

1st October to 31st December 2023

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 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	01/10	100.00	0.00	171	100.00	0.00	207	522	0	0.08
2	02/10	100.00	0.00	275	100.00	0.00	197	578	0	0.07
3	03/10	100.00	0.00	287	100.00	0.00	384	495	0	0.09
4	04/10	100.00	0.00	281	100.00	0.00	397	534	0	0.09
5	05/10	100.00	0.00	327	100.00	0.00	409	546	0	0.10
6	06/10	100.00	0.00	290	100.00	0.00	340	550	0	0.09
7	07/10	100.00	0.00	192	100.00	0.00	453	438	0	0.10
8	08/10	100.00	0.00	191	100.00	0.00	467	542	0	0.09
9	09/10	100.00	0.00	295	100.00	0.00	459	503	0	0.13
10	10/10	100.00	0.00	270	100.00	0.00	411	499	0	0.10
11	11/10	100.00	0.00	323	100.00	0.00	488	605	0	0.08
12	12/10	100.00	0.00	342	100.00	0.00	234	553	0	0.08
13	13/10	100.00	0.00	314	100.00	0.00	455	593	0	0.05
14	14/10	100.00	0.00	200	100.00	0.00	703	452	0	0.06
15	15/10	100.00	0.00	208	100.00	0.00	413	480	0	0.04
16	16/10	100.00	0.00	302	100.00	0.00	401	527	0	0.04
17	17/10	100.00	0.00	295	100.00	0.00	327	491	0	0.04
18	18/10	100.00	0.00	333	100.00	0.00	347	541	0	0.04
19	19/10	100.00	0.00	358	100.00	0.00	535	569	0	0.05
20	20/10	100.00	0.00	311	100.00	0.00	401	490	0	0.05
21	21/10	100.00	0.00	185	100.00	0.00	258	529	0	0.04
22	22/10	100.00	0.00	216	100.00	0.00	493	567	0	0.04
23	23/10	100.00	0.00	342	100.00	0.00	511	485	0	0.04
24	24/10	100.00	0.00	335	100.00	0.00	295	642	0	0.04
25	25/10	100.00	0.00	428	100.00	0.00	340	575	0	0.04
26	26/10	100.00	0.00	362	100.00	0.00	563	587	0	0.04
27	27/10	100.00	0.00	321	100.00	0.00	449	737	0	0.08
28	28/10	100.00	0.00	226	100.00	0.00	303	493	0	0.15
29	29/10	100.00	0.00	177	100.00	0.00	721	0	0	304.35

30	30/10	100.00	0.00	290	100.00	0.00	391	506	0	2.51
31	31/10	100.00	0.00	321	100.00	0.00	352	515	0	0.14
32	01/11	100.00	0.00	305	100.00	0.00	334	540	0	0.18
33	02/11	100.00	0.00	330	100.00	0.00	361	568	0	0.14
34	03/11	100.00	0.00	317	100.00	0.00	479	560	0	0.13
35	04/11	100.00	0.00	157	100.00	0.00	501	530	0	0.13
36	05/11	100.00	0.00	195	100.00	0.00	555	545	0	0.12
37	06/11	100.00	0.00	294	100.00	0.00	488	624	0	0.11
38	07/11	100.00	0.00	306	100.00	0.00	445	609	0	0.10
39	08/11	100.00	0.00	323	100.00	0.00	553	577	0	0.13
40	09/11	100.00	0.00	347	100.00	0.00	445	582	0	0.23
41	10/11	100.00	0.00	335	100.00	0.00	496	553	0	0.21
42	11/11	100.00	0.00	166	100.00	0.00	216	510	0	0.18
43	12/11	100.00	0.00	162	100.00	0.00	470	490	0	0.18
44	13/11	100.00	0.00	289	100.00	0.00	316	486	0	0.18
45	14/11	100.00	0.00	318	100.00	0.00	508	514	0	0.26
46	15/11	100.00	0.00	307	100.00	0.00	362	483	0	0.25
47	16/11	100.00	0.00	335	100.00	0.00	877	536	0	0.23
48	17/11	100.00	0.00	337	100.00	0.00	490	545	0	0.21
49	18/11	100.00	0.00	176	100.00	0.00	251	516	0	0.22
50	19/11	100.00	0.00	188	100.00	0.00	688	535	0	0.19
51	20/11	100.00	0.00	319	100.00	0.00	539	525	0	0.17
52	21/11	100.00	0.00	313	100.00	0.00	328	526	0	0.17
53	22/11	100.00	0.00	359	100.00	0.00	459	610	0	0.18
54	23/11	100.00	0.00	288	18.96	81.04	0	491	0	0.20
55	24/11	100.00	0.00	333	100.00	0.00	963	551	0	0.14
56	25/11	100.00	0.00	203	100.00	0.00	540	491	0	0.13
57	26/11	100.00	0.00	188	100.00	0.00	377	487	0	0.13
58	27/11	100.00	0.00	291	100.00	0.00	569	585	0	0.10
59	28/11	100.00	0.00	310	100.00	0.00	794	520	0	0.14
60	29/11	100.00	0.00	302	100.00	0.00	373	553	0	0.12
61	30/11	100.00	0.00	310	100.00	0.00	484	530	0	0.11
62	01/12	100.00	0.00	318	100.00	0.00	306	552	0	0.09
63	02/12	100.00	0.00	210	100.00	0.00	757	508	0	0.09
64	03/12	100.00	0.00	205	100.00	0.00	392	524	0	0.08
65	04/12	100.00	0.00	267	100.00	0.00	417	529	0	0.10
66	05/12	100.00	0.00	302	100.00	0.00	461	543	0	0.09
67	06/12	100.00	0.00	302	100.00	0.00	519	532	0	0.08
68	07/12	100.00	0.00	297	100.00	0.00	364	531	0	0.09
69	08/12	100.00	0.00	324	100.00	0.00	205	533	0	0.08
70	09/12	100.00	0.00	179	100.00	0.00	734	493	0	0.09
71	10/12	100.00	0.00	218	100.00	0.00	1068	524	0	0.09
72	11/12	100.00	0.00	340	100.00	0.00	451	583	0	0.21
73	12/12	100.00	0.00	378	100.00	0.00	430	593	0	0.17
74	13/12	100.00	0.00	346	100.00	0.00	335	565	0	0.17
75	14/12	100.00	0.00	546	100.00	0.00	454	715	0	0.20
76	15/12	100.00	0.00	383	100.00	0.00	446	547	0	0.21
77	16/12	100.00	0.00	189	100.00	0.00	612	581	0	0.21
78	17/12	100.00	0.00	207	100.00	0.00	248	469	0	0.18
79	18/12	100.00	0.00	364	100.00	0.00	393	573	0	0.18
80	19/12	100.00	0.00	375	100.00	0.00	469	619	0	0.17
81	20/12	100.00	0.00	380	100.00	0.00	407	629	0	0.19
82	21/12	100.00	0.00	458	100.00	0.00	510	665	0	0.20
83	22/12	100.00	0.00	331	100.00	0.00	376	595	0	0.17
84	23/12	100.00	0.00	207	100.00	0.00	644	600	0	0.16
85	24/12	100.00	0.00	177	100.00	0.00	462	577	0	0.15
86	25/12	100.00	0.00	159	100.00	0.00	290	628	0	0.14
87	26/12	100.00	0.00	196	100.00	0.00	381	561	0	0.13

88	27/12	100.00	0.00	280	100.00	0.00	248	555	0	0.12
89	28/12	100.00	0.00	331	100.00	0.00	280	533	0	0.14
90	29/12	100.00	0.00	298	100.00	0.00	316	502	0	0.17
91	30/12	100.00	0.00	249	100.00	0.00	500	495	0	0.16
92	31/12	100.00	0.00	188	100.00	0.00	548	503	0	0.15

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).