

1st January to 31st March 2023

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st January to 31st March 2023), 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	01/01	100.00	0.00	290	100.00	0.00	564	619	0	0.00
2	02/01	100.00	0.00	251	100.00	0.00	341	590	0	0.00
3	03/01	100.00	0.00	291	100.00	0.00	356	688	0	0.00
4	04/01	100.00	0.00	315	100.00	0.00	282	623	0	0.00
5	05/01	100.00	0.00	324	100.00	0.00	452	772	0	0.00
6	06/01	100.00	0.00	323	100.00	0.00	328	761	0	0.00
7	07/01	100.00	0.00	249	100.00	0.00	1284	674	0	0.00
8	08/01	100.00	0.00	330	100.00	0.00	1992	699	0	0.00
9	09/01	100.00	0.00	414	100.00	0.00	1201	801	0	0.00
10	10/01	100.00	0.00	387	100.00	0.00	784	763	0	0.00
11	11/01	100.00	0.00	412	100.00	0.00	640	644	0	0.00
12	12/01	100.00	0.00	379	100.00	0.00	695	703	0	0.00
13	13/01	100.00	0.00	403	100.00	0.00	374	673	0	0.00
14	14/01	100.00	0.00	229	100.00	0.00	607	573	0	0.00
15	15/01	100.00	0.00	236	100.00	0.00	393	563	0	0.00
16	16/01	100.00	0.00	334	100.00	0.00	350	565	0	0.00
17	17/01	100.00	0.00	333	100.00	0.00	407	612	0	0.00
18	18/01	100.00	0.00	365	100.00	0.00	339	657	0	0.00
19	19/01	100.00	0.00	353	100.00	0.00	316	640	0	0.00
20	20/01	100.00	0.00	352	100.00	0.00	407	612	0	0.00
21	21/01	100.00	0.00	267	100.00	0.00	710	685	0	0.00
22	22/01	100.00	0.00	231	100.00	0.00	438	637	0	0.00
23	23/01	100.00	0.00	325	100.00	0.00	457	611	0	0.00
24	24/01	100.00	0.00	344	100.00	0.00	326	645	0	0.00
25	25/01	100.00	0.00	379	100.00	0.00	380	636	0	0.00
26	26/01	100.00	0.00	378	100.00	0.00	368	635	0	0.00
27	27/01	100.00	0.00	368	100.00	0.00	375	645	0	0.00
28	28/01	100.00	0.00	231	100.00	0.00	592	590	0	0.00
29	29/01	100.00	0.00	226	100.00	0.00	417	583	0	0.00

30	30/01	100.00	0.00	369	100.00	0.00	357	666	0	0.00
31	31/01	100.00	0.00	375	100.00	0.00	363	612	0	0.00
32	01/02	100.00	0.00	338	100.00	0.00	405	679	0	0.00
33	02/02	100.00	0.00	377	100.00	0.00	654	680	0	0.00
34	03/02	100.00	0.00	348	100.00	0.00	256	641	0	0.00
35	04/02	100.00	0.00	247	100.00	0.00	500	630	0	0.00
36	05/02	100.00	0.00	238	100.00	0.00	669	674	0	0.00
37	06/02	100.00	0.00	334	100.00	0.00	457	686	0	0.00
38	07/02	100.00	0.00	357	100.00	0.00	1551	726	0	0.00
39	08/02	100.00	0.00	375	100.00	0.00	460	663	0	0.00
40	09/02	100.00	0.00	396	100.00	0.00	405	665	0	0.00
41	10/02	100.00	0.00	382	100.00	0.00	405	668	0	0.00
42	11/02	100.00	0.00	234	100.00	0.00	584	672	0	0.00
43	12/02	100.00	0.00	240	100.00	0.00	656	616	0	0.00
44	13/02	100.00	0.00	350	100.00	0.00	461	654	0	0.00
45	14/02	100.00	0.00	365	100.00	0.00	257	636	0	0.00
46	15/02	100.00	0.00	434	100.00	0.00	201	677	0	0.00
47	16/02	100.00	0.00	391	100.00	0.00	591	588	0	0.00
48	17/02	100.00	0.00	406	100.00	0.00	601	629	0	0.00
49	18/02	100.00	0.00	262	100.00	0.00	442	587	0	0.00
50	19/02	100.00	0.00	284	100.00	0.00	620	641	0	0.00
51	20/02	100.00	0.00	340	100.00	0.00	439	586	0	0.00
52	21/02	100.00	0.00	375	100.00	0.00	335	609	0	0.00
53	22/02	100.00	0.00	390	100.00	0.00	457	654	0	0.00
54	23/02	100.00	0.00	401	100.00	0.00	841	615	0	0.00
55	24/02	100.00	0.00	396	100.00	0.00	526	615	0	0.00
56	25/02	100.00	0.00	239	100.00	0.00	417	567	0	0.00
57	26/02	100.00	0.00	243	100.00	0.00	266	413	0	0.01
58	27/02	100.00	0.00	359	100.00	0.00	284	423	0	0.00
59	28/02	100.00	0.00	382	100.00	0.00	442	746	0	0.00
60	01/03	100.00	0.00	329	100.00	0.00	745	682	0	0.00
61	02/03	100.00	0.00	379	100.00	0.00	275	795	0	0.00
62	03/03	100.00	0.00	348	100.00	0.00	643	793	0	0.00
63	04/03	100.00	0.00	263	100.00	0.00	590	695	0	0.00
64	05/03	100.00	0.00	251	100.00	0.00	588	756	0	0.00
65	06/03	100.00	0.00	350	100.00	0.00	344	754	0	0.00
66	07/03	100.00	0.00	384	100.00	0.00	599	821	0	0.00
67	08/03	100.00	0.00	383	100.00	0.00	490	757	0	0.00
68	09/03	100.00	0.00	364	100.00	0.00	412	747	0	0.00
69	10/03	100.00	0.00	378	100.00	0.00	474	807	0	0.00
70	11/03	100.00	0.00	289	100.00	0.00	1278	660	0	0.00
71	12/03	100.00	0.00	271	100.00	0.00	773	710	0	0.00
72	13/03	100.00	0.00	336	100.00	0.00	412	686	0	0.00
73	14/03	100.00	0.00	355	100.00	0.00	428	706	0	0.00
74	15/03	100.00	0.00	397	100.00	0.00	432	767	0	0.00
75	16/03	100.00	0.00	387	100.00	0.00	445	754	0	0.00
76	17/03	100.00	0.00	383	100.00	0.00	410	808	0	0.00
77	18/03	100.00	0.00	265	100.00	0.00	1057	686	0	0.00
78	19/03	100.00	0.00	288	100.00	0.00	468	702	0	0.00
79	20/03	100.00	0.00	415	100.00	0.00	455	600	0	0.00
80	21/03	100.00	0.00	385	100.00	0.00	413	673	0	0.00
81	22/03	100.00	0.00	431	100.00	0.00	468	666	0	0.00
82	23/03	100.00	0.00	423	100.00	0.00	620	614	0	0.00
83	24/03	100.00	0.00	429	100.00	0.00	462	693	0	0.00
84	25/03	100.00	0.00	383	100.00	0.00	1421	726	0	0.00
85	26/03	100.00	0.00	236	100.00	0.00	690	524	0	0.01
86	27/03	100.00	0.00	350	100.00	0.00	292	718	0	0.01
87	28/03	100.00	0.00	300	100.00	0.00	231	752	0	0.00

88	29/03	100.00	0.00	362	100.00	0.00	464	386	0	0.01
89	30/03	100.00	0.00	355	100.00	0.00	499	577	0	0.00
90	31/03	100.00	0.00	361	100.00	0.00	361	758	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).