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 (PSU) & Open Banking (Dedicated Interface) Q2 2024

Availability

Data captured during quarter 1st April 2024 to 30st June 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
01/04/2024	1	100.00	0.00	100.00	0.00
02/04/2024	2	100.00	0.00	100.00	0.00
03/04/2024	3	100.00	0.00	100.00	0.00
04/04/2024	4	99.63	0.37	100.00	0.00
05/04/2024	5	100.00	0.00	100.00	0.00
06/04/2024	6	100.00	0.00	100.00	0.00
07/04/2024	7	100.00	0.00	100.00	0.00
08/04/2024	8	100.00	0.00	100.00	0.00
09/04/2024	9	99.64	0.36	99.3	0.7
10/04/2024	10	100.00	0.00	100.00	0.00
11/04/2024	11	100.00	0.00	100.00	0.00
12/04/2024	12	100.00	0.00	100.00	0.00
13/04/2024	13	100.00	0.00	100.00	0.00
14/04/2024	14	99.63	0.37	100.00	0.00
15/04/2024	15	100.00	0.00	100.00	0.00

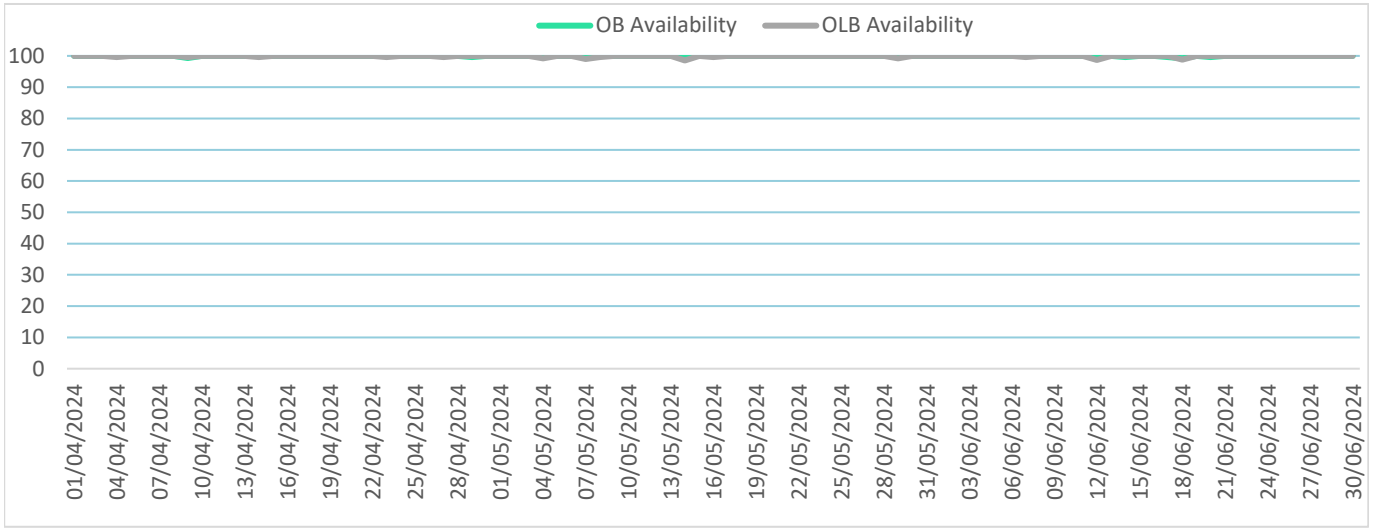
16/04/2024	16	100.00	0.00	100.00	0.00
17/04/2024	17	100.00	0.00	100.00	0.00
18/04/2024	18	100.00	0.00	100.00	0.00
19/04/2024	19	100.00	0.00	100.00	0.00
20/04/2024	20	100.00	0.00	100.00	0.00
21/04/2024	21	100.00	0.00	100.00	0.00
22/04/2024	22	100.00	0.00	100.00	0.00
23/04/2024	23	99.63	0.37	100.00	0.00
24/04/2024	24	100.00	0.00	100.00	0.00
25/04/2024	25	100.00	0.00	100.00	0.00
26/04/2024	26	100.00	0.00	100.00	0.00
27/04/2024	27	99.63	0.37	100.00	0.00
28/04/2024	28	100.00	0.00	100.00	0.00
29/04/2024	29	100.00	0.00	99.65	0.35
30/04/2024	30	100.00	0.00	100.00	0.00
01/05/2024	31	100.00	0.00	100.00	0.00
02/05/2024	32	100.00	0.00	100.00	0.00
03/05/2024	33	100.00	0.00	100.00	0.00
04/05/2024	34	99.25	0.75	100.00	0.00
05/05/2024	35	100.00	0.00	100.00	0.00
06/05/2024	36	100.00	0.00	100.00	0.00
07/05/2024	37	99.03	0.97	100.00	0.00
08/05/2024	38	99.59	0.41	100.00	0.00
09/05/2024	39	100.00	0.00	100.00	0.00
10/05/2024	40	100.00	0.00	100.00	0.00
11/05/2024	41	100.00	0.00	100.00	0.00
12/05/2024	42	100.00	0.00	100.00	0.00
13/05/2024	43	100.00	0.00	100.00	0.00

14/05/2024	44	98.54	1.46	100.00	0.00
15/05/2024	45	100.00	0.00	100.00	0.00
16/05/2024	46	99.61	0.39	100.00	0.00
17/05/2024	47	100.00	0.00	100.00	0.00
18/05/2024	48	100.00	0.00	100.00	0.00
19/05/2024	49	100.00	0.00	100.00	0.00
20/05/2024	50	100.00	0.00	100.00	0.00
21/05/2024	51	100.00	0.00	100.00	0.00
22/05/2024	52	100.00	0.00	100.00	0.00
23/05/2024	53	100.00	0.00	100.00	0.00
24/05/2024	54	100.00	0.00	100.00	0.00
25/05/2024	55	100.00	0.00	100.00	0.00
26/05/2024	56	100.00	0.00	100.00	0.00
27/05/2024	57	100.00	0.00	100.00	0.00
28/05/2024	58	100.00	0.00	100.00	0.00
29/05/2024	59	99.25	0.75	100.00	0.00
30/05/2024	60	100.00	0.00	100.00	0.00
31/05/2024	61	100.00	0.00	100.00	0.00
01/06/2024	62	100.00	0.00	100.00	0.00
02/06/2024	63	100.00	0.00	100.00	0.00
03/06/2024	64	100.00	0.00	100.00	0.00
04/06/2024	65	100.00	0.00	100.00	0.00
05/06/2024	66	100.00	0.00	100.00	0.00
06/06/2024	67	100.00	0.00	100.00	0.00
07/06/2024	68	99.62	0.38	100.00	0.00
08/06/2024	69	100.00	0.00	100.00	0.00
09/06/2024	70	100.00	0.00	100.00	0.00
10/06/2024	71	100.00	0.00	100.00	0.00

11/06/2024	72	100.00	0.00	100.00	0.00
12/06/2024	73	98.7	1.3	100.00	0.00
13/06/2024	74	100.00	0.00	100.00	0.00
14/06/2024	75	100.00	0.00	99.65	0.35
15/06/2024	76	100.00	0.00	100.00	0.00
16/06/2024	77	100.00	0.00	100.00	0.00
17/06/2024	78	100.00	0.00	99.65	0.35
18/06/2024	79	98.83	1.17	99.25	0.75
19/06/2024	80	100.00	0.00	100.00	0.00
20/06/2024	81	100.00	0.00	99.62	0.38
21/06/2024	82	100.00	0.00	100.00	0.00
22/06/2024	83	100.00	0.00	100.00	0.00
23/06/2024	84	100.00	0.00	100.00	0.00
24/06/2024	85	100.00	0.00	100.00	0.00
25/06/2024	86	100.00	0.00	100.00	0.00
26/06/2024	87	100.00	0.00	100.00	0.00
27/06/2024	88	100.00	0.00	100.00	0.00
28/06/2024	89	100.00	0.00	100.00	0.00
29/06/2024	90	100.00	0.00	100.00	0.00
30/06/2024	91	100.00	0.00	100.00	0.00

Document Classification: Internal

Uptime %


OB Availability
OLB Availability
100
90
80
70
60
50
40
30
20
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01/04/2024
04/04/2024
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12/06/2024
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21/06/2024
24/06/2024
27/06/2024
30/06/2024

Performance

		Performance statistics				
		Payment services user interface (Online Banking)	Dedicated interface (Open Banking)			
Date	Day	Response (millisecs)	AISP response (millisecs)	PISP response (millisecs)	CBPII / PISP Yes/No response (millisecs)	Error response rate (%)
		F	G	H	I	J
01/04/2024	1	3486	1115	1929	0.00	0.00
02/04/2024	2	3880	1300	10325	0.00	0.00
03/04/2024	3	4128	1398	1529	0.00	0.00
04/04/2024	4	3180	1198	3598	0.00	0.00
05/04/2024	5	3598	1426	1660	0.00	0.00
06/04/2024	6	3743	1196	1724	0.00	0.00
07/04/2024	7	3826	2144	1136	0.00	0.00
08/04/2024	8	3895	1648	1342	0.00	0.00
09/04/2024	9	3879	1387	2676	0.00	0.00
10/04/2024	10	3953	3546	2797	0.00	0.00
11/04/2024	11	3962	1110	1370	0.00	0.00
12/04/2024	12	3561	1036	816	0.00	0.00
13/04/2024	13	3455	1112	1547	0.00	0.00
14/04/2024	14	3567	1357	2445	0.00	0.00
15/04/2024	15	3546	1335	3483	0.00	0.00
16/04/2024	16	3997	919	2130	0.00	0.00
17/04/2024	17	3793	994	1228	0.00	0.00
18/04/2024	18	3671	1011	1782	0.00	0.00
19/04/2024	19	3458	1137	1812	0.00	0.00
20/04/2024	20	3408	1085	2044	0.00	0.00

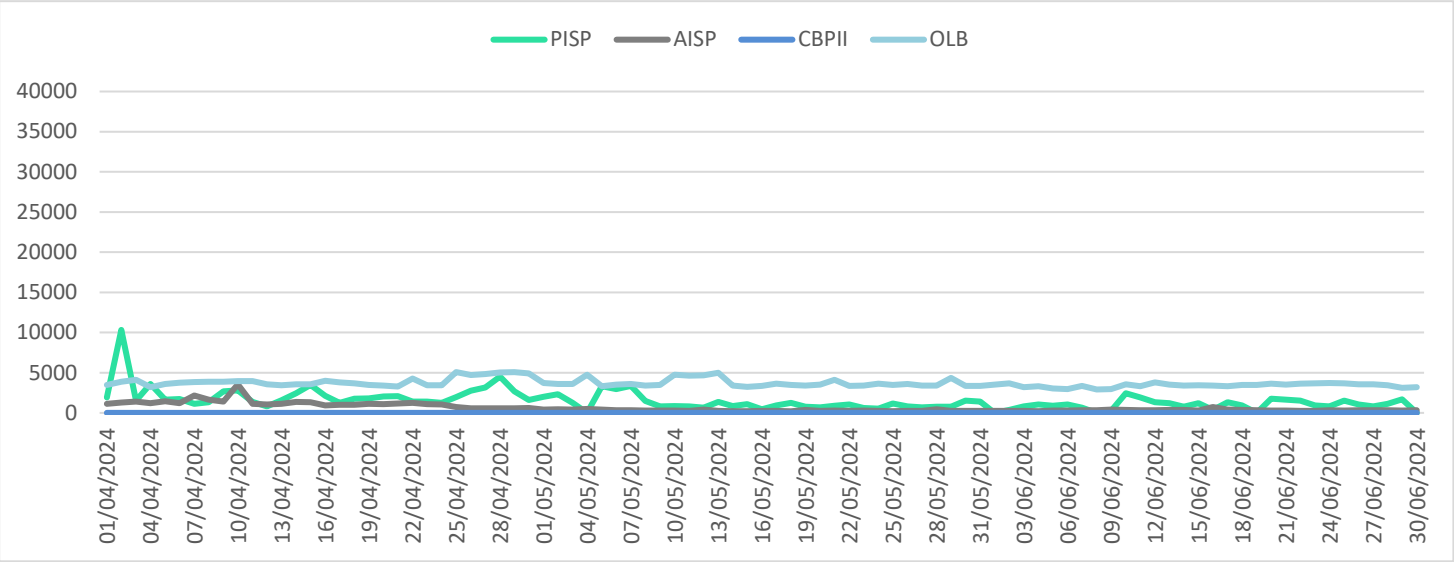
21/04/2024	21	3294	1159	2086	0.00	0.00
22/04/2024	22	4287	1246	1418	0.00	0.00
23/04/2024	23	3449	1070	1399	0.00	0.00
24/04/2024	24	3442	1029	1263	0.00	0.00
25/04/2024	25	5077	725	1958	0.00	0.00
26/04/2024	26	4721	564	2770	0.00	0.00
27/04/2024	27	4847	562	3152	0.00	0.00
28/04/2024	28	5011	575	4497	0.00	0.00
29/04/2024	29	5064	580	2689	0.00	0.00
30/04/2024	30	4893	604	1607	0.00	0.00
01/05/2024	31	3717	422	2015	0.00	0.00
02/05/2024	32	3610	455	2329	0.00	0.00
03/05/2024	33	3615	411	1241	0.00	0.00
04/05/2024	34	4759	496	0	0.00	0.00
05/05/2024	35	3312	394	3328	0.00	0.00
06/05/2024	36	3500	320	2953	0.00	0.00
07/05/2024	37	3609	339	3347	0.00	0.00
08/05/2024	38	3401	302	1483	0.00	0.00
09/05/2024	39	3472	290	820	0.00	0.00
10/05/2024	40	4767	295	844	0.00	0.00
11/05/2024	41	4618	254	797	0.00	0.00
12/05/2024	42	4691	411	662	0.00	0.00
13/05/2024	43	4982	240	1379	0.00	0.00
14/05/2024	44	3406	210	843	0.00	0.00
15/05/2024	45	3250	221	1101	0.00	0.00
16/05/2024	46	3347	250	447	0.00	0.00
17/05/2024	47	3639	246	936	0.00	0.00
18/05/2024	48	3487	198	1230	0.00	0.00

19/05/2024	49	3408	377	774	0.00	0.00
20/05/2024	50	3502	250	705	0.00	0.00
21/05/2024	51	4114	285	885	0.00	0.00
22/05/2024	52	3338	251	1043	0.00	0.00
23/05/2024	53	3387	275	611	0.00	0.00
24/05/2024	54	3635	254	522	0.00	0.00
25/05/2024	55	3487	214	1154	0.00	0.00
26/05/2024	56	3615	239	789	0.00	0.00
27/05/2024	57	3392	259	670	0.00	0.00
28/05/2024	58	3378	433	784	0.00	0.00
29/05/2024	59	4347	237	757	0.00	0.00
30/05/2024	60	3346	233	1509	0.00	0.00
31/05/2024	61	3359	263	1422	0.00	0.00
01/06/2024	62	3505	239	0	0.00	0.00
02/06/2024	63	3664	243	381	0.00	0.00
03/06/2024	64	3215	267	821	0.00	0.00
04/06/2024	65	3315	223	1030	0.00	0.00
05/06/2024	66	3048	291	895	0.00	0.00
06/06/2024	67	2973	280	1031	0.00	0.00
07/06/2024	68	3372	327	662	0.00	0.00
08/06/2024	69	2914	312	0	0.00	0.00
09/06/2024	70	2970	396	236	0.00	0.00
10/06/2024	71	3543	366	2459	0.00	0.00
11/06/2024	72	3303	336	1925	0.00	0.00
12/06/2024	73	3780	335	1313	0.00	0.00
13/06/2024	74	3499	364	1200	0.00	0.00
14/06/2024	75	3393	358	766	0.00	0.00
15/06/2024	76	3432	298	1203	0.00	0.00

16/06/2024	77	3417	720	362	0.00	0.00
17/06/2024	78	3327	410	1344	0.00	0.00
18/06/2024	79	3457	376	928	0.00	0.00
19/06/2024	80	3470	337	0	0.00	0.00
20/06/2024	81	3639	298	1783	0.00	0.00
21/06/2024	82	3510	276	1635	0.00	0.00
22/06/2024	83	3655	269	1528	0.00	0.00
23/06/2024	84	3669	261	923	0.00	0.00
24/06/2024	85	3707	328	825	0.00	0.00
25/06/2024	86	3678	279	1530	0.00	0.00
26/06/2024	87	3552	311	1056	0.00	0.00
27/06/2024	88	3572	320	807	0.00	0.00
28/06/2024	89	3420	315	1124	0.00	0.00
29/06/2024	90	3123	294	1678	0.00	0.00
30/06/2024	91	3184	339	0	0.00	0.00

Document Classification: Internal

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.

Cynergy Bank