



Performance and Availability Report –

New Online Banking and Mobile Banking (PSU)

New Open Banking (Dedicated Interface) Q1 2026

Availability

Data captured during quarter 1st January 2026 to 31st March 2026

		Availability statistics	
		Payment services user interface (New Online Banking)	
Date	Day	Uptime (%)	Downtime (%)
		D	E
01/01/2026	1	100	0
02/01/2026	2	100	0
03/01/2026	3	100	0
04/01/2026	4	100	0
05/01/2026	5	100	0
06/01/2026	6	100	0
07/01/2026	7	100	0
08/01/2026	8	100	0
09/01/2026	9	100	0
10/01/2026	10	100	0
11/01/2026	11	100	0
12/01/2026	12	100	0
13/01/2026	13	100	0
14/01/2026	14	100	0
15/01/2026	15	100	0

Availability statistics	
Payment services user interface (Mobile Banking)	
Uptime (%)	Downtime (%)
F	G
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0

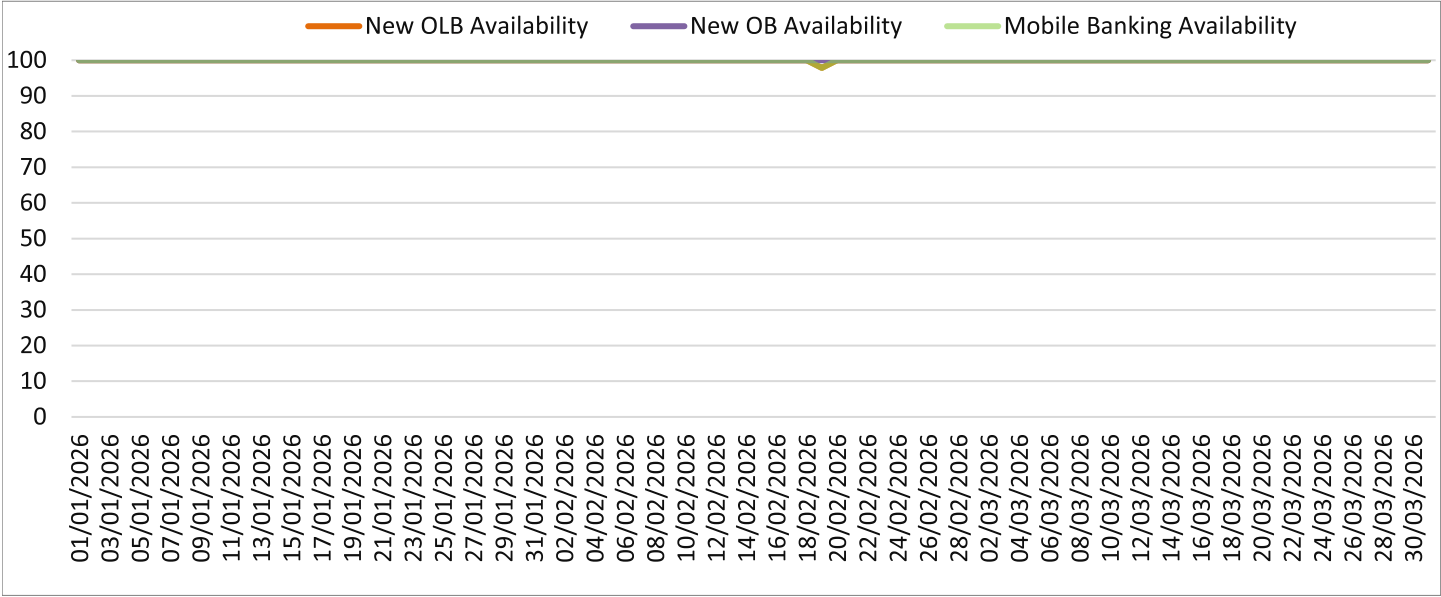
Availability statistics	
Dedicated interface (New Open Banking)	
Uptime (%)	Downtime (%)
H	I
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0
100	0

16/01/2026	16	100	0	100	0	100	0
17/01/2026	17	100	0	100	0	100	0
18/01/2026	18	100	0	100	0	100	0
19/01/2026	19	100	0	100	0	100	0
20/01/2026	20	100	0	100	0	100	0
21/01/2026	21	100	0	100	0	100	0
22/01/2026	22	100	0	100	0	100	0
23/01/2026	23	100	0	100	0	100	0
24/01/2026	24	100	0	100	0	100	0
25/01/2026	25	100	0	100	0	100	0
26/01/2026	26	100	0	100	0	100	0
27/01/2026	27	100	0	100	0	100	0
28/01/2026	28	100	0	100	0	100	0
29/01/2026	29	100	0	100	0	100	0
30/01/2026	30	100	0	100	0	100	0
31/01/2026	31	100	0	100	0	100	0
01/02/2026	32	100	0	100	0	100	0
02/02/2026	33	100	0	100	0	100	0
03/02/2026	34	100	0	100	0	100	0
04/02/2026	35	100	0	100	0	100	0
05/02/2026	36	100	0	100	0	100	0
06/02/2026	37	100	0	100	0	100	0
07/02/2026	38	100	0	100	0	100	0
08/02/2026	39	100	0	100	0	100	0
09/02/2026	40	100	0	100	0	100	0
10/02/2026	41	100	0	100	0	100	0
11/02/2026	42	100	0	100	0	100	0
12/02/2026	43	100	0	100	0	100	0
13/02/2026	44	100	0	100	0	100	0
14/02/2026	45	100	0	100	0	100	0

15/02/2026	46	100	0	100	0	100	0
16/02/2026	47	100	0	100	0	100	0
17/02/2026	48	100	0	100	0	100	0
18/02/2026	49	100	0	100	0	100	0
19/02/2026	50	97.85	2.15	97.85	2.15	100	0
20/02/2026	51	100	0	100	0	100	0
21/02/2026	52	100	0	100	0	100	0
22/02/2026	53	100	0	100	0	100	0
23/02/2026	54	100	0	100	0	100	0
24/02/2026	55	100	0	100	0	100	0
25/02/2026	56	100	0	100	0	100	0
26/02/2026	57	100	0	100	0	100	0
27/02/2026	58	100	0	100	0	100	0
28/02/2026	59	100	0	100	0	100	0
01/03/2026	60	100	0	100	0	100	0
02/03/2026	61	100	0	100	0	100	0
03/03/2026	62	100	0	100	0	100	0
04/03/2026	63	100	0	100	0	100	0
05/03/2026	64	100	0	100	0	100	0
06/03/2026	65	100	0	100	0	100	0
07/03/2026	66	100	0	100	0	100	0
08/03/2026	67	100	0	100	0	100	0
09/03/2026	68	100	0	100	0	100	0
10/03/2026	69	100	0	100	0	100	0
11/03/2026	70	100	0	100	0	100	0
12/03/2026	71	100	0	100	0	100	0
13/03/2026	72	100	0	100	0	100	0
14/03/2026	73	100	0	100	0	100	0
15/03/2026	74	100	0	100	0	100	0
16/03/2026	75	100	0	100	0	100	0

17/03/2026	76	100	0	100	0	100	0
18/03/2026	77	100	0	100	0	100	0
19/03/2026	78	100	0	100	0	100	0
20/03/2026	79	100	0	100	0	100	0
21/03/2026	80	100	0	100	0	100	0
22/03/2026	81	100	0	100	0	100	0
23/03/2026	82	100	0	100	0	100	0
24/03/2026	83	100	0	100	0	100	0
25/03/2026	84	100	0	100	0	100	0
26/03/2026	85	100	0	100	0	100	0
27/03/2026	86	100	0	100	0	100	0
28/03/2026	87	100	0	100	0	100	0
29/03/2026	88	100	0	100	0	100	0
30/03/2026	89	100	0	100	0	100	0
31/03/2026	90	100	0	100	0	100	0

Availability :



Performance

		Performance statistics					
		Payment services user interface (New Online Banking)	Payment services user interface (Mobile Banking)	Dedicated interface (New Open Banking)			
Date	Day	Response (milliseconds)	Response (milliseconds)	AISP response (milliseconds)	PISP response (milliseconds)	CBPII response (milliseconds)	Error response rate (%)
		F	G	H	I	J	K
01/01/2026	1	169	169	200	0	0	0
02/01/2026	2	299	299	216	386	0	0
03/01/2026	3	167	167	239	392	0	0
04/01/2026	4	183	183	217	470	0	2
05/01/2026	5	336	336	179	480	0	5
06/01/2026	6	308	308	253	485	0	0
07/01/2026	7	527	527	230	0	0	0
08/01/2026	8	557	557	259	0	0	0
09/01/2026	9	204	204	204	0	0	0
10/01/2026	10	375	375	245	0	0	0
11/01/2026	11	173	173	247	486	0	0
12/01/2026	12	393	393	269	447	0	0
13/01/2026	13	299	299	254	378	0	0
14/01/2026	14	291	291	294	300	0	0
15/01/2026	15	285	285	271	637	0	0
16/01/2026	16	358	358	233	760	0	0
17/01/2026	17	146	146	283	1108	0	0
18/01/2026	18	179	179	278	517	0	0
19/01/2026	19	311	311	277	303	0	0
20/01/2026	20	585	585	257	242	0	0
21/01/2026	21	345	345	261	316	0	0

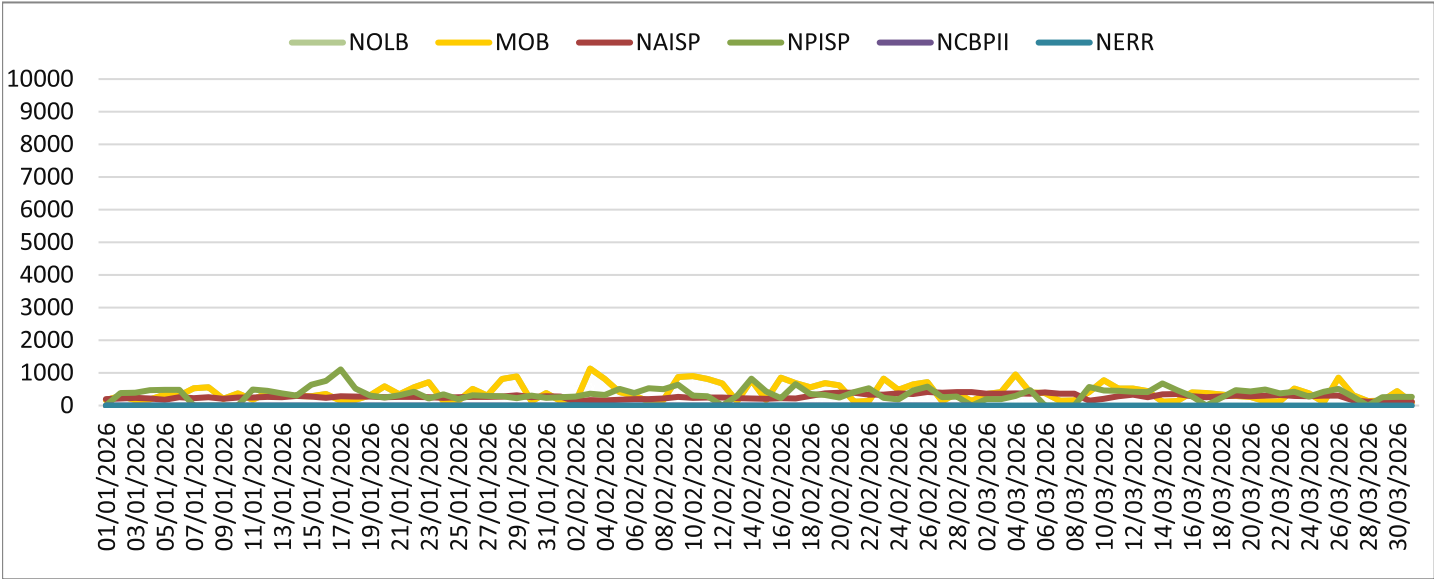
22/01/2026	22	564	564	267	423	0	0
23/01/2026	23	720	720	254	217	0	2
24/01/2026	24	130	130	233	341	0	0
25/01/2026	25	133	133	258	200	0	0
26/01/2026	26	512	512	261	317	0	0
27/01/2026	27	305	305	269	290	0	0
28/01/2026	28	811	811	271	289	0	0
29/01/2026	29	889	889	311	231	0	0
30/01/2026	30	124	124	252	302	0	0
31/01/2026	31	382	382	286	236	0	2
01/02/2026	32	135	135	274	251	0	0
02/02/2026	33	95	95	129	280	0	11
03/02/2026	34	1,133	1,133	169	360	0	5
04/02/2026	35	810	810	156	326	0	0
05/02/2026	36	414	414	181	511	0	0
06/02/2026	37	302	302	192	384	0	0
07/02/2026	38	132	132	195	529	0	0
08/02/2026	39	163	163	219	502	0	0
09/02/2026	40	877	877	267	639	0	0
10/02/2026	41	902	902	239	304	0	0
11/02/2026	42	812	812	241	284	0	0
12/02/2026	43	677	677	248	0	0	0
13/02/2026	44	131	131	227	296	0	0
14/02/2026	45	779	779	218	826	0	0
15/02/2026	46	163	163	205	436	0	0
16/02/2026	47	850	850	223	230	0	3
17/02/2026	48	690	690	216	655	0	0
18/02/2026	49	558	558	292	355	0	0
19/02/2026	50	686	686	377	321	0	0
20/02/2026	51	621	621	390	244	0	0

21/02/2026	52	119	119	395	411	0	0
22/02/2026	53	136	136	333	531	0	0
23/02/2026	54	825	825	333	233	0	0
24/02/2026	55	481	481	370	188	0	0
25/02/2026	56	649	649	354	465	0	1
26/02/2026	57	713	713	416	579	0	0
27/02/2026	58	127	127	397	259	0	0
28/02/2026	59	380	380	414	274	0	0
01/03/2026	60	136	136	408	0	0	0
02/03/2026	61	355	355	363	200	0	0
03/03/2026	62	416	416	364	198	0	1
04/03/2026	63	956	956	371	298	0	0
05/03/2026	64	406	406	366	469	0	0
06/03/2026	65	384	384	398	0	0	0
07/03/2026	66	145	145	359	0	0	0
08/03/2026	67	157	157	360	0	0	0
09/03/2026	68	413	413	146	570	0	1
10/03/2026	69	777	777	210	462	0	1
11/03/2026	70	516	516	281	451	0	0
12/03/2026	71	517	517	330	426	0	0
13/03/2026	72	446	446	260	412	0	0
14/03/2026	73	123	123	347	676	0	0
15/03/2026	74	142	142	355	476	0	0
16/03/2026	75	400	400	285	281	0	0
17/03/2026	76	385	385	259	0	0	0
18/03/2026	77	351	351	306	631	0	0
19/03/2026	78	295	295	300	473	0	0
20/03/2026	79	262	262	285	434	0	0
21/03/2026	80	124	124	305	490	0	0
22/03/2026	81	129	129	324	377	0	0

23/03/2026	82	516	516	295	420	0	0
24/03/2026	83	375	375	284	273	0	0
25/03/2026	84	98	98	308	420	0	0
26/03/2026	85	858	858	305	509	0	1
27/03/2026	86	310	310	153	263	0	0
28/03/2026	87	133	133	120	0	0	0
29/03/2026	88	151	151	123	251	0	0
30/03/2026	89	443	443	118	270	0	0
31/03/2026	90	102	102	118	261	0	0

Performance :

Performance (milliseconds)



Cynergy Bank plc. Registered in England and Wales: 04728421.

Registered office: 4th Floor, One New Change, London EC4M 9AF.

Correspondence address: PO Box 80030, London EC4P 4NG.

Cynergy Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

