online & Mobile Banking service and our Open Banking service. This data is reported quarterly and will be published in the month following quarter end.

Glossary

PSU Interface: The Online & Mobile Banking service made available to C. Hoare & Co. customers

Dedicated Interface: The Open Banking service made available to third party companies

PISP response (milliseconds): The response time for PISP requests

AISP response (milliseconds): The response time for AISP requests

CBPII response (milliseconds): The response time for CBPII requests

A full explanation of the terms can be found on the Open Banking glossary at:

<https://www.openbanking.org.uk/about-us/glossary/>

Day	Date	Payment Services User Interface			Dedicated Interface					
		Uptime (%)	Downtime (%)	Response (milliseconds)	Uptime (%)	Downtime (%)	PISP response (milliseconds)	AISP response (milliseconds)	CBPII response (milliseconds)	Error response rate (%)
1	01/01	100.00	0.00	330	100.00	0.00	0	0	0	0.00
2	02/01	100.00	0.00	310	100.00	0.00	0	0	0	0.00
3	03/01	100.00	0.00	366	100.00	0.00	0	0	0	0.00
4	04/01	100.00	0.00	754	100.00	0.00	0	0	0	0.00
5	05/01	100.00	0.00	805	100.00	0.00	0	0	0	0.00
6	06/01	100.00	0.00	820	100.00	0.00	0	0	0	0.00
7	07/01	100.00	0.00	1010	100.00	0.00	0	0	0	0.00
8	08/01	100.00	0.00	871	100.00	0.00	0	0	0	0.00
9	09/01	100.00	0.00	385	100.00	0.00	0	0	0	0.00
10	10/01	100.00	0.00	374	100.00	0.00	0	0	0	0.00
11	11/01	100.00	0.00	819	100.00	0.00	0	0	0	0.00
12	12/01	100.00	0.00	818	100.00	0.00	0	0	0	0.00
13	13/01	100.00	0.00	882	100.00	0.00	0	0	0	0.00
14	14/01	100.00	0.00	969	100.00	0.00	0	0	0	0.00
15	15/01	100.00	0.00	1090	100.00	0.00	0	0	0	0.00
16	16/01	100.00	0.00	376	100.00	0.00	0	0	0	0.00
17	17/01	100.00	0.00	398	100.00	0.00	0	0	0	0.00
18	18/01	100.00	0.00	864	100.00	0.00	0	0	0	0.00
19	19/01	100.00	0.00	921	100.00	0.00	0	0	0	0.00
20	20/01	100.00	0.00	828	100.00	0.00	0	0	0	0.00
21	21/01	100.00	0.00	1058	100.00	0.00	0	0	0	0.00
22	22/01	100.00	0.00	1043	100.00	0.00	0	0	0	0.00
23	23/01	100.00	0.00	386	100.00	0.00	0	0	0	0.00
24	24/01	100.00	0.00	398	100.00	0.00	0	0	0	0.00
25	25/01	95.84	4.16	991	100.00	0.00	0	0	0	0.00
26	26/01	100.00	0.00	904	100.00	0.00	0	0	0	0.00
27	27/01	100.00	0.00	1032	100.00	0.00	0	0	0	0.00
28	28/01	100.00	0.00	1152	100.00	0.00	0	0	0	0.00
29	29/01	100.00	0.00	1328	100.00	0.00	0	0	0	0.00
30	30/01	100.00	0.00	690	100.00	0.00	0	0	0	0.00
31	31/01	100.00	0.00	688	100.00	0.00	0	0	0	0.00

32	01/02	91.18	8.82	1729	100.00	0.00	0	0	0	0.00
33	02/02	100.00	0.00	839	100.00	0.00	0	0	0	0.00
34	03/02	100.00	0.00	825	100.00	0.00	1805	0	0	0.00
35	04/02	100.00	0.00	858	100.00	0.00	577	0	0	0.00
36	05/02	100.00	0.00	978	100.00	0.00	405	0	0	0.00
37	06/02	100.00	0.00	424	100.00	0.00	385	0	0	0.00
38	07/02	100.00	0.00	465	100.00	0.00	403	0	0	0.00
39	08/02	100.00	0.00	1001	100.00	0.00	360	0	0	0.00
40	09/02	100.00	0.00	930	100.00	0.00	368	0	0	0.00
41	10/02	100.00	0.00	962	100.00	0.00	371	0	0	0.00
42	11/02	100.00	0.00	890	100.00	0.00	368	0	0	0.00
43	12/02	100.00	0.00	1003	100.00	0.00	357	0	0	0.00
44	13/02	100.00	0.00	389	100.00	0.00	379	0	0	0.00
45	14/02	100.00	0.00	497	100.00	0.00	389	0	0	0.00
46	15/02	100.00	0.00	902	100.00	0.00	373	0	0	0.00
47	16/02	100.00	0.00	836	100.00	0.00	376	0	0	0.00
48	17/02	100.00	0.00	898	100.00	0.00	371	0	0	0.00
49	18/02	100.00	0.00	1067	100.00	0.00	364	0	0	0.00
50	19/02	100.00	0.00	874	100.00	0.00	393	0	0	0.00
51	20/02	100.00	0.00	358	100.00	0.00	549	0	0	0.00
52	21/02	100.00	0.00	450	100.00	0.00	405	0	0	0.00
53	22/02	100.00	0.00	914	100.00	0.00	409	0	0	0.00
54	23/02	100.00	0.00	924	100.00	0.00	423	0	0	0.00
55	24/02	100.00	0.00	952	100.00	0.00	390	0	0	0.00
56	25/02	100.00	0.00	1097	100.00	0.00	399	0	0	0.00
57	26/02	100.00	0.00	1075	100.00	0.00	423	0	0	0.00
58	27/02	100.00	0.00	353	100.00	0.00	408	0	0	0.00
59	28/02	100.00	0.00	420	100.00	0.00	568	0	0	0.00
60	01/03	100.00	0.00	880	100.00	0.00	345	0	0	0.00
61	02/03	100.00	0.00	974	100.00	0.00	370	0	0	0.00
62	03/03	100.00	0.00	964	100.00	0.00	439	0	0	0.00
63	04/03	100.00	0.00	1032	100.00	0.00	357	0	0	0.00
64	05/03	100.00	0.00	906	100.00	0.00	379	0	0	0.00
65	06/03	100.00	0.00	405	100.00	0.00	367	0	0	0.00
66	07/03	100.00	0.00	511	100.00	0.00	527	0	0	0.00
67	08/03	100.00	0.00	980	100.00	0.00	349	0	0	0.00
68	09/03	100.00	0.00	924	100.00	0.00	364	0	0	0.00
69	10/03	100.00	0.00	964	100.00	0.00	474	0	0	0.00
70	11/03	100.00	0.00	1070	100.00	0.00	360	0	0	0.00
71	12/03	100.00	0.00	1022	100.00	0.00	380	0	0	0.00
72	13/03	100.00	0.00	425	100.00	0.00	375	0	0	0.00
73	14/03	93.26	6.74	486	100.00	0.00	406	0	0	0.00
74	15/03	100.00	0.00	1049	100.00	0.00	360	0	0	0.00
75	16/03	100.00	0.00	979	100.00	0.00	365	0	0	0.00
76	17/03	91.80	8.20	927	100.00	0.00	420	579	0	0.00
77	18/03	100.00	0.00	1178	100.00	0.00	345	321	0	0.00
78	19/03	100.00	0.00	1090	100.00	0.00	356	302	0	0.00
79	20/03	100.00	0.00	349	100.00	0.00	514	629	0	0.00
80	21/03	100.00	0.00	437	100.00	0.00	375	609	0	0.00
81	22/03	100.00	0.00	677	100.00	0.00	377	615	0	0.00
82	23/03	100.00	0.00	672	100.00	0.00	364	473	0	0.00
83	24/03	100.00	0.00	659	100.00	0.00	367	439	0	0.00
84	25/03	100.00	0.00	725	100.00	0.00	365	411	0	0.00
85	26/03	97.70	2.30	707	100.00	0.00	363	876	0	0.00
86	27/03	100.00	0.00	331	100.00	0.00	388	803	0	0.00
87	28/03	100.00	0.00	449	100.00	0.00	868	718	0	0.00
88	29/03	100.00	0.00	708	100.00	0.00	336	756	0	0.00
89	30/03	100.00	0.00	688	100.00	0.00	353	1501	0	0.00

90	31/03	100.00	0.00	799	100.00	0.00	352	463	0	0.00
----	-------	--------	------	-----	--------	------	-----	-----	---	------

This service is available for Account Information Service Provider (AISP) and Payment Initiation Service Provider (PISP) requests.

Our current Open Banking service does not facilitate requests from Card Based Payment Instrument Issuer (CBPII).