

1st April to 30th June 2025

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 2025), 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/>

		Payment Services User Interface			Dedicated Interface					
Day	Date	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	252	100.00	0.00	714	349	0	0.01
2	02/04	100.00	0.00	254	100.00	0.00	733	347	0	0.00
3	03/04	100.00	0.00	262	100.00	0.00	679	337	0	0.00
4	04/04	100.00	0.00	243	100.00	0.00	865	344	0	0.00
5	05/04	100.00	0.00	205	100.00	0.00	950	348	0	0.01
6	06/04	100.00	0.00	206	100.00	0.00	1236	361	0	0.00
7	07/04	100.00	0.00	233	100.00	0.00	1047	360	0	0.03
8	08/04	100.00	0.00	262	100.00	0.00	899	364	0	0.00
9	09/04	100.00	0.00	248	100.00	0.00	1029	372	0	0.00
10	10/04	100.00	0.00	272	100.00	0.00	1100	379	0	0.00
11	11/04	100.00	0.00	266	100.00	0.00	913	380	0	0.03
12	12/04	100.00	0.00	216	100.00	0.00	1232	347	0	0.01
13	13/04	100.00	0.00	214	100.00	0.00	1313	365	0	0.00
14	14/04	100.00	0.00	273	100.00	0.00	1268	401	0	0.00
15	15/04	100.00	0.00	278	100.00	0.00	1109	418	0	0.00
16	16/04	100.00	0.00	285	100.00	0.00	1147	399	0	0.01
17	17/04	100.00	0.00	289	100.00	0.00	692	410	0	0.00
18	18/04	100.00	0.00	196	100.00	0.00	969	369	0	0.00
19	19/04	100.00	0.00	217	100.00	0.00	930	361	0	0.01
20	20/04	100.00	0.00	211	100.00	0.00	705	349	0	0.00
21	21/04	100.00	0.00	206	100.00	0.00	1108	348	0	0.01
22	22/04	100.00	0.00	241	100.00	0.00	1098	370	0	0.00
23	23/04	100.00	0.00	280	100.00	0.00	1273	378	0	0.02
24	24/04	100.00	0.00	273	100.00	0.00	1255	358	0	0.00
25	25/04	100.00	0.00	250	100.00	0.00	1235	388	0	0.00
26	26/04	100.00	0.00	203	100.00	0.00	586	387	0	0.10
27	27/04	100.00	0.00	201	100.00	0.00	1269	343	0	0.01
28	28/04	100.00	0.00	245	100.00	0.00	905	372	0	0.00
29	29/04	100.00	0.00	259	100.00	0.00	1005	354	0	0.00

30	30/04	100.00	0.00	248	100.00	0.00	949	373	0	0.00
31	01/05	100.00	0.00	269	100.00	0.00	1139	401	0	0.00
32	02/05	100.00	0.00	279	100.00	0.00	1035	411	0	0.00
33	03/05	100.00	0.00	208	100.00	0.00	1617	411	0	0.00
34	04/05	100.00	0.00	200	100.00	0.00	1309	362	0	0.00
35	05/05	100.00	0.00	199	100.00	0.00	1060	353	0	0.03
36	06/05	100.00	0.00	244	100.00	0.00	831	374	0	0.00
37	07/05	100.00	0.00	240	100.00	0.00	1146	367	0	0.00
38	08/05	100.00	0.00	246	100.00	0.00	1018	388	0	0.00
39	09/05	100.00	0.00	236	100.00	0.00	1203	353	0	0.00
40	10/05	100.00	0.00	208	100.00	0.00	1089	336	0	0.01
41	11/05	100.00	0.00	187	100.00	0.00	1131	329	0	0.00
42	12/05	100.00	0.00	229	100.00	0.00	976	322	0	0.00
43	13/05	100.00	0.00	244	100.00	0.00	718	335	0	0.00
44	14/05	100.00	0.00	271	100.00	0.00	1017	341	0	0.00
45	15/05	100.00	0.00	284	100.00	0.00	1100	327	0	0.00
46	16/05	100.00	0.00	273	100.00	0.00	1115	344	0	0.00
47	17/05	100.00	0.00	271	100.00	0.00	416	324	0	0.01
48	18/05	100.00	0.00	206	100.00	0.00	1061	342	0	0.00
49	19/05	100.00	0.00	271	100.00	0.00	1067	356	0	0.01
50	20/05	100.00	0.00	303	100.00	0.00	1309	367	0	0.01
51	21/05	100.00	0.00	292	100.00	0.00	1435	357	0	0.01
52	22/05	100.00	0.00	324	100.00	0.00	1417	346	0	0.00
53	23/05	100.00	0.00	290	100.00	0.00	1399	345	0	0.00
54	24/05	100.00	0.00	218	100.00	0.00	1350	303	0	0.01
55	25/05	100.00	0.00	256	100.00	0.00	1421	326	0	0.00
56	26/05	100.00	0.00	225	100.00	0.00	1385	324	0	0.00
57	27/05	100.00	0.00	283	100.00	0.00	1340	346	0	0.00
58	28/05	100.00	0.00	292	100.00	0.00	859	352	0	0.00
59	29/05	100.00	0.00	301	100.00	0.00	1004	343	0	0.07
60	30/05	100.00	0.00	293	100.00	0.00	294	353	0	0.00
61	31/05	93.25	6.25	232	93.25	6.25	1008	337	0	0.01
62	01/06	100.00	0.00	238	100.00	0.00	1166	331	0	0.00
63	02/06	100.00	0.00	275	100.00	0.00	844	343	0	0.02
64	03/06	100.00	0.00	269	100.00	0.00	789	335	0	0.01
65	04/06	100.00	0.00	275	100.00	0.00	859	352	0	0.00
66	05/06	100.00	0.00	780	100.00	0.00	1280	358	0	0.00
67	06/06	100.00	0.00	283	100.00	0.00	608	357	0	0.00
68	07/06	100.00	0.00	242	100.00	0.00	848	340	0	0.03
69	08/06	100.00	0.00	237	100.00	0.00	1079	333	0	0.01
70	09/06	100.00	0.00	275	100.00	0.00	1094	345	0	0.00
71	10/06	100.00	0.00	269	100.00	0.00	1175	327	0	0.00
72	11/06	100.00	0.00	279	100.00	0.00	1017	335	0	0.01
73	12/06	100.00	0.00	296	100.00	0.00	1184	337	0	0.04
74	13/06	100.00	0.00	295	100.00	0.00	801	325	0	0.00
75	14/06	100.00	0.00	236	100.00	0.00	1108	318	0	0.05
76	15/06	100.00	0.00	236	100.00	0.00	1141	318	0	0.00
77	16/06	100.00	0.00	280	100.00	0.00	1030	327	0	0.05
78	17/06	100.00	0.00	273	100.00	0.00	1052	339	0	0.03
79	18/06	100.00	0.00	279	100.00	0.00	801	338	0	0.07
80	19/06	100.00	0.00	294	100.00	0.00	1180	328	0	0.03
81	20/06	100.00	0.00	317	100.00	0.00	880	327	0	0.00
82	21/06	100.00	0.00	225	100.00	0.00	1374	325	0	0.04
83	22/06	100.00	0.00	232	100.00	0.00	1031	313	0	0.00
84	23/06	100.00	0.00	294	100.00	0.00	922	331	0	0.00
85	24/06	100.00	0.00	313	100.00	0.00	829	335	0	0.05
86	25/06	100.00	0.00	298	100.00	0.00	800	326	0	0.04
87	26/06	100.00	0.00	295	100.00	0.00	911	335	0	0.00

88	27/06	100.00	0.00	294	100.00	0.00	1277	334	0	0.03
89	28/06	100.00	0.00	250	100.00	0.00	1155	322	0	0.02
90	29/06	100.00	0.00	253	100.00	0.00	1130	318	0	0.00
91	30/06	100.00	0.00	292	100.00	0.00	820	328	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).