

1st July to 30th September 2025

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st July to 30th September 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	01/07	100.00	0.00	271	100.00	0.00	937	333	0	0.00
2	02/07	100.00	0.00	278	100.00	0.00	967	339	0	0.00
3	03/07	100.00	0.00	304	100.00	0.00	1141	341	0	0.03
4	04/07	100.00	0.00	291	100.00	0.00	707	343	0	0.00
5	05/07	100.00	0.00	231	100.00	0.00	782	321	0	0.02
6	06/07	100.00	0.00	232	100.00	0.00	1294	309	0	0.00
7	07/07	100.00	0.00	279	100.00	0.00	618	343	0	0.00
8	08/07	100.00	0.00	279	100.00	0.00	1025	346	0	0.00
9	09/07	100.00	0.00	324	100.00	0.00	905	348	0	0.00
10	10/07	100.00	0.00	303	100.00	0.00	1129	378	0	0.02
11	11/07	100.00	0.00	303	100.00	0.00	1136	344	0	0.00
12	12/07	100.00	0.00	258	100.00	0.00	755	340	0	0.02
13	13/07	100.00	0.00	250	100.00	0.00	1303	351	0	0.00
14	14/07	100.00	0.00	288	100.00	0.00	839	386	0	0.03
15	15/07	100.00	0.00	314	100.00	0.00	1076	358	0	0.00
16	16/07	100.00	0.00	301	100.00	0.00	1436	357	0	0.00
17	17/07	100.00	0.00	332	100.00	0.00	1437	390	0	0.00
18	18/07	100.00	0.00	353	100.00	0.00	1033	389	0	0.01
19	19/07	100.00	0.00	266	100.00	0.00	1049	376	0	0.07
20	20/07	100.00	0.00	256	100.00	0.00	1255	371	0	0.01
21	21/07	100.00	0.00	302	100.00	0.00	961	394	0	0.00
22	22/07	100.00	0.00	315	100.00	0.00	927	382	0	0.00
23	23/07	100.00	0.00	335	100.00	0.00	1113	420	0	0.01
24	24/07	100.00	0.00	325	100.00	0.00	1292	362	0	0.00
25	25/07	100.00	0.00	323	100.00	0.00	890	338	0	0.03
26	26/07	100.00	0.00	238	100.00	0.00	1081	326	0	0.02
27	27/07	100.00	0.00	251	100.00	0.00	1292	327	0	0.01
28	28/07	100.00	0.00	295	100.00	0.00	717	347	0	0.00
29	29/07	100.00	0.00	312	100.00	0.00	926	343	0	0.00

30	30/07	100.00	0.00	340	100.00	0.00	1003	343	0	0.00
31	31/07	100.00	0.00	337	100.00	0.00	1032	353	0	0.00
32	01/08	97.57	2.43	305	100.00	0.00	955	362	0	0.00
33	02/08	100.00	0.00	251	100.00	0.00	891	342	0	0.00
34	03/08	100.00	0.00	240	100.00	0.00	903	335	0	0.01
35	04/08	100.00	0.00	283	100.00	0.00	959	363	0	0.00
36	05/08	100.00	0.00	290	100.00	0.00	1037	348	0	0.00
37	06/08	100.00	0.00	282	100.00	0.00	1007	361	0	0.00
38	07/08	100.00	0.00	306	100.00	0.00	1005	349	0	0.00
39	08/08	100.00	0.00	306	100.00	0.00	683	354	0	0.02
40	09/08	100.00	0.00	252	100.00	0.00	613	350	0	0.04
41	10/08	100.00	0.00	258	100.00	0.00	2112	350	0	0.01
42	11/08	100.00	0.00	283	100.00	0.00	838	366	0	0.04
43	12/08	100.00	0.00	303	100.00	0.00	1218	351	0	0.00
44	13/08	100.00	0.00	292	100.00	0.00	1279	360	0	0.01
45	14/08	100.00	0.00	318	100.00	0.00	1062	352	0	0.03
46	15/08	100.00	0.00	312	100.00	0.00	1025	360	0	0.00
47	16/08	100.00	0.00	255	100.00	0.00	1768	353	0	0.02
48	17/08	100.00	0.00	237	100.00	0.00	1306	334	0	0.03
49	18/08	100.00	0.00	302	100.00	0.00	876	352	0	0.00
50	19/08	100.00	0.00	311	100.00	0.00	545	351	0	0.00
51	20/08	100.00	0.00	333	100.00	0.00	1104	358	0	0.00
52	21/08	100.00	0.00	340	100.00	0.00	1370	355	0	0.01
53	22/08	100.00	0.00	317	100.00	0.00	1169	350	0	0.00
54	23/08	100.00	0.00	212	100.00	0.00	575	333	0	0.09
55	24/08	100.00	0.00	209	100.00	0.00	823	315	0	0.01
56	25/08	100.00	0.00	207	100.00	0.00	755	301	0	0.00
57	26/08	100.00	0.00	267	100.00	0.00	669	331	0	0.00
58	27/08	100.00	0.00	289	100.00	0.00	800	333	0	0.00
59	28/08	100.00	0.00	293	100.00	0.00	772	326	0	0.00
60	29/08	100.00	0.00	279	100.00	0.00	581	343	0	0.00
61	30/08	100.00	0.00	219	100.00	0.00	872	320	0	0.01
62	31/08	100.00	0.00	227	100.00	0.00	961	312	0	0.00
63	01/09	100.00	0.00	252	100.00	0.00	744	336	0	0.02
64	02/09	100.00	0.00	270	100.00	0.00	693	346	0	0.00
65	03/09	100.00	0.00	273	100.00	0.00	755	335	0	0.00
66	04/09	100.00	0.00	278	100.00	0.00	672	327	0	0.00
67	05/09	100.00	0.00	283	100.00	0.00	686	333	0	0.00
68	06/09	100.00	0.00	254	100.00	0.00	1008	322	0	0.02
69	07/09	100.00	0.00	231	100.00	0.00	863	311	0	0.00
70	08/09	100.00	0.00	264	100.00	0.00	913	325	0	0.00
71	09/09	100.00	0.00	268	100.00	0.00	920	415	0	0.14
72	10/09	100.00	0.00	303	100.00	0.00	818	326	0	0.00
73	11/09	100.00	0.00	286	100.00	0.00	750	331	0	0.00
74	12/09	100.00	0.00	292	100.00	0.00	779	329	0	0.00
75	13/09	100.00	0.00	190	100.00	0.00	1051	325	0	0.02
76	14/09	100.00	0.00	203	100.00	0.00	957	331	0	0.01
77	15/09	100.00	0.00	191	100.00	0.00	898	341	0	0.00
78	16/09	100.00	0.00	256	100.00	0.00	865	349	0	0.01
79	17/09	100.00	0.00	277	100.00	0.00	707	332	0	0.00
80	18/09	100.00	0.00	298	100.00	0.00	973	335	0	0.00
81	19/09	100.00	0.00	299	100.00	0.00	514	329	0	0.00
82	20/09	100.00	0.00	216	100.00	0.00	1040	325	0	0.01
83	21/09	100.00	0.00	238	100.00	0.00	1121	326	0	0.03
84	22/09	100.00	0.00	272	100.00	0.00	635	323	0	0.00
85	23/09	100.00	0.00	186	100.00	0.00	945	335	0	0.00
86	24/09	100.00	0.00	181	100.00	0.00	987	334	0	0.00
87	25/09	100.00	0.00	194	100.00	0.00	795	348	0	0.00

88	26/09	100.00	0.00	194	100.00	0.00	702	337	0	0.00
89	27/09	100.00	0.00	184	100.00	0.00	861	325	0	0.00
90	28/09	100.00	0.00	195	100.00	0.00	1097	345	0	0.01
91	29/09	100.00	0.00	185	100.00	0.00	857	337	0	0.01
92	30/09	100.00	0.00	196	100.00	0.00	855	334	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).