

1st April to 30th June 2021

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st April to 30th June 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	01/04	100.00	0.00	706	100.00	0.00	374	518	0	0.00
2	02/04	100.00	0.00	333	100.00	0.00	361	480	0	0.00
3	03/04	100.00	0.00	339	100.00	0.00	394	323	0	0.00
4	04/04	100.00	0.00	500	100.00	0.00	384	698	0	0.00
5	05/04	100.00	0.00	376	100.00	0.00	353	337	0	0.00
6	06/04	100.00	0.00	726	100.00	0.00	400	371	0	0.00
7	07/04	100.00	0.00	719	100.00	0.00	362	400	0	0.00
8	08/04	100.00	0.00	732	100.00	0.00	402	447	0	0.03
9	09/04	100.00	0.00	734	100.00	0.00	410	566	0	0.00
10	10/04	100.00	0.00	350	100.00	0.00	393	537	0	0.00
11	11/04	100.00	0.00	475	100.00	0.00	385	362	0	0.00
12	12/04	100.00	0.00	712	100.00	0.00	365	410	0	0.03
13	13/04	100.00	0.00	734	100.00	0.00	363	427	0	0.00
14	14/04	100.00	0.00	752	100.00	0.00	370	384	0	0.00
15	15/04	100.00	0.00	773	100.00	0.00	385	349	0	0.00
16	16/04	100.00	0.00	746	100.00	0.00	359	455	0	0.00
17	17/04	100.00	0.00	388	100.00	0.00	370	493	0	0.00
18	18/04	100.00	0.00	482	100.00	0.00	412	620	0	0.00
19	19/04	100.00	0.00	727	100.00	0.00	366	732	0	0.00
20	20/04	100.00	0.00	713	100.00	0.00	368	894	0	0.00
21	21/04	100.00	0.00	682	100.00	0.00	369	358	0	0.00
22	22/04	100.00	0.00	843	100.00	0.00	365	577	0	0.00
23	23/04	100.00	0.00	824	100.00	0.00	352	454	0	0.00
24	24/04	100.00	0.00	393	100.00	0.00	373	419	0	0.00
25	25/04	100.00	0.00	501	100.00	0.00	381	444	0	0.00
26	26/04	100.00	0.00	754	100.00	0.00	386	299	0	0.00
27	27/04	100.00	0.00	752	100.00	0.00	368	475	0	0.00
28	28/04	100.00	0.00	813	100.00	0.00	370	487	0	0.00
29	29/04	100.00	0.00	927	100.00	0.00	367	401	0	0.00

30	30/04	100.00	0.00	855	100.00	0.00	419	565	0	0.00
31	01/05	100.00	0.00	372	100.00	0.00	485	437	0	0.00
32	02/05	100.00	0.00	442	100.00	0.00	676	424	0	0.00
33	03/05	100.00	0.00	340	100.00	0.00	375	343	0	0.00
34	04/05	100.00	0.00	708	100.00	0.00	357	527	0	0.00
35	05/05	100.00	0.00	671	100.00	0.00	398	781	0	0.00
36	06/05	100.00	0.00	733	100.00	0.00	353	461	0	0.00
37	07/05	100.00	0.00	734	100.00	0.00	360	464	0	0.00
38	08/05	100.00	0.00	355	100.00	0.00	372	583	0	0.00
39	09/05	100.00	0.00	492	100.00	0.00	409	438	0	0.00
40	10/05	100.00	0.00	774	100.00	0.00	389	446	0	0.00
41	11/05	100.00	0.00	770	100.00	0.00	409	427	0	0.00
42	12/05	100.00	0.00	725	100.00	0.00	360	449	0	0.00
43	13/05	100.00	0.00	748	100.00	0.00	366	516	0	0.00
44	14/05	100.00	0.00	748	100.00	0.00	372	479	0	0.00
45	15/05	100.00	0.00	408	100.00	0.00	405	523	0	0.00
46	16/05	100.00	0.00	466	100.00	0.00	404	429	0	0.00
47	17/05	100.00	0.00	660	100.00	0.00	404	461	0	0.00
48	18/05	100.00	0.00	619	100.00	0.00	404	376	0	0.00
49	19/05	100.00	0.00	563	100.00	0.00	388	437	0	0.00
50	20/05	100.00	0.00	667	100.00	0.00	371	440	0	0.00
51	21/05	100.00	0.00	705	100.00	0.00	372	499	0	0.00
52	22/05	100.00	0.00	346	100.00	0.00	719	499	0	0.00
53	23/05	100.00	0.00	449	100.00	0.00	461	535	0	0.00
54	24/05	100.00	0.00	657	100.00	0.00	383	605	0	0.00
55	25/05	100.00	0.00	632	100.00	0.00	366	529	0	0.00
56	26/05	100.00	0.00	713	100.00	0.00	358	523	0	0.00
57	27/05	100.00	0.00	763	100.00	0.00	360	520	0	0.00
58	28/05	100.00	0.00	740	100.00	0.00	369	462	0	0.00
59	29/05	100.00	0.00	321	100.00	0.00	370	417	0	0.00
60	30/05	100.00	0.00	437	100.00	0.00	531	618	0	0.00
61	31/05	100.00	0.00	311	100.00	0.00	340	435	0	0.00
62	01/06	100.00	0.00	592	100.00	0.00	344	559	0	0.00
63	02/06	100.00	0.00	559	100.00	0.00	352	496	0	0.00
64	03/06	100.00	0.00	649	100.00	0.00	341	615	0	0.00
65	04/06	100.00	0.00	600	100.00	0.00	347	468	0	0.00
66	05/06	100.00	0.00	344	100.00	0.00	359	416	0	0.00
67	06/06	100.00	0.00	418	100.00	0.00	370	479	0	0.00
68	07/06	100.00	0.00	580	100.00	0.00	350	514	0	0.00
69	08/06	100.00	0.00	592	100.00	0.00	347	533	0	0.00
70	09/06	100.00	0.00	665	100.00	0.00	342	540	0	0.00
71	10/06	100.00	0.00	655	100.00	0.00	357	476	0	0.00
72	11/06	100.00	0.00	665	100.00	0.00	327	526	0	0.00
73	12/06	100.00	0.00	378	100.00	0.00	513	539	0	0.00
74	13/06	100.00	0.00	406	100.00	0.00	373	513	0	0.00
75	14/06	100.00	0.00	732	100.00	0.00	259	504	0	0.00
76	15/06	100.00	0.00	748	100.00	0.00	245	513	0	0.00
77	16/06	100.00	0.00	673	100.00	0.00	398	603	0	0.00
78	17/06	100.00	0.00	735	100.00	0.00	405	482	0	0.00
79	18/06	100.00	0.00	742	100.00	0.00	402	531	0	0.00
80	19/06	100.00	0.00	338	100.00	0.00	409	513	0	0.00
81	20/06	100.00	0.00	378	100.00	0.00	398	527	0	0.00
82	21/06	100.00	0.00	709	100.00	0.00	374	450	0	0.00
83	22/06	100.00	0.00	671	100.00	0.00	355	542	0	0.00
84	23/06	100.00	0.00	716	100.00	0.00	359	567	0	0.00
85	24/06	100.00	0.00	789	100.00	0.00	385	375	0	0.00
86	25/06	100.00	0.00	801	100.00	0.00	425	490	0	0.00
87	26/06	93.30	6.70	364	100.00	0.00	400	479	0	0.00

88	27/06	100.00	0.00	455	100.00	0.00	479	438	0	0.00
89	28/06	100.00	0.00	875	100.00	0.00	400	441	0	0.00
90	29/06	100.00	0.00	947	100.00	0.00	411	518	0	0.00
91	30/06	100.00	0.00	787	100.00	0.00	383	478	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).