

1st January to 31st March 2025

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st January to 31st March 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/>

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	189	100.00	0.00	587	311	0	0.00
2	02/01	100.00	0.00	222	100.00	0.00	695	318	0	0.00
3	03/01	100.00	0.00	250	100.00	0.00	574	318	0	0.06
4	04/01	100.00	0.00	213	100.00	0.00	976	320	0	0.00
5	05/01	100.00	0.00	189	100.00	0.00	943	314	0	0.00
6	06/01	100.00	0.00	238	100.00	0.00	790	326	0	0.00
7	07/01	100.00	0.00	244	100.00	0.00	776	346	0	0.01
8	08/01	100.00	0.00	242	100.00	0.00	855	357	0	0.00
9	09/01	100.00	0.00	254	100.00	0.00	621	324	0	0.00
10	10/01	100.00	0.00	250	100.00	0.00	849	334	0	0.00
11	11/01	100.00	0.00	236	100.00	0.00	1237	444	0	0.00
12	12/01	100.00	0.00	250	100.00	0.00	1218	456	0	0.00
13	13/01	100.00	0.00	293	100.00	0.00	959	475	0	0.00
14	14/01	100.00	0.00	308	100.00	0.00	793	447	0	0.00
15	15/01	100.00	0.00	265	100.00	0.00	939	414	0	0.06
16	16/01	100.00	0.00	283	100.00	0.00	620	393	0	0.00
17	17/01	100.00	0.00	261	100.00	0.00	816	413	0	0.00
18	18/01	100.00	0.00	216	100.00	0.00	1002	375	0	0.01
19	19/01	100.00	0.00	214	100.00	0.00	817	390	0	0.00
20	20/01	100.00	0.00	275	100.00	0.00	797	376	0	0.00
21	21/01	100.00	0.00	257	100.00	0.00	756	404	0	0.00
22	22/01	100.00	0.00	282	100.00	0.00	759	444	0	0.00
23	23/01	100.00	0.00	277	100.00	0.00	765	378	0	0.04
24	24/01	100.00	0.00	296	100.00	0.00	854	380	0	0.00
25	25/01	100.00	0.00	232	100.00	0.00	1203	363	0	0.00
26	26/01	100.00	0.00	222	100.00	0.00	901	356	0	0.00
27	27/01	100.00	0.00	264	100.00	0.00	793	426	0	0.00
28	28/01	100.00	0.00	286	100.00	0.00	811	444	0	0.00
29	29/01	100.00	0.00	558	100.00	0.00	806	442	0	0.00

30	30/01	100.00	0.00	297	100.00	0.00	847	427	0	0.00
31	31/01	100.00	0.00	296	100.00	0.00	798	434	0	0.00
32	01/02	100.00	0.00	230	100.00	0.00	869	406	0	0.01
33	02/02	100.00	0.00	220	100.00	0.00	885	404	0	0.01
34	03/02	100.00	0.00	262	100.00	0.00	857	445	0	0.00
35	04/02	100.00	0.00	275	100.00	0.00	932	431	0	0.00
36	05/02	100.00	0.00	284	100.00	0.00	997	474	0	0.03
37	06/02	100.00	0.00	281	100.00	0.00	1112	402	0	0.00
38	07/02	100.00	0.00	270	100.00	0.00	822	356	0	0.03
39	08/02	100.00	0.00	233	100.00	0.00	726	362	0	0.01
40	09/02	100.00	0.00	211	100.00	0.00	775	381	0	0.00
41	10/02	100.00	0.00	257	100.00	0.00	866	382	0	0.00
42	11/02	100.00	0.00	285	100.00	0.00	918	383	0	0.00
43	12/02	100.00	0.00	293	100.00	0.00	638	389	0	0.00
44	13/02	100.00	0.00	309	100.00	0.00	1059	437	0	0.00
45	14/02	100.00	0.00	304	100.00	0.00	867	480	0	0.00
46	15/02	100.00	0.00	239	100.00	0.00	437	462	0	0.00
47	16/02	100.00	0.00	235	100.00	0.00	308	446	0	0.00
48	17/02	100.00	0.00	300	100.00	0.00	910	485	0	0.02
49	18/02	100.00	0.00	297	100.00	0.00	861	515	0	0.00
50	19/02	100.00	0.00	288	100.00	0.00	874	475	0	0.00
51	20/02	100.00	0.00	314	100.00	0.00	726	502	0	0.00
52	21/02	100.00	0.00	310	100.00	0.00	897	478	0	0.00
53	22/02	100.00	0.00	246	100.00	0.00	338	456	0	0.00
54	23/02	100.00	0.00	223	100.00	0.00	1153	344	0	0.00
55	24/02	100.00	0.00	270	100.00	0.00	995	353	0	0.00
56	25/02	100.00	0.00	268	100.00	0.00	827	372	0	0.00
57	26/02	100.00	0.00	286	100.00	0.00	820	376	0	0.01
58	27/02	100.00	0.00	281	100.00	0.00	814	395	0	0.00
59	28/02	100.00	0.00	276	100.00	0.00	925	390	0	0.03
60	01/03	100.00	0.00	225	100.00	0.00	772	353	0	0.00
61	02/03	100.00	0.00	214	100.00	0.00	645	361	0	0.00
62	03/03	100.00	0.00	269	100.00	0.00	764	374	0	0.00
63	04/03	100.00	0.00	264	100.00	0.00	1023	381	0	0.00
64	05/03	100.00	0.00	287	100.00	0.00	896	403	0	0.00
65	06/03	100.00	0.00	263	100.00	0.00	846	395	0	0.00
66	07/03	100.00	0.00	287	100.00	0.00	1035	395	0	0.00
67	08/03	100.00	0.00	240	100.00	0.00	1097	378	0	0.00
68	09/03	100.00	0.00	217	100.00	0.00	979	386	0	0.00
69	10/03	100.00	0.00	255	100.00	0.00	880	385	0	0.00
70	11/03	100.00	0.00	267	100.00	0.00	1005	364	0	0.00
71	12/03	100.00	0.00	265	100.00	0.00	1139	388	0	0.00
72	13/03	100.00	0.00	271	100.00	0.00	917	397	0	0.00
73	14/03	100.00	0.00	311	100.00	0.00	964	366	0	0.00
74	15/03	100.00	0.00	217	100.00	0.00	522	362	0	0.01
75	16/03	100.00	0.00	208	100.00	0.00	1013	341	0	0.01
76	17/03	100.00	0.00	280	100.00	0.00	625	373	0	0.00
77	18/03	100.00	0.00	272	100.00	0.00	847	368	0	0.00
78	19/03	100.00	0.00	292	100.00	0.00	862	372	0	0.00
79	20/03	100.00	0.00	282	100.00	0.00	673	385	0	0.00
80	21/03	100.00	0.00	289	100.00	0.00	817	374	0	0.00
81	22/03	100.00	0.00	226	100.00	0.00	904	346	0	0.01
82	23/03	100.00	0.00	222	100.00	0.00	710	348	0	0.00
83	24/03	100.00	0.00	284	100.00	0.00	808	368	0	0.00
84	25/03	100.00	0.00	291	100.00	0.00	678	384	0	0.00
85	26/03	100.00	0.00	288	100.00	0.00	701	383	0	0.03
86	27/03	100.00	0.00	302	100.00	0.00	858	386	0	0.00
87	28/03	100.00	0.00	351	100.00	0.00	1038	390	0	0.00

88	29/03	100.00	0.00	231	100.00	0.00	1056	352	0	0.00
89	30/03	100.00	0.00	216	100.00	0.00	883	331	0	0.00
90	31/03	100.00	0.00	278	100.00	0.00	813	340	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).