

1st April to 30th June 2022

Availability of Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (Q2 2022 1st April to 30th June 2022), 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	261	100.00	0.00	145	428	0	0.00
2	02/04	100.00	0.00	175	100.00	0.00	306	375	0	0.00
3	03/04	100.00	0.00	202	100.00	0.00	0	490	0	0.00
4	04/04	100.00	0.00	254	100.00	0.00	1162	401	0	0.00
5	05/04	100.00	0.00	319	100.00	0.00	0	563	0	0.00
6	06/04	100.00	0.00	256	100.00	0.00	555	448	0	0.00
7	07/04	100.00	0.00	252	100.00	0.00	250	416	0	0.00
8	08/04	100.00	0.00	328	100.00	0.00	276	505	0	0.00
9	09/04	100.00	0.00	169	100.00	0.00	0	524	0	0.00
10	10/04	100.00	0.00	182	100.00	0.00	1090	605	0	0.00
11	11/04	100.00	0.00	294	100.00	0.00	512	491	0	0.00
12	12/04	100.00	0.00	280	100.00	0.00	997	559	0	0.00
13	13/04	100.00	0.00	276	100.00	0.00	397	412	0	0.00
14	14/04	100.00	0.00	261	100.00	0.00	286	544	0	0.00
15	15/04	100.00	0.00	194	100.00	0.00	311	939	0	0.00
16	16/04	100.00	0.00	188	100.00	0.00	915	534	0	0.00
17	17/04	100.00	0.00	200	100.00	0.00	438	462	0	0.00
18	18/04	100.00	0.00	199	100.00	0.00	417	440	0	0.00
19	19/04	100.00	0.00	252	100.00	0.00	366	428	0	0.00
20	20/04	100.00	0.00	260	100.00	0.00	330	424	0	0.00
21	21/04	100.00	0.00	292	100.00	0.00	233	447	0	0.00
22	22/04	100.00	0.00	254	100.00	0.00	278	455	0	0.00
23	23/04	100.00	0.00	197	100.00	0.00	0	449	0	0.00
24	24/04	100.00	0.00	191	100.00	0.00	0	400	0	0.00
25	25/04	100.00	0.00	255	100.00	0.00	861	359	0	0.00
26	26/04	100.00	0.00	307	100.00	0.00	325	600	0	0.00
27	27/04	100.00	0.00	313	100.00	0.00	585	484	0	0.00
28	28/04	100.00	0.00	313	100.00	0.00	339	470	0	0.00
29	29/04	100.00	0.00	300	100.00	0.00	0	659	0	0.00

30	30/04	100.00	0.00	186	100.00	0.00	0	518	0	0.00
31	01/05	100.00	0.00	186	100.00	0.00	0	467	0	0.00
32	02/05	100.00	0.00	176	100.00	0.00	2150	474	0	0.00
33	03/05	100.00	0.00	250	100.00	0.00	0	372	0	0.00
34	04/05	100.00	0.00	303	100.00	0.00	363	443	0	0.00
35	05/05	100.00	0.00	281	100.00	0.00	296	466	0	0.00
36	06/05	100.00	0.00	295	100.00	0.00	581	456	0	0.00
37	07/05	100.00	0.00	195	100.00	0.00	0	522	0	0.00
38	08/05	100.00	0.00	178	100.00	0.00	0	453	0	0.00
39	09/05	100.00	0.00	263	100.00	0.00	441	445	0	0.00
40	10/05	100.00	0.00	274	100.00	0.00	317	410	0	0.00
41	11/05	100.00	0.00	256	100.00	0.00	141	411	0	0.00
42	12/05	100.00	0.00	322	100.00	0.00	271	474	0	0.00
43	13/05	100.00	0.00	324	100.00	0.00	278	409	0	0.00
44	14/05	100.00	0.00	192	100.00	0.00	0	503	0	0.00
45	15/05	100.00	0.00	221	100.00	0.00	0	527	0	0.00
46	16/05	100.00	0.00	281	100.00	0.00	881	431	0	0.00
47	17/05	100.00	0.00	267	100.00	0.00	190	435	0	0.00
48	18/05	100.00	0.00	295	100.00	0.00	308	479	0	0.00
49	19/05	100.00	0.00	279	100.00	0.00	169	409	0	0.00
50	20/05	100.00	0.00	285	100.00	0.00	183	427	0	0.00
51	21/05	100.00	0.00	188	100.00	0.00	0	417	0	0.00
52	22/05	100.00	0.00	203	100.00	0.00	0	509	0	0.00
53	23/05	100.00	0.00	275	100.00	0.00	539	450	0	0.00
54	24/05	100.00	0.00	300	100.00	0.00	318	393	0	0.00
55	25/05	100.00	0.00	289	100.00	0.00	297	416	0	0.00
56	26/05	100.00	0.00	306	100.00	0.00	242	405	0	0.00
57	27/05	100.00	0.00	317	100.00	0.00	305	392	0	0.00
58	28/05	100.00	0.00	187	100.00	0.00	270	406	0	0.00
59	29/05	100.00	0.00	207	100.00	0.00	370	392	0	0.00
60	30/05	100.00	0.00	266	100.00	0.00	366	391	0	0.00
61	31/05	100.00	0.00	310	100.00	0.00	258	385	0	0.00
62	01/06	100.00	0.00	323	100.00	0.00	282	391	0	0.00
63	02/06	100.00	0.00	184	100.00	0.00	307	420	0	0.00
64	03/06	100.00	0.00	227	100.00	0.00	329	437	0	0.00
65	04/06	100.00	0.00	171	100.00	0.00	460	404	0	0.00
66	05/06	100.00	0.00	203	100.00	0.00	503	438	0	0.00
67	06/06	100.00	0.00	246	100.00	0.00	336	383	0	0.00
68	07/06	100.00	0.00	257	100.00	0.00	331	484	0	0.00
69	08/06	100.00	0.00	290	100.00	0.00	301	409	0	0.00
70	09/06	100.00	0.00	332	100.00	0.00	334	436	0	0.00
71	10/06	100.00	0.00	293	100.00	0.00	266	417	0	0.00
72	11/06	100.00	0.00	179	100.00	0.00	526	406	0	0.00
73	12/06	100.00	0.00	178	100.00	0.00	351	437	0	0.00
74	13/06	100.00	0.00	259	100.00	0.00	321	405	0	0.00
75	14/06	100.00	0.00	308	100.00	0.00	317	457	0	0.00
76	15/06	100.00	0.00	280	100.00	0.00	367	438	0	0.00
77	16/06	100.00	0.00	295	100.00	0.00	294	436	0	0.00
78	17/06	100.00	0.00	298	100.00	0.00	235	382	0	0.00
79	18/06	100.00	0.00	270	100.00	0.00	505	404	0	0.00
80	19/06	100.00	0.00	182	100.00	0.00	370	452	0	0.00
81	20/06	98.26	1.74	263	100.00	0.00	404	462	0	0.00
82	21/06	100.00	0.00	286	100.00	0.00	307	394	0	0.00
83	22/06	100.00	0.00	285	100.00	0.00	278	406	0	0.00
84	23/06	100.00	0.00	308	100.00	0.00	298	466	0	0.00
85	24/06	100.00	0.00	295	100.00	0.00	311	464	0	0.00
86	25/06	100.00	0.00	202	100.00	0.00	509	490	0	0.00
87	26/06	100.00	0.00	199	100.00	0.00	356	419	0	0.00

88	27/06	100.00	0.00	293	100.00	0.00	359	387	0	0.00
89	28/06	100.00	0.00	288	100.00	0.00	303	440	0	0.00
90	29/06	100.00	0.00	312	100.00	0.00	290	484	0	0.00
91	30/06	100.00	0.00	254	100.00	0.00	249	457	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).