

1st January – 31st March 2020

# 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   | 01/01 | 100.00                          | 0.00         | 305                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 2   | 02/01 | 100.00                          | 0.00         | 662                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 3   | 03/01 | 100.00                          | 0.00         | 643                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 4   | 04/01 | 100.00                          | 0.00         | 313                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 5   | 05/01 | 100.00                          | 0.00         | 339                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 6   | 06/01 | 100.00                          | 0.00         | 706                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 7   | 07/01 | 100.00                          | 0.00         | 818                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 8   | 08/01 | 100.00                          | 0.00         | 765                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 9   | 09/01 | 100.00                          | 0.00         | 940                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 10  | 10/01 | 100.00                          | 0.00         | 779                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 11  | 11/01 | 100.00                          | 0.00         | 314                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 12  | 12/01 | 67.57                           | 32.43        | 467                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 13  | 13/01 | 100.00                          | 0.00         | 765                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 14  | 14/01 | 100.00                          | 0.00         | 780                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 15  | 15/01 | 100.00                          | 0.00         | 737                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 16  | 16/01 | 100.00                          | 0.00         | 1052                    | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 17  | 17/01 | 100.00                          | 0.00         | 918                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 18  | 18/01 | 100.00                          | 0.00         | 331                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 19  | 19/01 | 100.00                          | 0.00         | 604                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 20  | 20/01 | 100.00                          | 0.00         | 882                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 21  | 21/01 | 100.00                          | 0.00         | 893                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 22  | 22/01 | 100.00                          | 0.00         | 835                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 23  | 23/01 | 100.00                          | 0.00         | 943                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 24  | 24/01 | 100.00                          | 0.00         | 931                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 25  | 25/01 | 100.00                          | 0.00         | 337                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 26  | 26/01 | 100.00                          | 0.00         | 498                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 27  | 27/01 | 100.00                          | 0.00         | 1122                    | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 28  | 28/01 | 100.00                          | 0.00         | 1028                    | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 29  | 29/01 | 100.00                          | 0.00         | 938                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 30  | 30/01 | 100.00                          | 0.00         | 949                     | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |
| 31  | 31/01 | 100.00                          | 0.00         | 1172                    | 100                 | 0            | 0                            | 0                            | 0                             | 0                       |

|    |       |        |       |      |     |   |   |   |   |   |
|----|-------|--------|-------|------|-----|---|---|---|---|---|
| 32 | 01/02 | 100.00 | 0.00  | 384  | 100 | 0 | 0 | 0 | 0 | 0 |
| 33 | 02/02 | 100.00 | 0.00  | 524  | 100 | 0 | 0 | 0 | 0 | 0 |
| 34 | 03/02 | 100.00 | 0.00  | 835  | 100 | 0 | 0 | 0 | 0 | 0 |
| 35 | 04/02 | 100.00 | 0.00  | 816  | 100 | 0 | 0 | 0 | 0 | 0 |
| 36 | 05/02 | 100.00 | 0.00  | 848  | 100 | 0 | 0 | 0 | 0 | 0 |
| 37 | 06/02 | 100.00 | 0.00  | 897  | 100 | 0 | 0 | 0 | 0 | 0 |
| 38 | 07/02 | 100.00 | 0.00  | 910  | 100 | 0 | 0 | 0 | 0 | 0 |
| 39 | 08/02 | 100.00 | 0.00  | 350  | 100 | 0 | 0 | 0 | 0 | 0 |
| 40 | 09/02 | 100.00 | 0.00  | 616  | 100 | 0 | 0 | 0 | 0 | 0 |
| 41 | 10/02 | 100.00 | 0.00  | 865  | 100 | 0 | 0 | 0 | 0 | 0 |
| 42 | 11/02 | 100.00 | 0.00  | 922  | 100 | 0 | 0 | 0 | 0 | 0 |
| 43 | 12/02 | 100.00 | 0.00  | 997  | 100 | 0 | 0 | 0 | 0 | 0 |
| 44 | 13/02 | 100.00 | 0.00  | 958  | 100 | 0 | 0 | 0 | 0 | 0 |
| 45 | 14/02 | 100.00 | 0.00  | 1062 | 100 | 0 | 0 | 0 | 0 | 0 |
| 46 | 15/02 | 100.00 | 0.00  | 356  | 100 | 0 | 0 | 0 | 0 | 0 |
| 47 | 16/02 | 100.00 | 0.00  | 529  | 100 | 0 | 0 | 0 | 0 | 0 |
| 48 | 17/02 | 100.00 | 0.00  | 830  | 100 | 0 | 0 | 0 | 0 | 0 |
| 49 | 18/02 | 100.00 | 0.00  | 1041 | 100 | 0 | 0 | 0 | 0 | 0 |
| 50 | 19/02 | 100.00 | 0.00  | 886  | 100 | 0 | 0 | 0 | 0 | 0 |
| 51 | 20/02 | 100.00 | 0.00  | 945  | 100 | 0 | 0 | 0 | 0 | 0 |
| 52 | 21/02 | 100.00 | 0.00  | 922  | 100 | 0 | 0 | 0 | 0 | 0 |
| 53 | 22/02 | 100.00 | 0.00  | 316  | 100 | 0 | 0 | 0 | 0 | 0 |
| 54 | 23/02 | 100.00 | 0.00  | 535  | 100 | 0 | 0 | 0 | 0 | 0 |
| 55 | 24/02 | 100.00 | 0.00  | 1020 | 100 | 0 | 0 | 0 | 0 | 0 |
| 56 | 25/02 | 100.00 | 0.00  | 938  | 100 | 0 | 0 | 0 | 0 | 0 |
| 57 | 26/02 | 100.00 | 0.00  | 952  | 100 | 0 | 0 | 0 | 0 | 0 |
| 58 | 27/02 | 100.00 | 0.00  | 1166 | 100 | 0 | 0 | 0 | 0 | 0 |
| 59 | 28/02 | 100.00 | 0.00  | 1319 | 100 | 0 | 0 | 0 | 0 | 0 |
| 60 | 29/02 | 100.00 | 0.00  | 363  | 100 | 0 | 0 | 0 | 0 | 0 |
| 61 | 01/03 | 100.00 | 0.00  | 468  | 100 | 0 | 0 | 0 | 0 | 0 |
| 62 | 02/03 | 100.00 | 0.00  | 881  | 100 | 0 | 0 | 0 | 0 | 0 |
| 63 | 03/03 | 100.00 | 0.00  | 835  | 100 | 0 | 0 | 0 | 0 | 0 |
| 64 | 04/03 | 100.00 | 0.00  | 910  | 100 | 0 | 0 | 0 | 0 | 0 |
| 65 | 05/03 | 100.00 | 0.00  | 1025 | 100 | 0 | 0 | 0 | 0 | 0 |
| 66 | 06/03 | 100.00 | 0.00  | 996  | 100 | 0 | 0 | 0 | 0 | 0 |
| 67 | 07/03 | 100.00 | 0.00  | 323  | 100 | 0 | 0 | 0 | 0 | 0 |
| 68 | 08/03 | 100.00 | 0.00  | 510  | 100 | 0 | 0 | 0 | 0 | 0 |
| 69 | 09/03 | 100.00 | 0.00  | 997  | 100 | 0 | 0 | 0 | 0 | 0 |
| 70 | 10/03 | 100.00 | 0.00  | 897  | 100 | 0 | 0 | 0 | 0 | 0 |
| 71 | 11/03 | 100.00 | 0.00  | 934  | 100 | 0 | 0 | 0 | 0 | 0 |
| 72 | 12/03 | 100.00 | 0.00  | 1200 | 100 | 0 | 0 | 0 | 0 | 0 |
| 73 | 13/03 | 100.00 | 0.00  | 971  | 100 | 0 | 0 | 0 | 0 | 0 |
| 74 | 14/03 | 100.00 | 0.00  | 374  | 100 | 0 | 0 | 0 | 0 | 0 |
| 75 | 15/03 | 100.00 | 0.00  | 8643 | 100 | 0 | 0 | 0 | 0 | 0 |
| 76 | 16/03 | 100.00 | 0.00  | 925  | 100 | 0 | 0 | 0 | 0 | 0 |
| 77 | 17/03 | 75.76  | 24.24 | 1066 | 100 | 0 | 0 | 0 | 0 | 0 |
| 78 | 18/03 | 100.00 | 0.00  | 862  | 100 | 0 | 0 | 0 | 0 | 0 |
| 79 | 19/03 | 100.00 | 0.00  | 1073 | 100 | 0 | 0 | 0 | 0 | 0 |
| 80 | 20/03 | 100.00 | 0.00  | 962  | 100 | 0 | 0 | 0 | 0 | 0 |
| 81 | 21/03 | 100.00 | 0.00  | 403  | 100 | 0 | 0 | 0 | 0 | 0 |
| 82 | 22/03 | 100.00 | 0.00  | 614  | 100 | 0 | 0 | 0 | 0 | 0 |
| 83 | 23/03 | 100.00 | 0.00  | 928  | 100 | 0 | 0 | 0 | 0 | 0 |
| 84 | 24/03 | 100.00 | 0.00  | 1028 | 100 | 0 | 0 | 0 | 0 | 0 |
| 85 | 25/03 | 100.00 | 0.00  | 929  | 100 | 0 | 0 | 0 | 0 | 0 |
| 86 | 26/03 | 100.00 | 0.00  | 1043 | 100 | 0 | 0 | 0 | 0 | 0 |
| 87 | 27/03 | 100.00 | 0.00  | 975  | 100 | 0 | 0 | 0 | 0 | 0 |
| 88 | 28/03 | 92.01  | 7.99  | 377  | 100 | 0 | 0 | 0 | 0 | 0 |
| 89 | 29/03 | 100.00 | 0.00  | 461  | 100 | 0 | 0 | 0 | 0 | 0 |

|    |       |        |      |      |     |   |   |   |   |   |
|----|-------|--------|------|------|-----|---|---|---|---|---|
| 90 | 30/03 | 100.00 | 0.00 | 1126 | 100 | 0 | 0 | 0 | 0 | 0 |
| 91 | 31/03 | 100.00 | 0.00 | 1152 | 100 | 0 | 0 | 0 | 0 | 0 |

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).