

1st January to 31st March 2024

# 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 2024), 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	244	100.00	0.00	433	485	0	0.16
2	02/01	100.00	0.00	269	100.00	0.00	354	617	0	0.20
3	03/01	100.00	0.00	265	100.00	0.00	349	526	0	0.18
4	04/01	100.00	0.00	309	100.00	0.00	463	555	0	0.18
5	05/01	100.00	0.00	287	100.00	0.00	401	589	0	0.21
6	06/01	100.00	0.00	213	100.00	0.00	362	502	0	0.20
7	07/01	100.00	0.00	193	100.00	0.00	528	602	0	0.24
8	08/01	100.00	0.00	299	100.00	0.00	397	591	0	0.24
9	09/01	100.00	0.00	286	100.00	0.00	386	627	0	0.21
10	10/01	95.83	4.17	897	100.00	0.00	384	666	0	0.23
11	11/01	100.00	0.00	361	100.00	0.00	445	604	0	0.19
12	12/01	100.00	0.00	361	100.00	0.00	452	604	0	0.19
13	13/01	100.00	0.00	215	100.00	0.00	480	521	0	0.20
14	14/01	100.00	0.00	198	100.00	0.00	639	500	0	0.19
15	15/01	100.00	0.00	313	100.00	0.00	433	608	0	0.21
16	16/01	100.00	0.00	327	100.00	0.00	409	676	0	0.19
17	17/01	100.00	0.00	334	100.00	0.00	369	611	0	0.31
18	18/01	100.00	0.00	334	100.00	0.00	541	623	0	0.14
19	19/01	100.00	0.00	303	100.00	0.00	425	608	0	0.23
20	20/01	100.00	0.00	256	100.00	0.00	437	516	0	0.18
21	21/01	100.00	0.00	189	100.00	0.00	325	485	0	0.19
22	22/01	100.00	0.00	324	100.00	0.00	457	507	0	0.23
23	23/01	100.00	0.00	308	100.00	0.00	405	598	0	0.27
24	24/01	100.00	0.00	361	100.00	0.00	358	532	0	0.27
25	25/01	100.00	0.00	383	100.00	0.00	558	558	0	0.20
26	26/01	100.00	0.00	338	100.00	0.00	467	606	0	0.22
27	27/01	100.00	0.00	188	100.00	0.00	293	528	0	0.20
28	28/01	100.00	0.00	206	100.00	0.00	338	550	0	0.20
29	29/01	100.00	0.00	356	100.00	0.00	446	610	0	0.23

30	30/01	100.00	0.00	346	100.00	0.00	410	582	0	0.32
31	31/01	100.00	0.00	380	100.00	0.00	407	642	0	0.29
32	01/02	100.00	0.00	307	100.00	0.00	525	616	0	0.34
33	02/02	100.00	0.00	326	100.00	0.00	647	643	0	0.27
34	03/02	100.00	0.00	255	100.00	0.00	289	547	0	0.22
35	04/02	100.00	0.00	205	100.00	0.00	504	571	0	0.22
36	05/02	100.00	0.00	299	100.00	0.00	601	608	0	0.21
37	06/02	100.00	0.00	312	100.00	0.00	219	608	0	0.19
38	07/02	100.00	0.00	356	100.00	0.00	437	708	0	0.23
39	08/02	100.00	0.00	306	100.00	0.00	669	587	0	0.21
40	09/02	100.00	0.00	324	100.00	0.00	442	542	0	0.19
41	10/02	100.00	0.00	227	100.00	0.00	197	489	0	0.18
42	11/02	100.00	0.00	165	100.00	0.00	546	521	0	0.16
43	12/02	100.00	0.00	311	100.00	0.00	542	576	0	0.18
44	13/02	100.00	0.00	363	100.00	0.00	318	556	0	0.14
45	14/02	100.00	0.00	343	100.00	0.00	330	548	0	0.17
46	15/02	97.92	2.08	653	100.00	0.00	588	538	0	0.17
47	16/02	100.00	0.00	381	100.00	0.00	466	586	0	0.17
48	17/02	100.00	0.00	190	100.00	0.00	671	578	0	0.20
49	18/02	100.00	0.00	208	100.00	0.00	673	614	0	0.17
50	19/02	100.00	0.00	327	100.00	0.00	744	631	0	0.16
51	20/02	100.00	0.00	319	100.00	0.00	614	599	0	0.17
52	21/02	97.57	2.43	705	100.00	0.00	691	664	0	0.19
53	22/02	100.00	0.00	326	100.00	0.00	547	585	0	0.16
54	23/02	100.00	0.00	331	100.00	0.00	459	573	0	0.20
55	24/02	100.00	0.00	173	100.00	0.00	1768	545	0	0.18
56	25/02	100.00	0.00	225	100.00	0.00	226	585	0	0.17
57	26/02	100.00	0.00	331	100.00	0.00	534	560	0	0.16
58	27/02	100.00	0.00	392	100.00	0.00	460	607	0	0.15
59	28/02	100.00	0.00	329	100.00	0.00	887	604	0	0.11
60	29/02	100.00	0.00	323	100.00	0.00	404	580	0	0.11
61	01/03	100.00	0.00	345	100.00	0.00	523	635	0	0.13
62	02/03	100.00	0.00	187	100.00	0.00	305	567	0	0.10
63	03/03	100.00	0.00	196	100.00	0.00	256	545	0	0.10
64	04/03	100.00	0.00	309	100.00	0.00	397	566	0	0.08
65	05/03	100.00	0.00	301	100.00	0.00	372	635	0	0.09
66	06/03	100.00	0.00	323	100.00	0.00	443	578	0	0.07
67	07/03	100.00	0.00	326	100.00	0.00	451	623	0	0.08
68	08/03	100.00	0.00	326	100.00	0.00	503	593	0	0.07
69	09/03	100.00	0.00	206	100.00	0.00	486	646	0	0.07
70	10/03	100.00	0.00	189	100.00	0.00	729	556	0	0.07
71	11/03	100.00	0.00	352	100.00	0.00	588	618	0	0.08
72	12/03	100.00	0.00	347	100.00	0.00	540	615	0	0.14
73	13/03	100.00	0.00	358	100.00	0.00	274	678	0	0.09
74	14/03	100.00	0.00	348	100.00	0.00	491	648	0	0.14
75	15/03	100.00	0.00	380	100.00	0.00	409	615	0	0.11
76	16/03	100.00	0.00	215	100.00	0.00	534	590	0	0.11
77	17/03	100.00	0.00	199	100.00	0.00	230	626	0	0.10
78	18/03	100.00	0.00	389	100.00	0.00	528	655	0	0.11
79	19/03	100.00	0.00	356	100.00	0.00	517	577	0	0.12
80	20/03	100.00	0.00	334	100.00	0.00	336	519	0	0.11
81	21/03	100.00	0.00	410	100.00	0.00	530	496	0	0.23
82	22/03	100.00	0.00	369	100.00	0.00	459	247	0	2.96
83	23/03	100.00	0.00	199	72.92	27.08	434	263	0	2.93
84	24/03	100.00	0.00	234	0.00	100.00	225	0	0	73.33
85	25/03	100.00	0.00	334	60.42	39.58	468	323	0	2.22
86	26/03	100.00	0.00	333	100.00	0.00	416	323	0	1.06
87	27/03	100.00	0.00	389	100.00	0.00	519	328	0	1.51

88	28/03	100.00	0.00	335	100.00	0.00	282	330	0	1.20
89	29/03	100.00	0.00	208	100.00	0.00	466	323	0	1.21
90	30/03	100.00	0.00	265	100.00	0.00	496	311	0	1.16
91	31/03	100.00	0.00	214	100.00	0.00	597	325	0	1.05

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).