

1st October to 31st December 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 October to 31st December 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	01/10	100.00	0.00	403	100.00	0.00	421	621	0	0.00
2	02/10	100.00	0.00	279	100.00	0.00	424	489	0	0.00
3	03/10	100.00	0.00	274	100.00	0.00	551	437	0	0.00
4	04/10	100.00	0.00	362	100.00	0.00	364	391	0	0.00
5	05/10	100.00	0.00	389	100.00	0.00	374	421	0	0.00
6	06/10	100.00	0.00	378	100.00	0.00	374	420	0	0.00
7	07/10	100.00	0.00	425	100.00	0.00	406	393	0	0.00
8	08/10	100.00	0.00	441	100.00	0.00	504	429	0	0.00
9	09/10	100.00	0.00	283	100.00	0.00	468	408	0	0.00
10	10/10	100.00	0.00	346	100.00	0.00	737	525	0	0.00
11	11/10	100.00	0.00	390	100.00	0.00	385	426	0	0.00
12	12/10	100.00	0.00	416	100.00	0.00	373	423	0	0.00
13	13/10	100.00	0.00	460	100.00	0.00	366	429	0	0.00
14	14/10	100.00	0.00	409	100.00	0.00	382	512	0	0.00
15	15/10	100.00	0.00	435	100.00	0.00	383	610	0	0.00
16	16/10	100.00	0.00	252	100.00	0.00	388	428	0	0.00
17	17/10	100.00	0.00	363	100.00	0.00	420	582	0	0.00
18	18/10	100.00	0.00	401	100.00	0.00	379	487	0	0.00
19	19/10	100.00	0.00	431	100.00	0.00	398	496	0	0.00
20	20/10	100.00	0.00	434	100.00	0.00	383	499	0	0.00
21	21/10	100.00	0.00	422	100.00	0.00	385	502	0	0.00
22	22/10	100.00	0.00	451	100.00	0.00	390	526	0	0.00
23	23/10	100.00	0.00	260	100.00	0.00	394	443	0	0.00
24	24/10	100.00	0.00	322	100.00	0.00	552	451	0	0.00
25	25/10	100.00	0.00	408	100.00	0.00	394	488	0	0.00
26	26/10	100.00	0.00	484	100.00	0.00	382	506	0	0.00
27	27/10	100.00	0.00	541	100.00	0.00	371	462	0	0.00
28	28/10	100.00	0.00	449	100.00	0.00	393	426	0	0.00
29	29/10	100.00	0.00	412	100.00	0.00	366	440	0	0.00

30	30/10	100.00	0.00	274	100.00	0.00	385	397	0	0.00
31	31/10	100.00	0.00	321	100.00	0.00	510	367	0	0.00
32	01/11	100.00	0.00	347	100.00	0.00	354	422	0	0.00
33	02/11	100.00	0.00	377	100.00	0.00	348	443	0	0.00
34	03/11	100.00	0.00	420	100.00	0.00	341	421	0	0.00
35	04/11	100.00	0.00	436	100.00	0.00	339	441	0	0.00
36	05/11	100.00	0.00	414	100.00	0.00	370	498	0	0.00
37	06/11	100.00	0.00	244	100.00	0.00	360	488	0	0.00
38	07/11	100.00	0.00	384	100.00	0.00	358	508	0	0.00
39	08/11	100.00	0.00	351	100.00	0.00	359	529	0	0.00
40	09/11	100.00	0.00	413	100.00	0.00	386	556	0	0.00
41	10/11	100.00	0.00	486	100.00	0.00	438	625	0	0.00
42	11/11	100.00	0.00	484	100.00	0.00	413	618	0	0.00
43	12/11	100.00	0.00	490	100.00	0.00	536	648	0	0.00
44	13/11	100.00	0.00	403	100.00	0.00	426	717	0	0.00
45	14/11	100.00	0.00	450	100.00	0.00	434	595	0	0.00
46	15/11	100.00	0.00	504	100.00	0.00	412	800	0	0.00
47	16/11	100.00	0.00	473	100.00	0.00	411	817	0	0.00
48	17/11	100.00	0.00	383	100.00	0.00	476	600	0	0.00
49	18/11	100.00	0.00	500	100.00	0.00	375	571	0	0.00
50	19/11	100.00	0.00	454	100.00	0.00	375	652	0	0.00
51	20/11	100.00	0.00	140	100.00	0.00	393	378	0	0.00
52	21/11	100.00	0.00	249	100.00	0.00	392	364	0	0.00
53	22/11	100.00	0.00	216	100.00	0.00	392	374	0	0.00
54	23/11	100.00	0.00	211	100.00	0.00	407	361	0	0.00
55	24/11	100.00	0.00	225	100.00	0.00	385	359	0	0.00
56	25/11	100.00	0.00	217	100.00	0.00	384	355	0	0.00
57	26/11	100.00	0.00	237	100.00	0.00	381	374	0	0.00
58	27/11	100.00	0.00	200	100.00	0.00	384	363	0	0.00
59	28/11	100.00	0.00	203	100.00	0.00	493	350	0	0.00
60	29/11	100.00	0.00	214	100.00	0.00	355	343	0	0.00
61	30/11	100.00	0.00	223	100.00	0.00	372	361	0	0.00
62	01/12	100.00	0.00	208	100.00	0.00	364	349	0	0.00
63	02/12	100.00	0.00	239	100.00	0.00	434	349	0	0.00
64	03/12	100.00	0.00	227	100.00	0.00	377	358	0	0.00
65	04/12	100.00	0.00	151	100.00	0.00	375	343	0	0.00
66	05/12	100.00	0.00	250	100.00	0.00	379	331	0	0.00
67	06/12	100.00	0.00	221	100.00	0.00	372	361	0	0.00
68	07/12	100.00	0.00	253	100.00	0.00	358	366	0	0.00
69	08/12	100.00	0.00	240	100.00	0.00	372	347	0	0.00
70	09/12	100.00	0.00	241	100.00	0.00	358	362	0	0.00
71	10/12	100.00	0.00	237	100.00	0.00	349	359	0	0.00
72	11/12	100.00	0.00	194	100.00	0.00	514	353	0	0.00
73	12/12	100.00	0.00	233	100.00	0.00	367	364	0	0.00
74	13/12	100.00	0.00	212	100.00	0.00	361	343	0	0.00
75	14/12	100.00	0.00	233	100.00	0.00	345	344	0	0.00
76	15/12	100.00	0.00	231	100.00	0.00	359	332	0	0.00
77	16/12	100.00	0.00	261	100.00	0.00	351	332	0	0.00
78	17/12	100.00	0.00	248	100.00	0.00	373	329	0	0.00
79	18/12	100.00	0.00	172	100.00	0.00	362	336	0	0.00
80	19/12	100.00	0.00	223	100.00	0.00	371	333	0	0.00
81	20/12	100.00	0.00	253	100.00	0.00	353	340	0	0.00
82	21/12	100.00	0.00	231	100.00	0.00	382	344	0	0.00
83	22/12	100.00	0.00	231	100.00	0.00	352	333	0	0.00
84	23/12	100.00	0.00	270	100.00	0.00	490	366	0	0.00
85	24/12	100.00	0.00	226	100.00	0.00	362	343	0	0.00
86	25/12	100.00	0.00	149	100.00	0.00	369	330	0	0.00
87	26/12	100.00	0.00	241	100.00	0.00	366	380	0	0.00

88	27/12	100.00	0.00	166	100.00	0.00	372	366	0	0.00
89	28/12	100.00	0.00	184	100.00	0.00	362	386	0	0.00
90	29/12	100.00	0.00	219	100.00	0.00	363	332	0	0.00
91	30/12	100.00	0.00	228	100.00	0.00	374	327	0	0.00
92	31/12	100.00	0.00	208	100.00	0.00	378	360	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).