

1st October to 31st December 2022

# 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 2022), 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	204	100.00	0.00	486	400	0	0.00
2	02/10	100.00	0.00	176	100.00	0.00	318	381	0	0.00
3	03/10	100.00	0.00	219	100.00	0.00	264	397	0	0.00
4	04/10	100.00	0.00	241	100.00	0.00	407	383	0	0.00
5	05/10	100.00	0.00	227	100.00	0.00	469	396	0	0.00
6	06/10	100.00	0.00	240	100.00	0.00	413	396	0	0.00
7	07/10	100.00	0.00	255	100.00	0.00	395	360	0	0.00
8	08/10	100.00	0.00	217	100.00	0.00	640	349	0	0.00
9	09/10	100.00	0.00	207	100.00	0.00	355	351	0	0.00
10	10/10	100.00	0.00	243	100.00	0.00	258	347	0	0.00
11	11/10	100.00	0.00	252	100.00	0.00	377	380	0	0.00
12	12/10	100.00	0.00	263	100.00	0.00	292	382	0	0.00
13	13/10	100.00	0.00	251	100.00	0.00	372	396	0	0.00
14	14/10	100.00	0.00	268	100.00	0.00	296	381	0	0.00
15	15/10	100.00	0.00	199	100.00	0.00	560	382	0	0.00
16	16/10	100.00	0.00	191	100.00	0.00	334	379	0	0.00
17	17/10	100.00	0.00	251	100.00	0.00	309	390	0	0.00
18	18/10	100.00	0.00	274	100.00	0.00	349	396	0	0.00
19	19/10	100.00	0.00	275	100.00	0.00	477	409	0	0.00
20	20/10	100.00	0.00	276	100.00	0.00	415	419	0	0.00
21	21/10	100.00	0.00	280	100.00	0.00	330	405	0	0.00
22	22/10	100.00	0.00	206	100.00	0.00	1397	395	0	0.00
23	23/10	100.00	0.00	220	100.00	0.00	247	396	0	0.00
24	24/10	100.00	0.00	255	100.00	0.00	393	400	0	0.00
25	25/10	100.00	0.00	261	100.00	0.00	340	390	0	0.00
26	26/10	100.00	0.00	297	100.00	0.00	735	396	0	0.00
27	27/10	100.00	0.00	258	100.00	0.00	239	408	0	0.00
28	28/10	100.00	0.00	279	100.00	0.00	546	397	0	0.00
29	29/10	100.00	0.00	224	100.00	0.00	1479	397	0	0.00

30	30/10	100.00	0.00	194	100.00	0.00	486	385	0	0.00
31	31/10	100.00	0.00	257	100.00	0.00	229	394	0	0.00
32	01/11	100.00	0.00	255	100.00	0.00	504	399	0	0.00
33	02/11	100.00	0.00	250	100.00	0.00	423	411	0	0.00
34	03/11	100.00	0.00	269	100.00	0.00	560	395	0	0.00
35	04/11	100.00	0.00	280	100.00	0.00	347	395	0	0.00
36	05/11	100.00	0.00	220	100.00	0.00	543	388	0	0.00
37	06/11	100.00	0.00	230	100.00	0.00	370	395	0	0.00
38	07/11	100.00	0.00	255	100.00	0.00	418	411	0	0.00
39	08/11	100.00	0.00	250	100.00	0.00	404	375	0	0.00
40	09/11	100.00	0.00	284	100.00	0.00	518	358	0	0.01
41	10/11	100.00	0.00	281	100.00	0.00	803	365	0	0.01
42	11/11	100.00	0.00	271	100.00	0.00	473	342	0	0.01
43	12/11	100.00	0.00	195	100.00	0.00	1227	359	0	0.01
44	13/11	100.00	0.00	224	100.00	0.00	408	361	0	0.01
45	14/11	100.00	0.00	252	100.00	0.00	403	353	0	0.01
46	15/11	100.00	0.00	255	100.00	0.00	820	365	0	0.00
47	16/11	100.00	0.00	294	100.00	0.00	665	394	0	0.00
48	17/11	100.00	0.00	254	100.00	0.00	507	387	0	0.00
49	18/11	100.00	0.00	290	100.00	0.00	354	376	0	0.00
50	19/11	100.00	0.00	187	100.00	0.00	1103	385	0	0.00
51	20/11	100.00	0.00	203	100.00	0.00	489	364	0	0.00
52	21/11	100.00	0.00	248	100.00	0.00	401	397	0	0.00
53	22/11	100.00	0.00	252	100.00	0.00	341	385	0	0.00
54	23/11	100.00	0.00	259	100.00	0.00	532	382	0	0.00
55	24/11	100.00	0.00	283	100.00	0.00	464	388	0	0.00
56	25/11	100.00	0.00	279	100.00	0.00	279	390	0	0.00
57	26/11	100.00	0.00	196	100.00	0.00	905	402	0	0.00
58	27/11	100.00	0.00	216	100.00	0.00	537	463	0	0.00
59	28/11	100.00	0.00	262	100.00	0.00	506	578	0	0.00
60	29/11	100.00	0.00	271	100.00	0.00	610	649	0	0.00
61	30/11	100.00	0.00	312	100.00	0.00	576	623	0	0.00
62	01/12	100.00	0.00	262	100.00	0.00	477	713	0	0.00
63	02/12	100.00	0.00	255	100.00	0.00	312	608	0	0.00
64	03/12	100.00	0.00	227	100.00	0.00	1024	563	0	0.00
65	04/12	100.00	0.00	210	100.00	0.00	428	546	0	0.00
66	05/12	100.00	0.00	292	100.00	0.00	283	353	0	0.02
67	06/12	100.00	0.00	342	100.00	0.00	490	714	0	0.00
68	07/12	100.00	0.00	362	100.00	0.00	367	672	0	0.00
69	08/12	100.00	0.00	337	100.00	0.00	534	654	0	0.00
70	09/12	100.00	0.00	317	100.00	0.00	483	717	0	0.00
71	10/12	100.00	0.00	231	100.00	0.00	320	574	0	0.00
72	11/12	100.00	0.00	227	100.00	0.00	355	624	0	0.00
73	12/12	100.00	0.00	336	100.00	0.00	554	652	0	0.00
74	13/12	100.00	0.00	336	100.00	0.00	432	642	0	0.00
75	14/12	100.00	0.00	329	100.00	0.00	491	586	0	0.00
76	15/12	100.00	0.00	369	100.00	0.00	723	536	0	0.00
77	16/12	100.00	0.00	418	100.00	0.00	534	609	0	0.00
78	17/12	100.00	0.00	259	100.00	0.00	651	543	0	0.00
79	18/12	100.00	0.00	313	100.00	0.00	924	375	0	0.00
80	19/12	100.00	0.00	347	100.00	0.00	274	564	0	0.00
81	20/12	100.00	0.00	350	100.00	0.00	282	399	0	0.01
82	21/12	100.00	0.00	351	100.00	0.00	259	623	0	0.00
83	22/12	100.00	0.00	375	100.00	0.00	862	506	0	0.00
84	23/12	100.00	0.00	341	100.00	0.00	414	703	0	0.00
85	24/12	100.00	0.00	228	100.00	0.00	214	549	0	0.00
86	25/12	100.00	0.00	243	100.00	0.00	219	614	0	0.00
87	26/12	100.00	0.00	275	100.00	0.00	291	554	0	0.00

88	27/12	100.00	0.00	231	100.00	0.00	583	554	0	0.00
89	28/12	100.00	0.00	326	100.00	0.00	257	593	0	0.00
90	29/12	100.00	0.00	390	100.00	0.00	442	667	0	0.00
91	30/12	100.00	0.00	354	100.00	0.00	308	657	0	0.00
92	31/12	100.00	0.00	234	100.00	0.00	1330	606	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).