

1st July to 30th September 2022

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st July to 30th September 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	01/07	100.00	0.00	230	100.00	0.00	292	427	0	0.01
2	02/07	100.00	0.00	166	100.00	0.00	462	445	0	0.01
3	03/07	100.00	0.00	220	100.00	0.00	337	597	0	0.02
4	04/07	100.00	0.00	226	100.00	0.00	383	470	0	0.01
5	05/07	100.00	0.00	223	100.00	0.00	360	440	0	0.01
6	06/07	100.00	0.00	242	100.00	0.00	349	438	0	0.02
7	07/07	100.00	0.00	264	100.00	0.00	322	436	0	0.02
8	08/07	100.00	0.00	245	100.00	0.00	323	439	0	0.02
9	09/07	100.00	0.00	174	100.00	0.00	567	485	0	0.02
10	10/07	100.00	0.00	198	100.00	0.00	425	458	0	0.02
11	11/07	100.00	0.00	313	100.00	0.00	332	516	0	0.03
12	12/07	100.00	0.00	283	100.00	0.00	369	417	0	0.02
13	13/07	100.00	0.00	297	100.00	0.00	614	516	0	0.00
14	14/07	100.00	0.00	287	100.00	0.00	346	493	0	0.01
15	15/07	100.00	0.00	258	100.00	0.00	447	481	0	0.01
16	16/07	100.00	0.00	155	100.00	0.00	387	437	0	0.00
17	17/07	100.00	0.00	181	100.00	0.00	322	441	0	0.00
18	18/07	100.00	0.00	235	100.00	0.00	489	434	0	0.00
19	19/07	100.00	0.00	269	100.00	0.00	323	408	0	0.00
20	20/07	100.00	0.00	257	100.00	0.00	376	393	0	0.01
21	21/07	100.00	0.00	267	100.00	0.00	339	410	0	0.01
22	22/07	100.00	0.00	245	100.00	0.00	250	352	0	0.00
23	23/07	100.00	0.00	180	100.00	0.00	468	421	0	0.00
24	24/07	100.00	0.00	182	100.00	0.00	308	411	0	0.00
25	25/07	100.00	0.00	226	100.00	0.00	311	364	0	0.00
26	26/07	100.00	0.00	237	100.00	0.00	375	363	0	0.00
27	27/07	100.00	0.00	249	100.00	0.00	365	358	0	0.00
28	28/07	100.00	0.00	271	100.00	0.00	373	381	0	0.00
29	29/07	100.00	0.00	252	100.00	0.00	431	378	0	0.00

30	30/07	100.00	0.00	175	100.00	0.00	402	392	0	0.01
31	31/07	100.00	0.00	190	100.00	0.00	341	410	0	0.00
32	01/08	100.00	0.00	226	100.00	0.00	392	403	0	0.00
33	02/08	100.00	0.00	239	100.00	0.00	336	365	0	0.00
34	03/08	100.00	0.00	246	100.00	0.00	454	382	0	0.00
35	04/08	100.00	0.00	238	100.00	0.00	351	403	0	0.00
36	05/08	100.00	0.00	243	100.00	0.00	511	409	0	0.00
37	06/08	100.00	0.00	165	100.00	0.00	582	447	0	0.00
38	07/08	100.00	0.00	191	100.00	0.00	452	382	0	0.00
39	08/08	100.00	0.00	220	100.00	0.00	346	433	0	0.00
40	09/08	100.00	0.00	237	100.00	0.00	396	385	0	0.00
41	10/08	100.00	0.00	263	100.00	0.00	418	429	0	0.00
42	11/08	100.00	0.00	243	100.00	0.00	403	424	0	0.00
43	12/08	100.00	0.00	259	100.00	0.00	378	467	0	0.00
44	13/08	100.00	0.00	171	100.00	0.00	673	452	0	0.00
45	14/08	100.00	0.00	233	100.00	0.00	347	464	0	0.00
46	15/08	100.00	0.00	258	100.00	0.00	382	461	0	0.00
47	16/08	100.00	0.00	262	100.00	0.00	379	409	0	0.00
48	17/08	100.00	0.00	288	100.00	0.00	426	427	0	0.00
49	18/08	100.00	0.00	277	100.00	0.00	348	428	0	0.01
50	19/08	100.00	0.00	299	100.00	0.00	511	433	0	0.00
51	20/08	100.00	0.00	186	100.00	0.00	696	432	0	0.00
52	21/08	100.00	0.00	184	100.00	0.00	340	442	0	0.00
53	22/08	100.00	0.00	240	100.00	0.00	314	395	0	0.00
54	23/08	100.00	0.00	260	100.00	0.00	358	363	0	0.01
55	24/08	100.00	0.00	271	100.00	0.00	417	380	0	0.00
56	25/08	100.00	0.00	270	100.00	0.00	394	378	0	0.00
57	26/08	100.00	0.00	259	100.00	0.00	414	386	0	0.00
58	27/08	100.00	0.00	192	100.00	0.00	511	411	0	0.00
59	28/08	100.00	0.00	196	100.00	0.00	356	454	0	0.00
60	29/08	100.00	0.00	207	100.00	0.00	357	478	0	0.00
61	30/08	100.00	0.00	268	100.00	0.00	485	433	0	0.00
62	31/08	100.00	0.00	242	100.00	0.00	328	385	0	0.01
63	01/09	100.00	0.00	261	100.00	0.00	537	395	0	0.01
64	02/09	100.00	0.00	238	100.00	0.00	330	416	0	0.01
65	03/09	100.00	0.00	195	100.00	0.00	585	397	0	0.01
66	04/09	100.00	0.00	188	100.00	0.00	356	423	0	0.00
67	05/09	100.00	0.00	231	100.00	0.00	450	415	0	0.00
68	06/09	100.00	0.00	249	100.00	0.00	440	400	0	0.01
69	07/09	100.00	0.00	252	100.00	0.00	416	433	0	0.01
70	08/09	100.00	0.00	244	100.00	0.00	343	406	0	0.01
71	09/09	100.00	0.00	279	100.00	0.00	446	401	0	0.01
72	10/09	100.00	0.00	200	100.00	0.00	621	427	0	0.01
73	11/09	100.00	0.00	180	100.00	0.00	361	416	0	0.00
74	12/09	100.00	0.00	257	100.00	0.00	352	409	0	0.00
75	13/09	100.00	0.00	261	100.00	0.00	345	414	0	0.00
76	14/09	100.00	0.00	313	100.00	0.00	502	401	0	0.00
77	15/09	100.00	0.00	245	100.00	0.00	369	398	0	0.00
78	16/09	100.00	0.00	280	100.00	0.00	460	405	0	0.00
79	17/09	100.00	0.00	237	100.00	0.00	492	393	0	0.00
80	18/09	100.00	0.00	204	100.00	0.00	397	394	0	0.00
81	19/09	100.00	0.00	232	100.00	0.00	453	379	0	0.00
82	20/09	100.00	0.00	243	100.00	0.00	354	391	0	0.00
83	21/09	100.00	0.00	294	100.00	0.00	445	390	0	0.00
84	22/09	100.00	0.00	281	100.00	0.00	314	400	0	0.00
85	23/09	100.00	0.00	261	100.00	0.00	315	381	0	0.00
86	24/09	100.00	0.00	188	100.00	0.00	587	370	0	0.00
87	25/09	100.00	0.00	206	100.00	0.00	625	349	0	0.01

88	26/09	100.00	0.00	269	100.00	0.00	411	392	0	0.00
89	27/09	100.00	0.00	276	100.00	0.00	482	402	0	0.00
90	28/09	100.00	0.00	281	100.00	0.00	309	392	0	0.00
91	29/09	100.00	0.00	288	100.00	0.00	359	399	0	0.00
92	30/09	100.00	0.00	277	100.00	0.00	477	407	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).