

1st April to 30th June 2023

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st April to 30th June 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	01/04	100.00	0.00	255	100.00	0.00	301	649	0	0.46
2	02/04	100.00	0.00	232	100.00	0.00	377	683	0	0.41
3	03/04	100.00	0.00	306	100.00	0.00	568	664	0	0.73
4	04/04	100.00	0.00	319	100.00	0.00	689	674	0	0.56
5	05/04	100.00	0.00	384	100.00	0.00	332	662	0	0.51
6	06/04	100.00	0.00	347	100.00	0.00	668	596	0	0.53
7	07/04	100.00	0.00	274	100.00	0.00	274	565	0	0.52
8	08/04	100.00	0.00	284	100.00	0.00	1748	581	0	0.75
9	09/04	100.00	0.00	251	100.00	0.00	554	622	0	0.79
10	10/04	100.00	0.00	255	100.00	0.00	286	572	0	0.66
11	11/04	100.00	0.00	336	100.00	0.00	379	595	0	0.67
12	12/04	100.00	0.00	364	100.00	0.00	322	591	0	0.85
13	13/04	100.00	0.00	357	100.00	0.00	380	595	0	0.67
14	14/04	100.00	0.00	359	100.00	0.00	464	628	0	0.57
15	15/04	100.00	0.00	251	100.00	0.00	823	600	0	0.61
16	16/04	100.00	0.00	283	100.00	0.00	858	605	0	0.58
17	17/04	100.00	0.00	344	100.00	0.00	327	544	0	0.73
18	18/04	100.00	0.00	309	100.00	0.00	326	557	0	0.45
19	19/04	100.00	0.00	349	100.00	0.00	414	574	0	0.51
20	20/04	100.00	0.00	352	100.00	0.00	419	503	0	0.53
21	21/04	100.00	0.00	350	100.00	0.00	473	543	0	0.58
22	22/04	100.00	0.00	260	100.00	0.00	873	523	0	0.53
23	23/04	100.00	0.00	234	100.00	0.00	558	656	0	1.66
24	24/04	100.00	0.00	327	100.00	0.00	298	545	0	0.50
25	25/04	100.00	0.00	366	100.00	0.00	396	726	0	0.59
26	26/04	100.00	0.00	380	100.00	0.00	240	554	0	0.75
27	27/04	100.00	0.00	374	100.00	0.00	516	551	0	0.25
28	28/04	100.00	0.00	349	100.00	0.00	331	549	0	0.24
29	29/04	100.00	0.00	234	100.00	0.00	803	521	0	0.25

30	30/04	100.00	0.00	217	100.00	0.00	568	521	0	0.22
31	01/05	100.00	0.00	223	100.00	0.00	380	501	0	0.20
32	02/05	100.00	0.00	309	100.00	0.00	480	568	0	0.26
33	03/05	100.00	0.00	306	100.00	0.00	399	517	0	0.35
34	04/05	100.00	0.00	355	100.00	0.00	541	603	0	0.42
35	05/05	100.00	0.00	355	100.00	0.00	412	563	0	0.53
36	06/05	100.00	0.00	214	100.00	0.00	700	581	0	0.47
37	07/05	100.00	0.00	215	100.00	0.00	976	535	0	0.48
38	08/05	100.00	0.00	222	100.00	0.00	205	510	0	0.43
39	09/05	100.00	0.00	301	100.00	0.00	274	515	0	0.36
40	10/05	100.00	0.00	318	100.00	0.00	374	528	0	0.34
41	11/05	100.00	0.00	372	100.00	0.00	329	561	0	0.38
42	12/05	100.00	0.00	349	100.00	0.00	445	511	0	0.28
43	13/05	100.00	0.00	213	100.00	0.00	532	490	0	0.39
44	14/05	100.00	0.00	235	100.00	0.00	258	466	0	0.33
45	15/05	100.00	0.00	300	100.00	0.00	270	530	0	0.19
46	16/05	100.00	0.00	335	100.00	0.00	341	484	0	0.20
47	17/05	100.00	0.00	342	100.00	0.00	274	484	0	0.19
48	18/05	100.00	0.00	360	100.00	0.00	392	545	0	0.15
49	19/05	100.00	0.00	335	100.00	0.00	407	655	0	0.14
50	20/05	100.00	0.00	217	100.00	0.00	658	686	0	0.22
51	21/05	100.00	0.00	260	100.00	0.00	224	655	0	0.17
52	22/05	100.00	0.00	328	100.00	0.00	310	635	0	0.14
53	23/05	100.00	0.00	363	100.00	0.00	360	639	0	0.21
54	24/05	100.00	0.00	366	100.00	0.00	378	599	0	0.30
55	25/05	100.00	0.00	404	100.00	0.00	648	538	0	0.36
56	26/05	100.00	0.00	352	100.00	0.00	281	492	0	0.43
57	27/05	100.00	0.00	200	100.00	0.00	287	586	0	0.46
58	28/05	100.00	0.00	205	100.00	0.00	239	640	0	0.41
59	29/05	100.00	0.00	235	100.00	0.00	220	424	0	0.49
60	30/05	100.00	0.00	323	100.00	0.00	262	654	0	0.54
61	31/05	100.00	0.00	301	100.00	0.00	484	626	0	0.72
62	01/06	100.00	0.00	296	100.00	0.00	230	364	0	0.85
63	02/06	100.00	0.00	298	100.00	0.00	389	731	0	0.49
64	03/06	100.00	0.00	198	100.00	0.00	994	751	0	0.25
65	04/06	100.00	0.00	218	100.00	0.00	520	658	0	0.12
66	05/06	100.00	0.00	276	100.00	0.00	379	621	0	0.34
67	06/06	100.00	0.00	295	100.00	0.00	308	647	0	0.22
68	07/06	100.00	0.00	327	100.00	0.00	330	598	0	0.20
69	08/06	100.00	0.00	317	100.00	0.00	362	627	0	0.19
70	09/06	100.00	0.00	311	100.00	0.00	342	505	0	0.32
71	10/06	100.00	0.00	242	100.00	0.00	763	585	0	0.23
72	11/06	100.00	0.00	233	100.00	0.00	532	646	0	0.23
73	12/06	100.00	0.00	313	100.00	0.00	314	657	0	0.20
74	13/06	100.00	0.00	340	100.00	0.00	367	638	0	0.45
75	14/06	100.00	0.00	338	100.00	0.00	303	600	0	0.35
76	15/06	100.00	0.00	349	100.00	0.00	380	617	0	0.43
77	16/06	100.00	0.00	318	100.00	0.00	245	487	0	0.36
78	17/06	100.00	0.00	216	100.00	0.00	844	583	0	0.35
79	18/06	100.00	0.00	207	100.00	0.00	346	631	0	0.33
80	19/06	100.00	0.00	316	100.00	0.00	292	567	0	0.46
81	20/06	100.00	0.00	309	100.00	0.00	331	611	0	0.49
82	21/06	100.00	0.00	324	100.00	0.00	337	519	0	0.46
83	22/06	100.00	0.00	354	100.00	0.00	274	535	0	0.55
84	23/06	100.00	0.00	372	100.00	0.00	358	620	0	0.41
85	24/06	100.00	0.00	236	100.00	0.00	522	553	0	0.42
86	25/06	100.00	0.00	217	100.00	0.00	410	611	0	0.35
87	26/06	100.00	0.00	314	100.00	0.00	320	563	0	0.40

88	27/06	100.00	0.00	337	100.00	0.00	294	596	0	0.35
89	28/06	100.00	0.00	297	100.00	0.00	344	560	0	0.52
90	29/06	100.00	0.00	340	100.00	0.00	393	549	0	0.66
91	30/06	100.00	0.00	344	100.00	0.00	494	516	0	0.44

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).