

1st July to 30th September 2023

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 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	01/07	100.00	0.00	232	100.00	0.00	321	594	0	0.51
2	02/07	100.00	0.00	199	100.00	0.00	695	626	0	0.38
3	03/07	100.00	0.00	304	100.00	0.00	414	596	0	0.28
4	04/07	100.00	0.00	320	100.00	0.00	300	633	0	0.32
5	05/07	100.00	0.00	334	100.00	0.00	405	596	0	0.33
6	06/07	100.00	0.00	358	100.00	0.00	271	618	0	0.26
7	07/07	100.00	0.00	318	100.00	0.00	363	598	0	0.35
8	08/07	100.00	0.00	223	100.00	0.00	565	584	0	0.29
9	09/07	100.00	0.00	227	100.00	0.00	375	604	0	0.22
10	10/07	100.00	0.00	297	100.00	0.00	339	593	0	0.20
11	11/07	100.00	0.00	312	100.00	0.00	308	607	0	0.21
12	12/07	100.00	0.00	349	100.00	0.00	475	597	0	0.18
13	13/07	100.00	0.00	324	100.00	0.00	370	674	0	0.19
14	14/07	100.00	0.00	329	100.00	0.00	405	581	0	0.33
15	15/07	100.00	0.00	218	100.00	0.00	680	552	0	0.26
16	16/07	100.00	0.00	240	100.00	0.00	384	590	0	0.22
17	17/07	100.00	0.00	328	100.00	0.00	379	554	0	0.27
18	18/07	100.00	0.00	350	100.00	0.00	379	585	0	0.28
19	19/07	100.00	0.00	363	100.00	0.00	381	567	0	0.32
20	20/07	100.00	0.00	345	100.00	0.00	451	569	0	0.26
21	21/07	100.00	0.00	336	100.00	0.00	215	579	0	0.25
22	22/07	100.00	0.00	231	100.00	0.00	568	530	0	0.25
23	23/07	100.00	0.00	276	100.00	0.00	217	581	0	0.24
24	24/07	100.00	0.00	314	100.00	0.00	313	574	0	0.19
25	25/07	100.00	0.00	324	100.00	0.00	357	550	0	0.25
26	26/07	100.00	0.00	349	100.00	0.00	305	582	0	0.18
27	27/07	100.00	0.00	315	100.00	0.00	340	543	0	0.22
28	28/07	100.00	0.00	362	100.00	0.00	358	576	0	0.16
29	29/07	100.00	0.00	203	100.00	0.00	624	534	0	0.16

30	30/07	100.00	0.00	198	100.00	0.00	482	582	0	0.14
31	31/07	100.00	0.00	311	100.00	0.00	407	569	0	0.15
32	01/08	100.00	0.00	337	100.00	0.00	357	622	0	0.14
33	02/08	100.00	0.00	334	100.00	0.00	371	601	0	0.14
34	03/08	100.00	0.00	358	100.00	0.00	495	609	0	0.15
35	04/08	100.00	0.00	376	100.00	0.00	257	698	0	0.12
36	05/08	100.00	0.00	223	100.00	0.00	551	663	0	0.09
37	06/08	100.00	0.00	225	100.00	0.00	765	617	0	0.08
38	07/08	100.00	0.00	318	100.00	0.00	460	647	0	0.13
39	08/08	100.00	0.00	340	100.00	0.00	234	624	0	0.10
40	09/08	100.00	0.00	375	100.00	0.00	396	714	0	0.11
41	10/08	100.00	0.00	350	100.00	0.00	734	642	0	0.09
42	11/08	100.00	0.00	394	100.00	0.00	760	754	0	0.09
43	12/08	100.00	0.00	203	100.00	0.00	483	682	0	0.09
44	13/08	100.00	0.00	241	100.00	0.00	195	715	0	0.09
45	14/08	100.00	0.00	402	100.00	0.00	392	862	0	0.07
46	15/08	100.00	0.00	348	100.00	0.00	322	866	0	0.11
47	16/08	100.00	0.00	440	100.00	0.00	323	1226	0	0.08
48	17/08	100.00	0.00	449	100.00	0.00	399	993	0	0.38
49	18/08	100.00	0.00	981	100.00	0.00	427	605	0	0.07
50	19/08	100.00	0.00	295	100.00	0.00	394	705	0	0.71
51	20/08	100.00	0.00	323	100.00	0.00	569	660	0	0.29
52	21/08	100.00	0.00	551	100.00	0.00	290	925	0	0.27
53	22/08	100.00	0.00	352	100.00	0.00	367	819	0	0.19
54	23/08	100.00	0.00	383	100.00	0.00	418	742	0	0.16
55	24/08	100.00	0.00	378	100.00	0.00	389	800	0	0.06
56	25/08	100.00	0.00	395	100.00	0.00	477	607	0	0.06
57	26/08	100.00	0.00	207	100.00	0.00	386	449	0	0.07
58	27/08	100.00	0.00	186	100.00	0.00	373	515	0	0.05
59	28/08	100.00	0.00	216	100.00	0.00	404	441	0	0.04
60	29/08	100.00	0.00	359	100.00	0.00	271	530	0	0.04
61	30/08	100.00	0.00	284	100.00	0.00	333	496	0	0.07
62	31/08	100.00	0.00	333	100.00	0.00	423	700	0	0.05
63	01/09	100.00	0.00	288	100.00	0.00	484	595	0	0.06
64	02/09	100.00	0.00	183	100.00	0.00	1072	542	0	0.06
65	03/09	100.00	0.00	182	100.00	0.00	795	567	0	0.06
66	04/09	100.00	0.00	312	100.00	0.00	420	623	0	0.10
67	05/09	100.00	0.00	316	100.00	0.00	553	640	0	0.10
68	06/09	100.00	0.00	301	100.00	0.00	579	534	0	0.09
69	07/09	100.00	0.00	313	100.00	0.00	388	546	0	0.22
70	08/09	100.00	0.00	334	100.00	0.00	227	559	0	0.16
71	09/09	100.00	0.00	212	100.00	0.00	915	528	0	0.22
72	10/09	100.00	0.00	200	100.00	0.00	471	550	0	0.17
73	11/09	100.00	0.00	283	100.00	0.00	382	508	0	0.18
74	12/09	100.00	0.00	297	100.00	0.00	344	599	0	0.11
75	13/09	100.00	0.00	337	100.00	0.00	399	607	0	0.18
76	14/09	100.00	0.00	322	100.00	0.00	459	680	0	0.14
77	15/09	100.00	0.00	299	100.00	0.00	339	601	0	0.14
78	16/09	100.00	0.00	211	100.00	0.00	595	466	0	0.16
79	17/09	100.00	0.00	186	100.00	0.00	818	607	0	0.10
80	18/09	100.00	0.00	312	100.00	0.00	514	554	0	0.07
81	19/09	100.00	0.00	319	100.00	0.00	469	657	0	0.08
82	20/09	100.00	0.00	292	100.00	0.00	332	622	0	0.08
83	21/09	100.00	0.00	317	100.00	0.00	754	558	0	0.09
84	22/09	100.00	0.00	272	100.00	0.00	274	662	0	0.10
85	23/09	100.00	0.00	188	100.00	0.00	311	470	0	0.09
86	24/09	100.00	0.00	237	100.00	0.00	1050	545	0	0.08
87	25/09	100.00	0.00	317	100.00	0.00	389	457	0	0.08

88	26/09	100.00	0.00	309	100.00	0.00	293	523	0	0.08
89	27/09	100.00	0.00	336	100.00	0.00	564	531	0	0.10
90	28/09	100.00	0.00	349	100.00	0.00	359	612	0	0.08
91	29/09	100.00	0.00	323	100.00	0.00	405	515	0	0.09
92	30/09	100.00	0.00	169	100.00	0.00	688	570	0	0.09

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).