the Prudential Regulation Authority. Our main business is the provision of financial services under registration number no. 575105.

Cynergy Bank

Cynergy Bank

Performance and Availability Report –

Online Banking and Mobile Banking (PSU)

Open Banking (Dedicated Interface) Q2 2026

Availability

Data captured during quarter 1st April 2026 to 30th June 2026

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

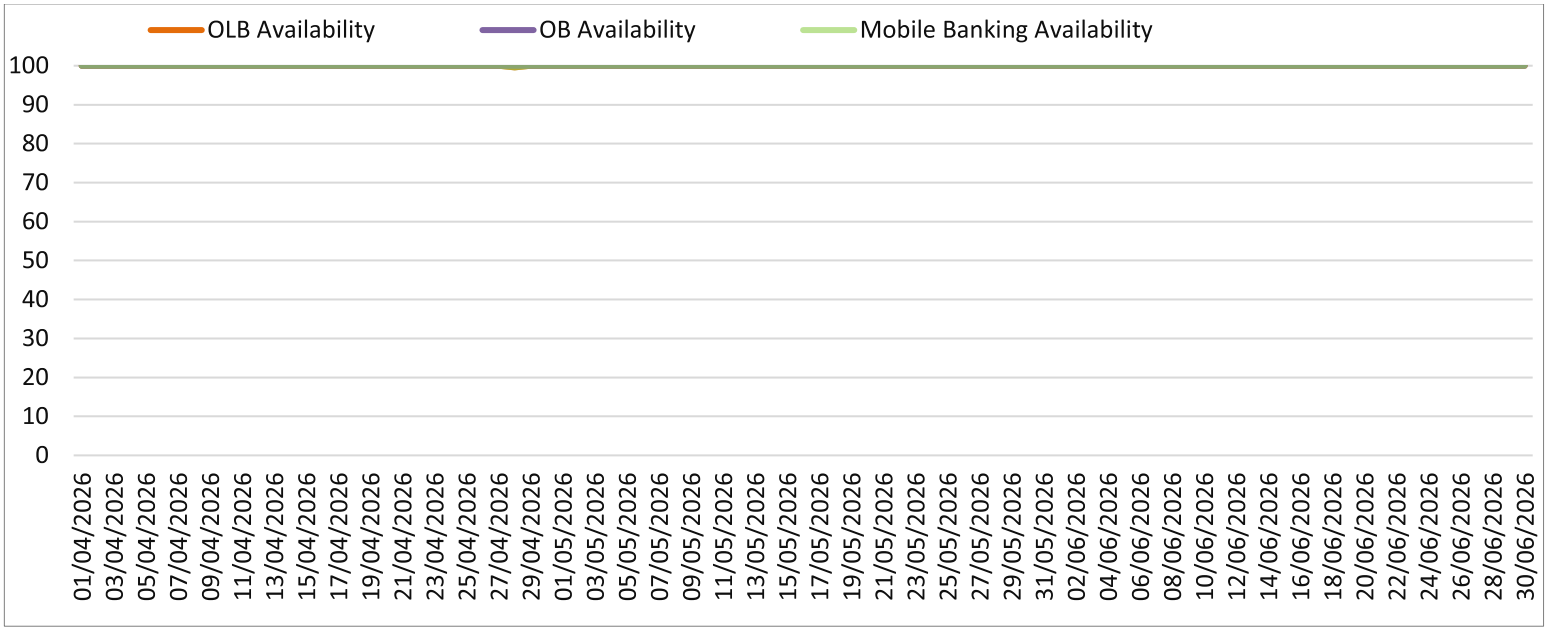
15/04/2026	15	100	0	100	0	100	0
16/04/2026	16	100	0	100	0	100	0
17/04/2026	17	100	0	100	0	100	0
18/04/2026	18	100	0	100	0	100	0
19/04/2026	19	100	0	100	0	100	0
20/04/2026	20	100	0	100	0	100	0
21/04/2026	21	100	0	100	0	100	0
22/04/2026	22	100	0	100	0	100	0
23/04/2026	23	100	0	100	0	100	0
24/04/2026	24	100	0	100	0	100	0
25/04/2026	25	100	0	100	0	100	0
26/04/2026	26	100	0	100	0	100	0
27/04/2026	27	100	0	100	0	100	0
28/04/2026	28	99.58	0.42	99.58	0.42	100	0
29/04/2026	29	100	0	100	0	100	0
30/04/2026	30	100	0	100	0	100	0
01/05/2026	31	100	0	100	0	100	0
02/05/2026	32	100	0	100	0	100	0
03/05/2026	33	100	0	100	0	100	0
04/05/2026	34	100	0	100	0	100	0
05/05/2026	35	100	0	100	0	100	0
06/05/2026	36	100	0	100	0	100	0
07/05/2026	37	100	0	100	0	100	0
08/05/2026	38	100	0	100	0	100	0
09/05/2026	39	100	0	100	0	100	0
10/05/2026	40	100	0	100	0	100	0
11/05/2026	41	100	0	100	0	100	0
12/05/2026	42	100	0	100	0	100	0
13/05/2026	43	100	0	100	0	100	0

14/05/2026	44	100	0	100	0	100	0
15/05/2026	45	100	0	100	0	100	0
16/05/2026	46	100	0	100	0	100	0
17/05/2026	47	100	0	100	0	100	0
18/05/2026	48	100	0	100	0	100	0
19/05/2026	49	100	0	100	0	100	0
20/05/2026	50	100	0	100	0	100	0
21/05/2026	51	100	0	100	0	100	0
22/05/2026	52	100	0	100	0	100	0
23/05/2026	53	100	0	100	0	100	0
24/05/2026	54	100	0	100	0	100	0
25/05/2026	55	100	0	100	0	100	0
26/05/2026	56	100	0	100	0	100	0
27/05/2026	57	100	0	100	0	100	0
28/05/2026	58	100	0	100	0	100	0
29/05/2026	59	100	0	100	0	100	0
30/05/2026	60	100	0	100	0	100	0
31/05/2026	61	100	0	100	0	100	0
01/06/2026	62	100	0	100	0	100	0
02/06/2026	63	100	0	100	0	100	0
03/06/2026	64	100	0	100	0	100	0
04/06/2026	65	100	0	100	0	100	0
05/06/2026	66	100	0	100	0	100	0
06/06/2026	67	100	0	100	0	100	0
07/06/2026	68	100	0	100	0	100	0
08/06/2026	69	100	0	100	0	100	0
09/06/2026	70	100	0	100	0	100	0
10/06/2026	71	100	0	100	0	100	0
11/06/2026	72	100	0	100	0	100	0

Document Classification: Internal

12/06/2026	73	100	0	100	0	100	0
13/06/2026	74	100	0	100	0	100	0
14/06/2026	75	100	0	100	0	100	0
15/06/2026	76	100	0	100	0	100	0
16/06/2026	77	100	0	100	0	100	0
17/06/2026	78	100	0	100	0	100	0
18/06/2026	79	100	0	100	0	100	0
19/06/2026	80	100	0	100	0	100	0
20/06/2026	81	100	0	100	0	100	0
21/06/2026	82	100	0	100	0	100	0
22/06/2026	83	100	0	100	0	100	0
23/06/2026	84	100	0	100	0	100	0
24/06/2026	85	100	0	100	0	100	0
25/06/2026	86	100	0	100	0	100	0
26/06/2026	87	100	0	100	0	100	0
27/06/2026	88	100	0	100	0	100	0
28/06/2026	89	100	0	100	0	100	0
29/06/2026	90	100	0	100	0	100	0
30/06/2026	91	100	0	100	0	100	0

Availability :



Performance

		Performance statistics					
		Payment services user interface (Online Banking)	Payment services user interface (Mobile Banking)	Dedicated interface (Open Banking)			
Date	Day	Response (millisecs)	Response (millisecs)	AISP response (millisecs)	PISP response (millisecs)	CBPII response (millisecs)	Error response rate (%)
		F	G	H	I	J	K
01/04/2026	1	1,075	1,075	321	573	0	0
02/04/2026	2	553	553	128	319	0	0
03/04/2026	3	99	99	129	392	0	0
04/04/2026	4	109	109	127	152	0	0
05/04/2026	5	103	103	127	470	0	0
06/04/2026	6	100	100	126	513	0	0
07/04/2026	7	86	86	124	295	0	0
08/04/2026	8	159	159	132	440	0	0
09/04/2026	9	315	315	131	240	0	0
10/04/2026	10	596	596	130	337	0	0
11/04/2026	11	744	744	128	463	0	0
12/04/2026	12	112	112	133	419	0	0
13/04/2026	13	86	86	128	428	0	0
14/04/2026	14	585	585	130	159	0	0
15/04/2026	15	177	177	136	492	0	0
16/04/2026	16	452	452	128	489	0	0
17/04/2026	17	379	379	121	336	0	0
18/04/2026	18	95	95	132	411	0	0
19/04/2026	19	104	104	133	318	0	0
20/04/2026	20	93	93	127	526	0	0

21/04/2026	21	367	367	129	526	0	1
22/04/2026	22	345	345	130	454	0	0
23/04/2026	23	107	107	138	317	0	0
24/04/2026	24	118	118	137	328	0	1
25/04/2026	25	1,335	1,335	131	466	0	1
26/04/2026	26	122	122	134	342	0	0
27/04/2026	27	106	106	139	311	0	0
28/04/2026	28	968	968	136	390	0	0
29/04/2026	29	652	652	134	281	0	0
30/04/2026	30	99	99	138	280	0	0
01/05/2026	31	777	777	132	379	0	0
02/05/2026	32	661	661	129	0	0	0
03/05/2026	33	108	108	130	247	0	0
04/05/2026	34	105	105	139	480	0	0
05/05/2026	35	91	91	136	0	0	0
06/05/2026	36	1,659	1,659	139	0	0	0
07/05/2026	37	958	958	138	274	0	0
08/05/2026	38	139	139	140	324	0	0
09/05/2026	39	109	109	142	299	0	0
10/05/2026	40	118	118	136	480	0	0
11/05/2026	41	92	92	144	388	0	0
12/05/2026	42	264	264	142	527	0	0
13/05/2026	43	673	673	140	854	0	0
14/05/2026	44	1,342	1,342	128	267	0	0
15/05/2026	45	143	143	143	385	0	0
16/05/2026	46	113	113	130	0	0	0
17/05/2026	47	134	134	129	0	0	0
18/05/2026	48	216	216	130	384	0	0
19/05/2026	49	553	553	187	369	0	0

Document Classification: Internal

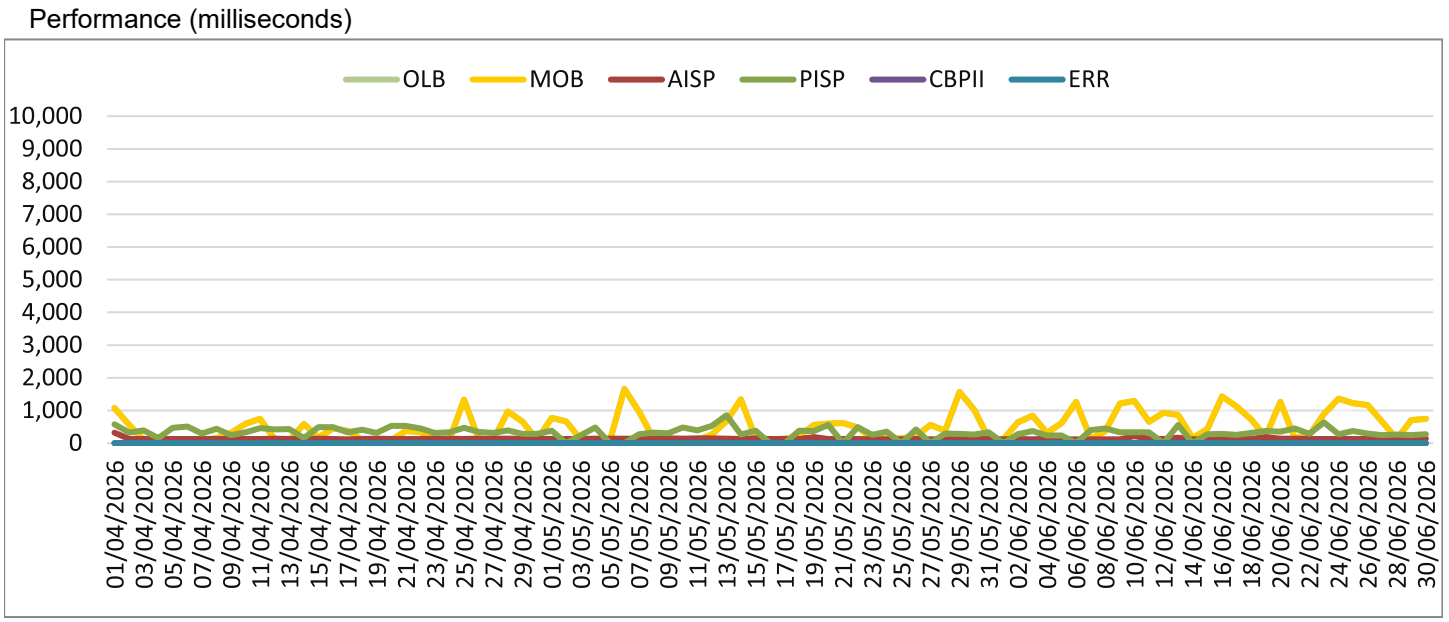
20/05/2026	50	595	595	124	556	0	0
21/05/2026	51	614	614	124	0	0	0
22/05/2026	52	475	475	124	491	0	0
23/05/2026	53	136	136	121	259	0	0
24/05/2026	54	147	147	122	356	0	0
25/05/2026	55	148	148	120	0	0	0
26/05/2026	56	215	215	126	417	0	0
27/05/2026	57	562	562	119	0	0	0
28/05/2026	58	381	381	121	289	0	0
29/05/2026	59	1,563	1,563	125	282	0	0
30/05/2026	60	1,017	1,017	125	260	0	0
31/05/2026	61	151	151	123	337	0	0
01/06/2026	62	118	118	119	0	0	0
02/06/2026	63	632	632	124	272	0	0
03/06/2026	64	838	838	120	370	0	0
04/06/2026	65	317	317	136	238	0	0
05/06/2026	66	613	613	117	234	0	0
06/06/2026	67	1,259	1,259	116	0	0	0
07/06/2026	68	138	138	122	405	0	0
08/06/2026	69	359	359	119	449	0	0
09/06/2026	70	1,217	1,217	121	329	0	0
10/06/2026	71	1,294	1,294	214	333	0	0
11/06/2026	72	659	659	134	332	0	0
12/06/2026	73	930	930	123	0	0	0
13/06/2026	74	864	864	168	556	0	0
14/06/2026	75	160	160	119	0	0	0
15/06/2026	76	431	431	122	273	0	0
16/06/2026	77	1,427	1,427	128	285	0	0
17/06/2026	78	1,124	1,124	118	251	0	0

Document Classification: Internal

18/06/2026	79	724	724	126	318	0	0
19/06/2026	80	192	192	182	376	0	0
20/06/2026	81	1,258	1,258	134	352	0	0
21/06/2026	82	160	160	135	451	0	0
22/06/2026	83	248	248	132	285	0	0
23/06/2026	84	889	889	129	637	0	0
24/06/2026	85	1,362	1,362	125	277	0	0
25/06/2026	86	1,228	1,228	124	375	0	0
26/06/2026	87	1,167	1,167	128	296	0	0
27/06/2026	88	658	658	132	249	0	0
28/06/2026	89	123	123	125	264	0	0
29/06/2026	90	703	703	138	244	0	0
30/06/2026	91	742	742	133	273	0	0

Document Classification: Internal

Performance :



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.