

1st October – 31st December 2019

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 2019), 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	0	636	100	0				
2	02/10	100	0	619	100	0				
3	03/10	100	0	614	100	0				
4	04/10	100	0	754	100	0				
5	05/10	100	0	285	100	0				
6	06/10	100	0	371	100	0				
7	07/10	100	0	650	100	0				
8	08/10	100	0	611	100	0				
9	09/10	100	0	608	100	0				
10	10/10	100	0	685	100	0				
11	11/10	100	0	708	100	0				
12	12/10	100	0	286	100	0				
13	13/10	100	0	336	100	0				
14	14/10	100	0	662	100	0				
15	15/10	100	0	683	100	0				
16	16/10	100	0	689	100	0				
17	17/10	100	0	899	100	0				
18	18/10	100	0	790	100	0				
19	19/10	100	0	333	100	0				
20	20/10	100	0	385	100	0				
21	21/10	100	0	655	100	0				
22	22/10	100	0	695	100	0				
23	23/10	100	0	729	100	0				
24	24/10	100	0	840	100	0				
25	25/10	100	0	763	100	0				
26	26/10	100	0	319	100	0				
27	27/10	100	0	344	100	0				
28	28/10	100	0	609	100	0				
29	29/10	100	0	683	100	0				

30	30/10	100	0	644	100	0				
31	31/10	100	0	765	100	0				
32	01/11	100	0	728	100	0				
33	02/11	100	0	297	100	0				
34	03/11	100	0	399	100	0				
35	04/11	100	0	657	100	0				
36	05/11	100	0	663	100	0				
37	06/11	100	0	669	100	0				
38	07/11	100	0	761	100	0				
39	08/11	100	0	768	100	0				
40	09/11	100	0	310	100	0				
41	10/11	100	0	437	100	0				
42	11/11	100	0	667	100	0				
43	12/11	100	0	707	100	0				
44	13/11	100	0	654	100	0				
45	14/11	100	0	867	100	0				
46	15/11	100	0	814	100	0				
47	16/11	100	0	297	100	0				
48	17/11	100	0	377	100	0				
49	18/11	100	0	736	100	0				
50	19/11	100	0	765	100	0				
51	20/11	100	0	747	100	0				
52	21/11	100	0	860	100	0				
53	22/11	100	0	910	100	0				
54	23/11	100	0	328	100	0				
55	24/11	100	0	393	100	0				
56	25/11	100	0	767	100	0				
57	26/11	100	0	803	100	0				
58	27/11	100	0	760	100	0				
59	28/11	100	0	1017	100	0				
60	29/11	100	0	860	100	0				
61	30/11	100	0	338	100	0				
62	01/12	100	0	341	100	0				
63	02/12	100	0	693	100	0				
64	03/12	100	0	782	100	0				
65	04/12	100	0	686	100	0				
66	05/12	100	0	847	100	0				
67	06/12	100	0	845	100	0				
68	07/12	100	0	344	100	0				
69	08/12	100	0	395	100	0				
70	09/12	100	0	744	100	0				
71	10/12	100	0	816	100	0				
72	11/12	100	0	778	100	0				
73	12/12	100	0	940	100	0				
74	13/12	100	0	742	100	0				
75	14/12	100	0	312	100	0				
76	15/12	100	0	417	100	0				
77	16/12	100	0	852	100	0				
78	17/12	100	0	964	100	0				
79	18/12	100	0	1230	100	0				
80	19/12	100	0	1080	100	0				
81	20/12	100	0	1092	100	0				
82	21/12	100	0	353	100	0				
83	22/12	100	0	540	100	0				
84	23/12	100	0	1031	100	0				
85	24/12	100	0	752	100	0				
86	25/12	100	0	328	100	0				
87	26/12	100	0	300	100	0				

88	27/12	100	0	438	100	0				
89	28/12	100	0	329	100	0				
90	29/12	100	0	431	100	0				
91	30/12	100	0	563	100	0				
92	31/12	100	0	493	100	0				

This service is available for Account Information Service Provider (AISP) requests.

Our current Open Banking service does not facilitate requests from Payment Initiation Service Provider (PISP) or Card Based Payment Instrument Issuer (CBPII).