



Performance and Availability Report –

Online Banking (PSU) & Open Banking (Dedicated Interface) Q1 2025

Availability

Data captured during quarter 1st January 2025 to 31st March 2025

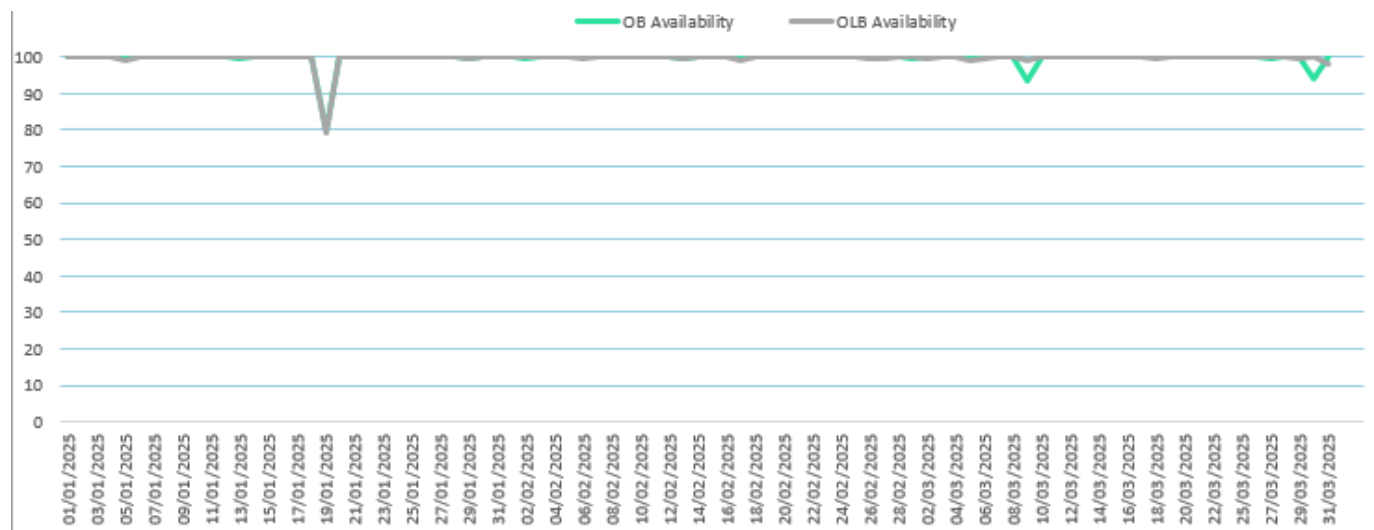
		Availability statistics		Availability statistics	
		Payment services user interface (Online Banking)		Dedicated interface (Open Banking)	
Date	Day	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
		D	E	D	E
01/01/2025	1	100	0	100	0
02/01/2025	2	100	0	100	0
03/01/2025	3	100	0	100	0
04/01/2025	4	100	0	100	0
05/01/2025	5	99.05	0.95	100	0
06/01/2025	6	100	0	100	0
07/01/2025	7	100	0	100	0
08/01/2025	8	100	0	100	0
09/01/2025	9	100	0	100	0
10/01/2025	10	100	0	100	0
11/01/2025	11	100	0	100	0
12/01/2025	12	100	0	100	0
13/01/2025	13	100	0	99.65	0.35
14/01/2025	14	100	0	100	0
15/01/2025	15	100	0	100	0

16/01/2025	16	100	0	100	0
17/01/2025	17	100	0	100	0
18/01/2025	18	100	0	100	0
19/01/2025	19	79.42	20.58	79.54	20.46
20/01/2025	20	100	0	100	0
21/01/2025	21	100	0	100	0
22/01/2025	22	100	0	100	0
23/01/2025	23	100	0	100	0
24/01/2025	24	100	0	100	0
25/01/2025	25	100	0	100	0
26/01/2025	26	100	0	100	0
27/01/2025	27	100	0	100	0
28/01/2025	28	100	0	100	0
29/01/2025	29	99.62	0.38	99.62	0.38
30/01/2025	30	100	0	100	0
31/01/2025	31	100	0	100	0
01/02/2025	32	100	0	100	0
02/02/2025	33	100	0	99.64	0.36
03/02/2025	34	100	0	100	0
04/02/2025	35	100	0	100	0
05/02/2025	36	100	0	100	0
06/02/2025	37	99.62	0.38	100	0
07/02/2025	38	100	0	100	0
08/02/2025	39	100	0	100	0
09/02/2025	40	100	0	100	0
10/02/2025	41	100	0	100	0
11/02/2025	42	100	0	100	0
12/02/2025	43	100	0	100	0

13/02/2025	44	99.63	0.37	99.62	0.38
14/02/2025	45	100	0	100	0
15/02/2025	46	100	0	100	0
16/02/2025	47	100	0	100	0
17/02/2025	48	99.18	0.82	100	0
18/02/2025	49	100	0	100	0
19/02/2025	50	100	0	100	0
20/02/2025	51	100	0	100	0
21/02/2025	52	100	0	100	0
22/02/2025	53	100	0	100	0
23/02/2025	54	100	0	100	0
24/02/2025	55	100	0	100	0
25/02/2025	56	100	0	100	0
26/02/2025	57	99.63	0.37	100	0
27/02/2025	58	99.62	0.38	100	0
28/02/2025	59	100	0	100	0
01/03/2025	60	100	0	99.63	0.37
02/03/2025	61	99.64	0.36	100	0
03/03/2025	62	100	0	100	0
04/03/2025	63	100	0	100	0
05/03/2025	64	99.2	0.8	100	0
06/03/2025	65	99.62	0.38	100	0
07/03/2025	66	100	0	100	0
08/03/2025	67	100	0	100	0
09/03/2025	68	99	1	93.65	6.35
10/03/2025	69	100	0	100	0
11/03/2025	70	100	0	100	0
12/03/2025	71	100	0	100	0

13/03/2025	72	100	0	100	0
14/03/2025	73	100	0	100	0
15/03/2025	74	100	0	100	0
16/03/2025	75	100	0	100	0
17/03/2025	76	100	0	100	0
18/03/2025	77	99.63	0.37	100	0
19/03/2025	78	100	0	100	0
20/03/2025	79	100	0	100	0
21/03/2025	80	100	0	100	0
22/03/2025	81	100	0	100	0
23/03/2025	82	100	0	100	0
24/03/2025	83	100	0	100	0
25/03/2025	84	100	0	100	0
26/03/2025	85	100	0	100	0
27/03/2025	86	100	0	99.65	0.35
28/03/2025	87	100	0	100	0
29/03/2025	88	99.63	0.37	100	0
30/03/2025	89	100	0	93.98	6.02
31/03/2025	90	98.1	1.9	100	0

Uptime %



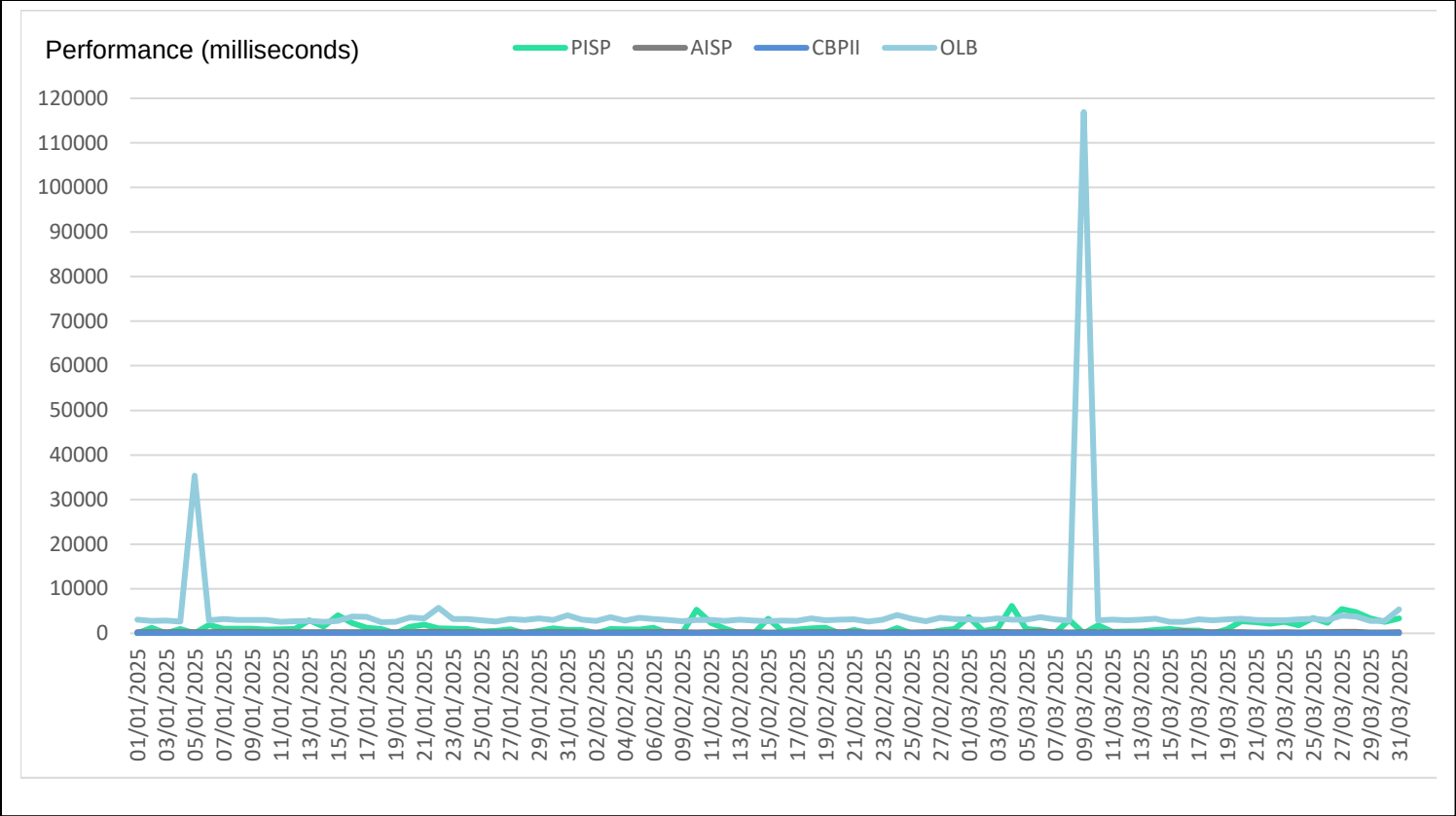
Performance

		Performance statistics				
		Payment services user interface (Online Banking)	Dedicated interface (Open Banking)			
Date	Day	Response (milliseconds)	AISP response (milliseconds)	PISP response (milliseconds)	CBP/II / PISP Yes/No response (milliseconds)	Error response rate (%)
		F	G	H	I	J
01/01/2025	1	3,030	260	0	0.00	0.00
02/01/2025	2	2,802	268	1258	0.00	0.00
03/01/2025	3	2,815	277	0	0.00	0.00
04/01/2025	4	2,619	227	977	0.00	0.00
05/01/2025	5	35,367	270	0	0.00	0.00
06/01/2025	6	2,921	246	1849	0.00	0.00
07/01/2025	7	3,165	305	998	0.00	0.00
08/01/2025	8	2,989	294	1017	0.00	0.00
09/01/2025	9	3,013	339	1063	0.00	0.00
10/01/2025	10	2,959	272	847	0.00	0.00
11/01/2025	11	2,535	242	904	0.00	0.00
12/01/2025	12	2,711	262	965	0.00	0.00
13/01/2025	13	2,760	267	2888	0.00	0.00
14/01/2025	14	2,598	226	1553	0.00	0.00
15/01/2025	15	2,751	272	4062	0.00	0.00
16/01/2025	16	3,771	238	2311	0.00	0.00
17/01/2025	17	3,704	256	1267	0.00	0.00
18/01/2025	18	2,497	198	977	0.00	0.00
19/01/2025	19	2,584	252	0	0.00	0.00
20/01/2025	20	3,575	286	1425	0.00	0.00

21/01/2025	21	3,343	363	1952	0.00	0.00
22/01/2025	22	5,734	326	1081	0.00	0.00
23/01/2025	23	3,193	236	996	0.00	0.00
24/01/2025	24	3,231	283	970	0.00	0.00
25/01/2025	25	2,907	236	375	0.00	0.00
26/01/2025	26	2,652	176	509	0.00	0.00
27/01/2025	27	3,192	241	883	0.00	0.00
28/01/2025	28	3,012	216	0	0.00	0.00
29/01/2025	29	3,307	261	572	0.00	0.00
30/01/2025	30	2,981	244	1125	0.00	0.00
31/01/2025	31	4,057	241	776	0.00	0.00
01/02/2025	32	3,036	184	753	0.00	0.00
02/02/2025	33	2,807	174	0	0.00	0.00
03/02/2025	34	3,600	223	985	0.00	0.00
04/02/2025	35	2,823	210	914	0.00	0.00
05/02/2025	36	3,462	233	792	0.00	0.00
06/02/2025	37	3,179	287	1215	0.00	0.00
07/02/2025	38	2,990	349	0	0.00	0.00
08/02/2025	39	2,754	175	0	0.00	0.00
09/02/2025	40	2,731	242	0	0.00	0.00
10/02/2025	41	3,020	218	5291	0.00	0.00
11/02/2025	42	3,012	246	2332	0.00	0.00
12/02/2025	43	2,746	258	1002	0.00	0.00
13/02/2025	44	3,078	232	0	0.00	0.00
14/02/2025	45	2,825	252	0	0.00	0.00
15/02/2025	46	2,676	168	3269	0.00	0.00
16/02/2025	47	2,881	179	496	0.00	0.00
17/02/2025	48	2,744	206	843	0.00	0.00

18/02/2025	49	3,314	234	1128	0.00	0.00
19/02/2025	50	2,900	247	1260	0.00	0.00
20/02/2025	51	3,023	256	0	0.00	0.00
21/02/2025	52	3,097	248	767	0.00	0.00
22/02/2025	53	2,641	170	0	0.00	0.00
23/02/2025	54	3,081	192	0	0.00	0.00
24/02/2025	55	4,125	276	1196	0.00	0.00
25/02/2025	56	3,273	187	0	0.00	0.00
26/02/2025	57	2,694	244	0	0.00	0.00
27/02/2025	58	3,445	287	608	0.00	0.00
28/02/2025	59	3,227	251	937	0.00	0.00
01/03/2025	60	3,155	181	3643	0.00	0.00
02/03/2025	61	3,009	209	512	0.00	0.00
03/03/2025	62	3,342	303	1055	0.00	0.00
04/03/2025	63	3,052	290	6141	0.00	0.00
05/03/2025	64	3,069	252	968	0.00	0.00
06/03/2025	65	3,643	425	682	0.00	0.00
07/03/2025	66	3,113	269	0	0.00	0.00
08/03/2025	67	2,831	197	3015	0.00	0.00
09/03/2025	68	116,906	269	0	0.00	0.00
10/03/2025	69	2,948	238	1770	0.00	0.00
11/03/2025	70	3,026	226	302	0.00	0.00
12/03/2025	71	2,948	225	380	0.00	0.00
13/03/2025	72	3,029	251	412	0.00	0.00
14/03/2025	73	3,271	195	739	0.00	0.00
15/03/2025	74	2,556	202	987	0.00	0.00
16/03/2025	75	2,586	433	641	0.00	0.00
17/03/2025	76	3,144	241	598	0.00	0.00

18/03/2025	77	2,904	242	0	0.00	0.00
19/03/2025	78	3,114	250	891	0.00	0.00
20/03/2025	79	3,245	256	2701	0.00	0.00
21/03/2025	80	2,988	220	2477	0.00	0.00
22/03/2025	81	2,918	220	2131	0.00	0.00
23/03/2025	82	2,915	235	2573	0.00	0.00
24/03/2025	83	3,094	206	1821	0.00	0.00
25/03/2025	84	3,275	239	3411	0.00	0.00
26/03/2025	85	3,010	285	2345	0.00	0.00
27/03/2025	86	3,990	347	5466	0.00	0.00
28/03/2025	87	3,769	313	4756	0.00	0.00
29/03/2025	88	2,776	206	3318	0.00	0.00
30/03/2025	89	2,807	221	2561	0.00	0.00
31/03/2025	90	5,337	233	3312	0.00	0.00



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

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Cynergy Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our main business is the provision of financial services under registration number no. 575105.

