

1st October to 31st December 2024

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st October to 31st December 2024), 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	01/10	100.00	0.00	247	100.00	0.00	658	365	0	0.00
2	02/10	100.00	0.00	254	100.00	0.00	719	359	0	0.00
3	03/10	100.00	0.00	555	100.00	0.00	699	337	0	0.00
4	04/10	100.00	0.00	290	100.00	0.00	694	335	0	0.00
5	05/10	100.00	0.00	146	100.00	0.00	1218	329	0	0.00
6	06/10	100.00	0.00	140	100.00	0.00	1262	363	0	0.00
7	07/10	100.00	0.00	255	100.00	0.00	788	335	0	0.00
8	08/10	100.00	0.00	224	100.00	0.00	825	391	0	0.00
9	09/10	100.00	0.00	256	100.00	0.00	607	416	0	0.00
10	10/10	94.10	5.90	233	100.00	0.00	523	370	0	0.00
11	11/10	100.00	0.00	220	100.00	0.00	676	393	0	0.00
12	12/10	100.00	0.00	157	100.00	0.00	580	368	0	0.00
13	13/10	100.00	0.00	133	100.00	0.00	794	345	0	0.00
14	14/10	100.00	0.00	212	100.00	0.00	543	336	0	0.00
15	15/10	100.00	0.00	216	100.00	0.00	596	346	0	0.00
16	16/10	100.00	0.00	196	100.00	0.00	616	351	0	0.00
17	17/10	100.00	0.00	215	100.00	0.00	496	345	0	0.00
18	18/10	100.00	0.00	229	100.00	0.00	546	345	0	0.00
19	19/10	100.00	0.00	140	100.00	0.00	730	344	0	0.00
20	20/10	100.00	0.00	137	100.00	0.00	942	386	0	0.00
21	21/10	100.00	0.00	210	100.00	0.00	747	357	0	0.00
22	22/10	100.00	0.00	212	100.00	0.00	650	344	0	0.00
23	23/10	100.00	0.00	219	100.00	0.00	552	337	0	0.00
24	24/10	100.00	0.00	224	100.00	0.00	623	313	0	0.00
25	25/10	100.00	0.00	207	100.00	0.00	551	333	0	0.00
26	26/10	100.00	0.00	144	100.00	0.00	868	342	0	0.00
27	27/10	100.00	0.00	141	100.00	0.00	1426	365	0	0.00
28	28/10	100.00	0.00	201	100.00	0.00	858	355	0	0.00
29	29/10	100.00	0.00	214	100.00	0.00	745	369	0	0.00

30	30/10	100.00	0.00	222	100.00	0.00	781	375	0	0.00
31	31/10	100.00	0.00	194	100.00	0.00	793	382	0	0.00
32	01/11	100.00	0.00	197	100.00	0.00	864	366	0	0.00
33	02/11	100.00	0.00	143	100.00	0.00	793	390	0	0.00
34	03/11	100.00	0.00	140	100.00	0.00	1010	366	0	0.00
35	04/11	100.00	0.00	187	100.00	0.00	787	375	0	0.00
36	05/11	100.00	0.00	204	100.00	0.00	705	412	0	0.00
37	06/11	100.00	0.00	210	100.00	0.00	909	457	0	0.00
38	07/11	100.00	0.00	230	100.00	0.00	884	392	0	0.00
39	08/11	100.00	0.00	213	100.00	0.00	932	394	0	0.00
40	09/11	100.00	0.00	137	100.00	0.00	918	403	0	0.00
41	10/11	100.00	0.00	155	100.00	0.00	909	353	0	0.00
42	11/11	100.00	0.00	190	100.00	0.00	687	361	0	0.00
43	12/11	100.00	0.00	232	100.00	0.00	798	345	0	0.00
44	13/11	100.00	0.00	205	100.00	0.00	836	356	0	0.00
45	14/11	100.00	0.00	232	100.00	0.00	1083	417	0	0.00
46	15/11	100.00	0.00	218	100.00	0.00	902	509	0	0.00
47	16/11	100.00	0.00	143	100.00	0.00	1066	429	0	0.00
48	17/11	100.00	0.00	149	100.00	0.00	701	471	0	0.00
49	18/11	100.00	0.00	214	100.00	0.00	918	469	0	0.00
50	19/11	100.00	0.00	233	100.00	0.00	844	474	0	0.00
51	20/11	100.00	0.00	235	100.00	0.00	817	458	0	0.00
52	21/11	100.00	0.00	254	100.00	0.00	969	445	0	0.00
53	22/11	100.00	0.00	321	100.00	0.00	870	444	0	0.00
54	23/11	100.00	0.00	156	100.00	0.00	949	424	0	0.00
55	24/11	100.00	0.00	144	100.00	0.00	2069	470	0	0.00
56	25/11	100.00	0.00	233	100.00	0.00	804	446	0	0.00
57	26/11	100.00	0.00	238	100.00	0.00	950	479	0	0.00
58	27/11	100.00	0.00	231	100.00	0.00	948	445	0	0.00
59	28/11	100.00	0.00	224	100.00	0.00	655	395	0	0.00
60	29/11	100.00	0.00	232	100.00	0.00	784	399	0	0.00
61	30/11	100.00	0.00	140	100.00	0.00	787	373	0	0.00
62	01/12	100.00	0.00	139	100.00	0.00	1054	400	0	0.00
63	02/12	100.00	0.00	207	100.00	0.00	703	404	0	0.00
64	03/12	100.00	0.00	213	100.00	0.00	700	412	0	0.00
65	04/12	100.00	0.00	223	100.00	0.00	1068	419	0	0.00
66	05/12	100.00	0.00	250	100.00	0.00	1072	449	0	0.00
67	06/12	100.00	0.00	234	100.00	0.00	964	436	0	0.00
68	07/12	100.00	0.00	140	100.00	0.00	992	392	0	0.00
69	08/12	100.00	0.00	142	100.00	0.00	560	399	0	0.00
70	09/12	100.00	0.00	214	100.00	0.00	833	395	0	0.00
71	10/12	100.00	0.00	213	100.00	0.00	695	405	0	0.00
72	11/12	100.00	0.00	231	100.00	0.00	894	410	0	0.00
73	12/12	100.00	0.00	253	100.00	0.00	908	422	0	0.00
74	13/12	100.00	0.00	260	100.00	0.00	843	408	0	0.00
75	14/12	100.00	0.00	185	100.00	0.00	1284	379	0	0.00
76	15/12	100.00	0.00	204	100.00	0.00	1049	448	0	0.00
77	16/12	100.00	0.00	261	100.00	0.00	634	437	0	0.00
78	17/12	100.00	0.00	279	100.00	0.00	807	453	0	0.00
79	18/12	100.00	0.00	292	100.00	0.00	888	438	0	0.00
80	19/12	100.00	0.00	299	100.00	0.00	1103	410	0	0.00
81	20/12	100.00	0.00	301	100.00	0.00	996	445	0	0.00
82	21/12	100.00	0.00	202	100.00	0.00	1088	383	0	0.00
83	22/12	100.00	0.00	191	100.00	0.00	1149	361	0	0.00
84	23/12	100.00	0.00	264	100.00	0.00	838	368	0	0.00
85	24/12	100.00	0.00	263	100.00	0.00	510	393	0	0.00
86	25/12	100.00	0.00	182	100.00	0.00	691	338	0	0.00
87	26/12	100.00	0.00	190	100.00	0.00	604	336	0	0.00

88	27/12	100.00	0.00	209	100.00	0.00	463	341	0	0.00
89	28/12	100.00	0.00	199	100.00	0.00	825	355	0	0.00
90	29/12	100.00	0.00	183	100.00	0.00	1138	320	0	0.00
91	30/12	100.00	0.00	216	100.00	0.00	725	314	0	0.00
92	31/12	100.00	0.00	229	100.00	0.00	629	311	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).