

1st April to 30th June 2024

# Availability of our Digital Services

## Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st April to 30th June 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	01/04	100.00	0.00	226	100.00	0.00	539	300	0	0.93
2	02/04	100.00	0.00	297	100.00	0.00	1040	345	0	0.51
3	03/04	100.00	0.00	409	100.00	0.00	916	347	0	0.00
4	04/04	100.00	0.00	313	100.00	0.00	855	365	0	0.00
5	05/04	100.00	0.00	247	100.00	0.00	882	344	0	0.00
6	06/04	100.00	0.00	137	100.00	0.00	231	318	0	0.02
7	07/04	100.00	0.00	149	100.00	0.00	768	323	0	0.00
8	08/04	100.00	0.00	271	100.00	0.00	579	333	0	0.00
9	09/04	100.00	0.00	246	100.00	0.00	821	354	0	0.00
10	10/04	100.00	0.00	247	100.00	0.00	533	318	0	0.00
11	11/04	100.00	0.00	280	100.00	0.00	541	322	0	0.00
12	12/04	100.00	0.00	293	100.00	0.00	651	321	0	0.00
13	13/04	100.00	0.00	159	100.00	0.00	468	321	0	0.03
14	14/04	100.00	0.00	161	100.00	0.00	754	326	0	0.00
15	15/04	100.00	0.00	241	100.00	0.00	536	326	0	0.00
16	16/04	100.00	0.00	280	100.00	0.00	601	317	0	0.00
17	17/04	100.00	0.00	266	100.00	0.00	594	320	0	0.26
18	18/04	100.00	0.00	273	100.00	0.00	541	318	0	0.00
19	19/04	100.00	0.00	270	100.00	0.00	702	328	0	0.00
20	20/04	93.06	6.94	162	100.00	0.00	809	318	0	0.00
21	21/04	100.00	0.00	144	100.00	0.00	2137	331	0	0.00
22	22/04	97.43	2.57	274	100.00	0.00	706	323	0	0.00
23	23/04	100.00	0.00	252	100.00	0.00	638	299	0	0.00
24	24/04	100.00	0.00	276	100.00	0.00	656	312	0	0.00
25	25/04	100.00	0.00	311	100.00	0.00	530	334	0	0.00
26	26/04	100.00	0.00	309	100.00	0.00	618	372	0	0.03
27	27/04	100.00	0.00	155	100.00	0.00	527	309	0	0.00
28	28/04	100.00	0.00	143	100.00	0.00	1309	347	0	0.00
29	29/04	100.00	0.00	257	100.00	0.00	571	319	0	0.00

30	30/04	100.00	0.00	257	100.00	0.00	514	331	0	0.00
31	01/05	100.00	0.00	230	100.00	0.00	253	324	0	0.00
32	02/05	100.00	0.00	252	100.00	0.00	616	315	0	0.00
33	03/05	100.00	0.00	314	100.00	0.00	720	315	0	0.02
34	04/05	100.00	0.00	211	100.00	0.00	207	254	0	0.00
35	05/05	100.00	0.00	214	100.00	0.00	745	262	0	0.00
36	06/05	100.00	0.00	186	100.00	0.00	371	236	0	0.00
37	07/05	100.00	0.00	301	100.00	0.00	515	269	0	0.00
38	08/05	100.00	0.00	310	100.00	0.00	518	268	0	0.00
39	09/05	100.00	0.00	320	100.00	0.00	637	278	0	0.00
40	10/05	100.00	0.00	336	100.00	0.00	728	285	0	0.00
41	11/05	100.00	0.00	226	100.00	0.00	1504	285	0	0.00
42	12/05	100.00	0.00	188	100.00	0.00	1286	326	0	0.00
43	13/05	100.00	0.00	323	100.00	0.00	691	304	0	0.00
44	14/05	100.00	0.00	299	100.00	0.00	572	300	0	0.00
45	15/05	100.00	0.00	335	100.00	0.00	966	436	0	0.00
46	16/05	100.00	0.00	330	100.00	0.00	621	404	0	0.00
47	17/05	100.00	0.00	331	100.00	0.00	618	408	0	0.00
48	18/05	100.00	0.00	191	100.00	0.00	594	366	0	0.01
49	19/05	100.00	0.00	258	100.00	0.00	936	364	0	0.00
50	20/05	100.00	0.00	302	100.00	0.00	620	362	0	0.00
51	21/05	100.00	0.00	327	100.00	0.00	788	374	0	0.00
52	22/05	100.00	0.00	305	100.00	0.00	788	385	0	0.00
53	23/05	100.00	0.00	299	100.00	0.00	794	387	0	0.03
54	24/05	100.00	0.00	278	100.00	0.00	463	369	0	0.00
55	25/05	100.00	0.00	154	100.00	0.00	749	350	0	0.01
56	26/05	100.00	0.00	170	100.00	0.00	935	361	0	0.00
57	27/05	100.00	0.00	165	100.00	0.00	734	352	0	0.00
58	28/05	100.00	0.00	285	100.00	0.00	998	365	0	0.00
59	29/05	100.00	0.00	436	100.00	0.00	992	361	0	0.00
60	30/05	100.00	0.00	281	100.00	0.00	772	367	0	0.00
61	31/05	100.00	0.00	349	100.00	0.00	605	390	0	0.00
62	01/06	100.00	0.00	158	100.00	0.00	671	342	0	0.00
63	02/06	100.00	0.00	161	100.00	0.00	1198	368	0	0.00
64	03/06	100.00	0.00	253	100.00	0.00	684	399	0	0.00
65	04/06	100.00	0.00	375	100.00	0.00	653	372	0	0.00
66	05/06	100.00	0.00	340	100.00	0.00	453	381	0	0.00
67	06/06	100.00	0.00	287	100.00	0.00	697	379	0	0.00
68	07/06	100.00	0.00	329	100.00	0.00	775	368	0	0.00
69	08/06	100.00	0.00	152	100.00	0.00	961	347	0	0.00
70	09/06	100.00	0.00	196	100.00	0.00	635	341	0	0.01
71	10/06	100.00	0.00	268	100.00	0.00	621	335	0	0.00
72	11/06	100.00	0.00	287	100.00	0.00	704	344	0	0.00
73	12/06	100.00	0.00	344	100.00	0.00	590	343	0	0.00
74	13/06	100.00	0.00	306	100.00	0.00	729	357	0	0.00
75	14/06	100.00	0.00	292	100.00	0.00	970	367	0	0.01
76	15/06	100.00	0.00	148	100.00	0.00	369	336	0	0.00
77	16/06	100.00	0.00	172	100.00	0.00	682	327	0	0.00
78	17/06	100.00	0.00	263	100.00	0.00	761	330	0	0.00
79	18/06	100.00	0.00	597	100.00	0.00	748	390	0	0.00
80	19/06	100.00	0.00	310	100.00	0.00	735	369	0	0.00
81	20/06	100.00	0.00	309	100.00	0.00	1061	364	0	0.00
82	21/06	100.00	0.00	303	100.00	0.00	908	386	0	0.00
83	22/06	0.00	100.00	178	0.00	100.00	531	360	0	0.04
84	23/06	0.00	100.00	256	0.00	100.00	862	364	0	0.00
85	24/06	100.00	0.00	276	100.00	0.00	866	390	0	0.00
86	25/06	100.00	0.00	308	100.00	0.00	864	402	0	0.00
87	26/06	100.00	0.00	319	100.00	0.00	882	393	0	0.00

88	27/06	100.00	0.00	296	100.00	0.00	810	379	0	0.00
89	28/06	100.00	0.00	297	100.00	0.00	917	377	0	0.00
90	29/06	100.00	0.00	162	100.00	0.00	1488	364	0	0.00
91	30/06	100.00	0.00	163	100.00	0.00	476	375	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).