

Performance and Availability Report –

Online Banking (PSU) & Open Banking (Dedicated Interface) Q4 2024

Availability

Data captured during quarter 1st October to 31st December 2024

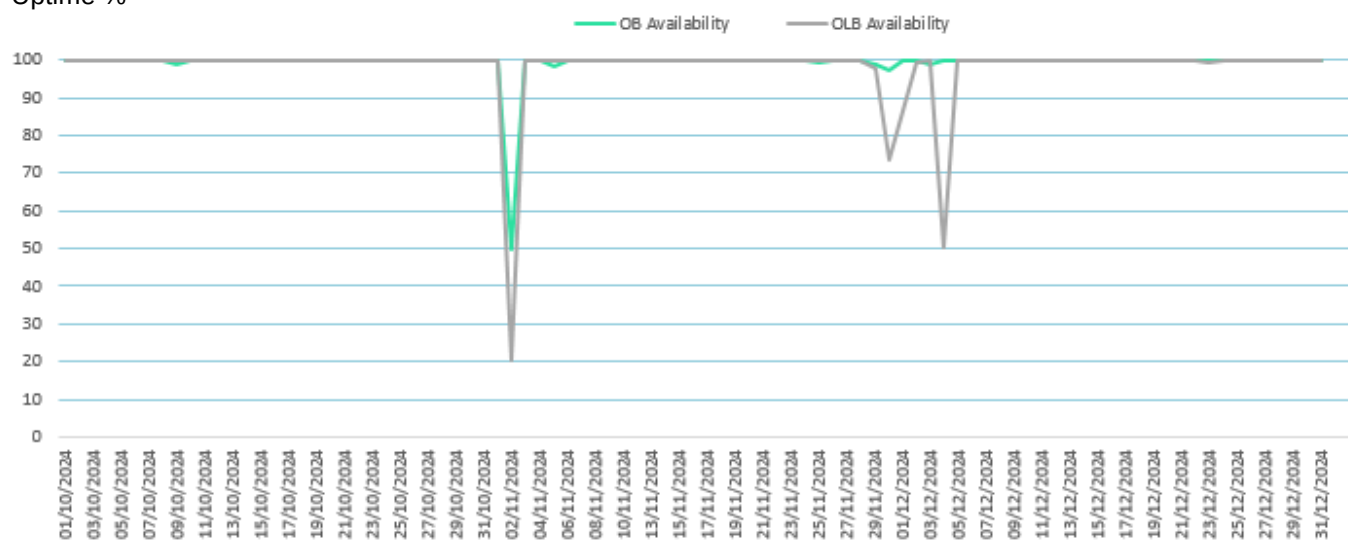
		Availability statistics		Availability statistics	
		Payment services user interface (Online Banking)		Dedicated interface (Open Banking)	
Date	Day	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
		D	E	D	E
01/10/2024	1	100.00	0.00	100.00	0.00
02/10/2024	2	100.00	0.00	100.00	0.00
03/10/2024	3	100.00	0.00	100.00	0.00
04/10/2024	4	100.00	0.00	100.00	0.00
05/10/2024	5	100.00	0.00	100.00	0.00
06/10/2024	6	100.00	0.00	100.00	0.00
07/10/2024	7	100.00	0.00	100.00	0.00
08/10/2024	8	100.00	0.00	100.00	0.00
09/10/2024	9	100.00	0.00	98.93	1.07
10/10/2024	10	100.00	0.00	100.00	0.00
11/10/2024	11	100.00	0.00	100.00	0.00
12/10/2024	12	100.00	0.00	100.00	0.00
13/10/2024	13	100.00	0.00	100.00	0.00
14/10/2024	14	100.00	0.00	100.00	0.00

15/10/2024	15	100.00	0.00	100.00	0.00
16/10/2024	16	100.00	0.00	100.00	0.00
17/10/2024	17	100.00	0.00	100.00	0.00
18/10/2024	18	100.00	0.00	100.00	0.00
19/10/2024	19	100.00	0.00	100.00	0.00
20/10/2024	20	100.00	0.00	100.00	0.00
21/10/2024	21	100.00	0.00	100.00	0.00
22/10/2024	22	100.00	0.00	100.00	0.00
23/10/2024	23	100.00	0.00	100.00	0.00
24/10/2024	24	100.00	0.00	100.00	0.00
25/10/2024	25	100.00	0.00	100.00	0.00
26/10/2024	26	100.00	0.00	100.00	0.00
27/10/2024	27	100.00	0.00	100.00	0.00
28/10/2024	28	99.63	0.37	100.00	0.00
29/10/2024	29	100.00	0.00	100.00	0.00
30/10/2024	30	100.00	0.00	100.00	0.00
31/10/2024	31	100.00	0.00	100.00	0.00
01/11/2024	32	100.00	0.00	100.00	0.00
02/11/2024	33	20.47	79.53	49.64	50.36
03/11/2024	34	100.00	0.00	100.00	0.00
04/11/2024	35	100.00	0.00	99.65	0.35
05/11/2024	36	100.00	0.00	98.48	1.52
06/11/2024	37	100.00	0.00	100.00	0.00
07/11/2024	38	100.00	0.00	100.00	0.00
08/11/2024	39	100.00	0.00	99.65	0.35
09/11/2024	40	100.00	0.00	100.00	0.00
10/11/2024	41	100.00	0.00	100.00	0.00
11/11/2024	42	100.00	0.00	100.00	0.00

12/11/2024	43	100.00	0.00	100.00	0.00
13/11/2024	44	100.00	0.00	100.00	0.00
14/11/2024	45	100.00	0.00	100.00	0.00
15/11/2024	46	100.00	0.00	100.00	0.00
16/11/2024	47	100.00	0.00	99.63	0.37
17/11/2024	48	100.00	0.00	100.00	0.00
18/11/2024	49	100.00	0.00	100.00	0.00
19/11/2024	50	100.00	0.00	100.00	0.00
20/11/2024	51	100.00	0.00	99.65	0.35
21/11/2024	52	100.00	0.00	100.00	0.00
22/11/2024	53	100.00	0.00	100.00	0.00
23/11/2024	54	100.00	0.00	100.00	0.00
24/11/2024	55	100.00	0.00	100.00	0.00
25/11/2024	56	100.00	0.00	99.29	0.71
26/11/2024	57	100.00	0.00	100.00	0.00
27/11/2024	58	100.00	0.00	100.00	0.00
28/11/2024	59	100.00	0.00	100.00	0.00
29/11/2024	60	97.58	2.42	98.56	1.44
30/11/2024	61	73.72	26.28	97.32	2.68
01/12/2024	62	86.19	13.81	100.00	0.00
02/12/2024	63	99.19	0.81	100.00	0.00
03/12/2024	64	100.00	0.00	98.57	1.43
04/12/2024	65	50.48	49.52	99.64	0.36
05/12/2024	66	100.00	0.00	100.00	0.00
06/12/2024	67	99.6	0.4	100.00	0.00
07/12/2024	68	100.00	0.00	100.00	0.00
08/12/2024	69	100.00	0.00	100.00	0.00
09/12/2024	70	100.00	0.00	100.00	0.00

10/12/2024	71	100.00	0.00		100.00	0.00
11/12/2024	72	100.00	0.00		100.00	0.00
12/12/2024	73	100.00	0.00		100.00	0.00
13/12/2024	74	99.64	0.36		100.00	0.00
14/12/2024	75	100.00	0.00		100.00	0.00
15/12/2024	76	100.00	0.00		100.00	0.00
16/12/2024	77	100.00	0.00		100.00	0.00
17/12/2024	78	100.00	0.00		100.00	0.00
18/12/2024	79	100.00	0.00		100.00	0.00
19/12/2024	80	100.00	0.00		100.00	0.00
20/12/2024	81	100.00	0.00		100.00	0.00
21/12/2024	82	100.00	0.00		100.00	0.00
22/12/2024	83	100.00	0.00		100.00	0.00
23/12/2024	84	99.49	0.51		100.00	0.00
24/12/2024	85	100.00	0.00		100.00	0.00
25/12/2024	86	100.00	0.00		100.00	0.00
26/12/2024	87	100.00	0.00		100.00	0.00
27/12/2024	88	100.00	0.00		100.00	0.00
28/12/2024	89	100.00	0.00		100.00	0.00
29/12/2024	90	100.00	0.00		100.00	0.00
30/12/2024	91	100.00	0.00		100.00	0.00
31/12/2024	92	100.00	0.00		100.00	0.00

Uptime %



Performance

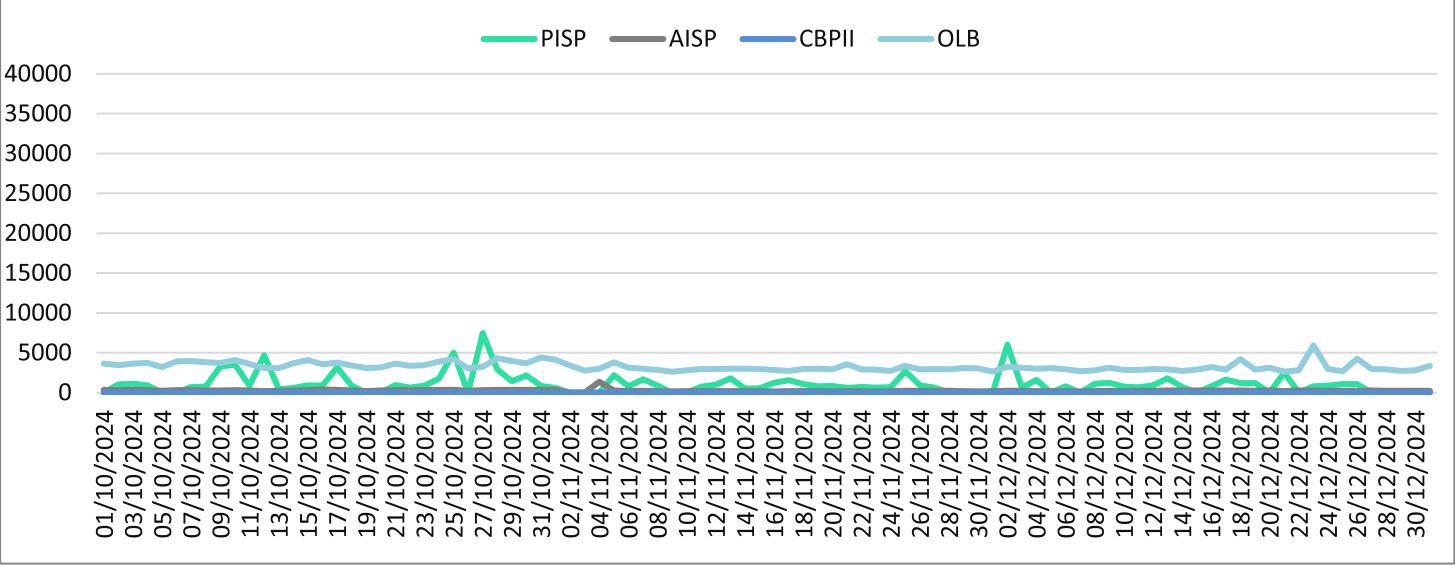
		Performance statistics				
		Payment services user interface (Online Banking)	Dedicated interface (Open Banking)			
Date	Day	Response (milliseconds)	AISP response (milliseconds)	PISP response (milliseconds)	CBPPI / PISP Yes/No response (milliseconds)	Error response rate (%)
		F	G	H	I	J
01/10/2024	1	3635	363	0	0.00	0.00
02/10/2024	2	3432	303	1019	0.00	0.00
03/10/2024	3	3649	343	1133	0.00	0.00
04/10/2024	4	3713	314	903	0.00	0.00
05/10/2024	5	3199	230	0	0.00	0.00
06/10/2024	6	3947	316	0	0.00	0.00
07/10/2024	7	3981	324	734	0.00	0.00
08/10/2024	8	3826	265	738	0.00	0.00
09/10/2024	9	3722	286	3285	0.00	0.00
10/10/2024	10	4106	317	3544	0.00	0.00
11/10/2024	11	3591	281	896	0.00	0.00
12/10/2024	12	3082	214	4698	0.00	0.00
13/10/2024	13	3094	241	419	0.00	0.00
14/10/2024	14	3692	280	582	0.00	0.00
15/10/2024	15	4102	334	898	0.00	0.00
16/10/2024	16	3563	377	862	0.00	0.00
17/10/2024	17	3764	362	3158	0.00	0.00
18/10/2024	18	3404	280	877	0.00	0.00
19/10/2024	19	3099	208	0	0.00	0.00

20/10/2024	20	3185	262	0	0.00	0.00
21/10/2024	21	3645	304	955	0.00	0.00
22/10/2024	22	3380	297	648	0.00	0.00
23/10/2024	23	3461	330	891	0.00	0.00
24/10/2024	24	3880	339	1755	0.00	0.00
25/10/2024	25	4210	349	5011	0.00	0.00
26/10/2024	26	3038	230	0	0.00	0.00
27/10/2024	27	3264	331	7469	0.00	0.00
28/10/2024	28	4346	368	2942	0.00	0.00
29/10/2024	29	3970	342	1440	0.00	0.00
30/10/2024	30	3691	348	2176	0.00	0.00
31/10/2024	31	4431	352	829	0.00	0.00
01/11/2024	32	4151	363	609	0.00	0.00
02/11/2024	33	3404	0	0	0.00	0.00
03/11/2024	34	2767	0	0	0.00	0.00
04/11/2024	35	3008	1364	0	0.00	0.00
05/11/2024	36	3800	290	2205	0.00	0.00
06/11/2024	37	3118	192	781	0.00	0.00
07/11/2024	38	2991	229	1693	0.00	0.00
08/11/2024	39	2857	188	868	0.00	0.00
09/11/2024	40	2625	168	0	0.00	0.00
10/11/2024	41	2792	211	0	0.00	0.00
11/11/2024	42	2954	199	758	0.00	0.00
12/11/2024	43	2954	198	993	0.00	0.00
13/11/2024	44	3027	180	1819	0.00	0.00
14/11/2024	45	3024	194	535	0.00	0.00
15/11/2024	46	2977	196	545	0.00	0.00

16/11/2024	47	2827	145	1227	0.00	0.00
17/11/2024	48	2720	177	1547	0.00	0.00
18/11/2024	49	2956	184	1069	0.00	0.00
19/11/2024	50	3027	190	811	0.00	0.00
20/11/2024	51	2939	174	852	0.00	0.00
21/11/2024	52	3557	187	594	0.00	0.00
22/11/2024	53	2940	205	711	0.00	0.00
23/11/2024	54	2873	166	630	0.00	0.00
24/11/2024	55	2722	178	696	0.00	0.00
25/11/2024	56	3352	216	2702	0.00	0.00
26/11/2024	57	2945	219	900	0.00	0.00
27/11/2024	58	2949	220	642	0.00	0.00
28/11/2024	59	2921	231	0	0.00	0.00
29/11/2024	60	3069	177	0	0.00	0.00
30/11/2024	61	3048	167	0	0.00	0.00
01/12/2024	62	2642	186	0	0.00	0.00
02/12/2024	63	3249	224	6012	0.00	0.00
03/12/2024	64	3115	217	641	0.00	0.00
04/12/2024	65	2999	194	1604	0.00	0.00
05/12/2024	66	3072	211	0	0.00	0.00
06/12/2024	67	2933	179	789	0.00	0.00
07/12/2024	68	2685	146	0	0.00	0.00
08/12/2024	69	2826	188	1102	0.00	0.00
09/12/2024	70	3146	224	1243	0.00	0.00
10/12/2024	71	2861	184	744	0.00	0.00
11/12/2024	72	2860	231	674	0.00	0.00
12/12/2024	73	2985	249	906	0.00	0.00

13/12/2024	74	2929	262	1797	0.00	0.00
14/12/2024	75	2722	285	718	0.00	0.00
15/12/2024	76	2882	277	0	0.00	0.00
16/12/2024	77	3216	275	797	0.00	0.00
17/12/2024	78	2886	265	1648	0.00	0.00
18/12/2024	79	4223	271	1185	0.00	0.00
19/12/2024	80	2891	231	1183	0.00	0.00
20/12/2024	81	3110	274	0	0.00	0.00
21/12/2024	82	2661	214	2514	0.00	0.00
22/12/2024	83	2815	261	0	0.00	0.00
23/12/2024	84	5926	275	801	0.00	0.00
24/12/2024	85	2957	231	863	0.00	0.00
25/12/2024	86	2666	225	1077	0.00	0.00
26/12/2024	87	4250	206	1094	0.00	0.00
27/12/2024	88	2975	269	0	0.00	0.00
28/12/2024	89	2916	244	0	0.00	0.00
29/12/2024	90	2715	251	0	0.00	0.00
30/12/2024	91	2795	235	0	0.00	0.00
31/12/2024	92	3351	235	0	0.00	0.00

Performance (milliseconds)



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.

