

1st July to 30th September 2021 Open Banking Performance Reporting

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 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	01/07	89.93	10.07	1753	100.00	0.00	400	486	0	0.00
2	02/07	100.00	0.00	824	100.00	0.00	354	510	0	0.00
3	03/07	100.00	0.00	257	100.00	0.00	382	467	0	0.00
4	04/07	100.00	0.00	321	100.00	0.00	410	432	0	0.00
5	05/07	100.00	0.00	341	100.00	0.00	387	452	0	0.00
6	06/07	100.00	0.00	376	100.00	0.00	380	499	0	0.00
7	07/07	100.00	0.00	362	100.00	0.00	380	501	0	0.00
8	08/07	100.00	0.00	346	100.00	0.00	387	515	0	0.00
9	09/07	100.00	0.00	385	100.00	0.00	375	573	0	0.00
10	10/07	100.00	0.00	288	100.00	0.00	392	556	0	0.00
11	11/07	100.00	0.00	336	100.00	0.00	384	455	0	0.00
12	12/07	100.00	0.00	343	100.00	0.00	367	487	0	0.00
13	13/07	100.00	0.00	373	100.00	0.00	371	482	0	0.00
14	14/07	100.00	0.00	339	100.00	0.00	457	542	0	0.00
15	15/07	100.00	0.00	377	100.00	0.00	377	508	0	0.00
16	16/07	100.00	0.00	384	100.00	0.00	367	609	0	0.00
17	17/07	100.00	0.00	248	100.00	0.00	388	560	0	0.00
18	18/07	100.00	0.00	376	100.00	0.00	419	593	0	0.00
19	19/07	100.00	0.00	386	100.00	0.00	363	578	0	0.00
20	20/07	100.00	0.00	380	100.00	0.00	368	522	0	0.00
21	21/07	100.00	0.00	388	100.00	0.00	370	535	0	0.00
22	22/07	100.00	0.00	404	100.00	0.00	378	629	0	0.00
23	23/07	100.00	0.00	373	100.00	0.00	366	621	0	0.00
24	24/07	100.00	0.00	277	100.00	0.00	391	617	0	0.00
25	25/07	100.00	0.00	313	100.00	0.00	424	490	0	0.00
26	26/07	100.00	0.00	348	100.00	0.00	367	534	0	0.00
27	27/07	100.00	0.00	376	100.00	0.00	392	468	0	0.00
28	28/07	100.00	0.00	416	100.00	0.00	375	511	0	0.00
29	29/07	100.00	0.00	461	100.00	0.00	366	560	0	0.00

30	30/07	100.00	0.00	431	100.00	0.00	409	589	0	0.00
31	31/07	100.00	0.00	234	100.00	0.00	419	485	0	0.00
32	01/08	100.00	0.00	312	100.00	0.00	550	496	0	0.00
33	02/08	100.00	0.00	348	100.00	0.00	337	492	0	0.00
34	03/08	100.00	0.00	375	100.00	0.00	365	517	0	0.00
35	04/08	100.00	0.00	379	100.00	0.00	362	506	0	0.00
36	05/08	100.00	0.00	384	100.00	0.00	348	500	0	0.00
37	06/08	100.00	0.00	401	100.00	0.00	360	497	0	0.00
38	07/08	100.00	0.00	252	100.00	0.00	381	459	0	0.00
39	08/08	100.00	0.00	328	100.00	0.00	382	417	0	0.00
40	09/08	100.00	0.00	351	100.00	0.00	349	496	0	0.00
41	10/08	100.00	0.00	341	100.00	0.00	369	475	0	0.00
42	11/08	100.00	0.00	357	100.00	0.00	352	519	0	0.00
43	12/08	100.00	0.00	418	100.00	0.00	361	534	0	0.00
44	13/08	100.00	0.00	364	100.00	0.00	361	638	0	0.00
45	14/08	100.00	0.00	235	100.00	0.00	376	495	0	0.00
46	15/08	100.00	0.00	346	100.00	0.00	391	617	0	0.00
47	16/08	100.00	0.00	388	100.00	0.00	357	577	0	0.00
48	17/08	100.00	0.00	425	100.00	0.00	379	570	0	0.00
49	18/08	100.00	0.00	470	100.00	0.00	422	672	0	0.00
50	19/08	100.00	0.00	489	100.00	0.00	432	800	0	0.00
51	20/08	100.00	0.00	485	100.00	0.00	440	709	0	0.00
52	21/08	100.00	0.00	315	100.00	0.00	433	826	0	0.00
53	22/08	100.00	0.00	449	100.00	0.00	495	876	0	0.00
54	23/08	100.00	0.00	474	100.00	0.00	430	721	0	0.00
55	24/08	100.00	0.00	494	100.00	0.00	484	639	0	0.00
56	25/08	100.00	0.00	459	100.00	0.00	429	599	0	0.00
57	26/08	100.00	0.00	492	100.00	0.00	439	525	0	0.00
58	27/08	100.00	0.00	459	100.00	0.00	448	796	0	0.00
59	28/08	100.00	0.00	327	100.00	0.00	432	675	0	0.00
60	29/08	100.00	0.00	316	100.00	0.00	635	477	0	0.00
61	30/08	100.00	0.00	245	100.00	0.00	408	477	0	0.00
62	31/08	100.00	0.00	351	100.00	0.00	427	521	0	0.00
63	01/09	100.00	0.00	360	100.00	0.00	373	355	0	0.00
64	02/09	100.00	0.00	360	100.00	0.00	389	513	0	0.00
65	03/09	100.00	0.00	374	100.00	0.00	432	505	0	0.00
66	04/09	100.00	0.00	255	100.00	0.00	408	485	0	0.00
67	05/09	100.00	0.00	325	100.00	0.00	425	532	0	0.00
68	06/09	100.00	0.00	366	100.00	0.00	393	536	0	0.00
69	07/09	100.00	0.00	385	100.00	0.00	392	428	0	0.00
70	08/09	100.00	0.00	392	100.00	0.00	402	556	0	0.00
71	09/09	100.00	0.00	437	100.00	0.00	428	526	0	0.00
72	10/09	100.00	0.00	390	100.00	0.00	421	560	0	0.00
73	11/09	100.00	0.00	307	100.00	0.00	408	464	0	0.00
74	12/09	100.00	0.00	340	100.00	0.00	526	434	0	0.00
75	13/09	100.00	0.00	402	100.00	0.00	437	518	0	0.00
76	14/09	100.00	0.00	383	100.00	0.00	404	432	0	0.00
77	15/09	100.00	0.00	397	100.00	0.00	406	445	0	0.00
78	16/09	100.00	0.00	388	100.00	0.00	404	533	0	0.00
79	17/09	100.00	0.00	462	100.00	0.00	422	663	0	0.00
80	18/09	100.00	0.00	251	100.00	0.00	419	476	0	0.00
81	19/09	100.00	0.00	457	100.00	0.00	458	610	0	0.00
82	20/09	100.00	0.00	386	100.00	0.00	414	517	0	0.00
83	21/09	100.00	0.00	384	100.00	0.00	413	420	0	0.00
84	22/09	100.00	0.00	442	100.00	0.00	400	553	0	0.00
85	23/09	100.00	0.00	441	100.00	0.00	401	441	0	0.00
86	24/09	100.00	0.00	436	100.00	0.00	419	543	0	0.00
87	25/09	100.00	0.00	283	100.00	0.00	426	476	0	0.00

88	26/09	100.00	0.00	404	100.00	0.00	482	499	0	0.00
89	27/09	100.00	0.00	419	100.00	0.00	406	552	0	0.00
90	28/09	100.00	0.00	407	100.00	0.00	431	459	0	0.00
91	29/09	100.00	0.00	424	100.00	0.00	425	446	0	0.00
92	30/09	100.00	0.00	439	100.00	0.00	420	470	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).