

Performance and Availability Report –

Online Banking (PSU) & Open Banking (Dedicated Interface) Q1 2024

Availability

Data captured during quarter 1st January 2024 to 31st March 2024

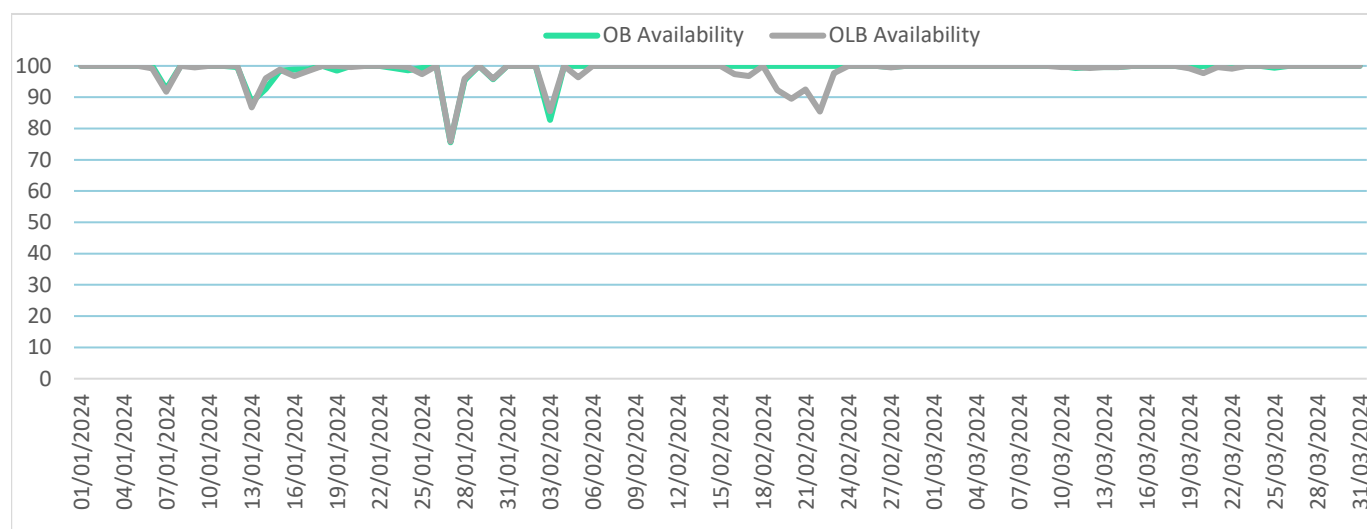
		Availability statistics		Availability statistics	
		Payment services user interface (Online Banking)		Dedicated interface (Open Banking)	
Date	Day	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
		D	E	D	E
01/01/2024	1	100.00	0.00	100.00	0.00
02/01/2024	2	100.00	0.00	100.00	0.00
03/01/2024	3	100.00	0.00	100.00	0.00
04/01/2024	4	100.00	0.00	100.00	0.00
05/01/2024	5	100.00	0.00	100.00	0.00
06/01/2024	6	99.20	0.80	100.00	0.00
07/01/2024	7	91.78	8.22	92.56	7.44
08/01/2024	8	100.00	0.00	100.00	0.00
09/01/2024	9	99.55	0.45	100.00	0.00
10/01/2024	10	100.00	0.00	100.00	0.00
11/01/2024	11	100.00	0.00	100.00	0.00
12/01/2024	12	100.00	0.00	99.65	0.35
13/01/2024	13	86.74	13.26	88.45	11.55
14/01/2024	14	96.01	3.99	92.66	7.34
15/01/2024	15	98.80	1.20	98.46	1.54

16/01/2024	16	96.80	3.20	98.85	1.15
17/01/2024	17	98.44	1.56	98.87	1.13
18/01/2024	18	100.00	0.00	100.00	0.00
19/01/2024	19	100.00	0.00	98.50	1.50
20/01/2024	20	99.59	0.41	100.00	0.00
21/01/2024	21	100.00	0.00	100.00	0.00
22/01/2024	22	100.00	0.00	100.00	0.00
23/01/2024	23	100.00	0.00	99.29	0.71
24/01/2024	24	99.63	0.37	98.59	1.41
25/01/2024	25	97.39	2.61	99.29	0.71
26/01/2024	26	100.00	0.00	100.00	0.00
27/01/2024	27	75.84	24.16	75.58	24.42
28/01/2024	28	95.95	4.05	95.42	4.58
29/01/2024	29	100.00	0.00	100.00	0.00
30/01/2024	30	95.97	4.03	95.74	4.26
31/01/2024	31	100.00	0.00	100.00	0.00
01/02/2024	32	100.00	0.00	100.00	0.00
02/02/2024	33	100.00	0.00	100.00	0.00
03/02/2024	34	85.54	14.46	82.72	17.28
04/02/2024	35	100.00	0.00	100.00	0.00
05/02/2024	36	96.33	3.67	100.00	0.00
06/02/2024	37	100.00	0.00	100.00	0.00
07/02/2024	38	100.00	0.00	100.00	0.00
08/02/2024	39	100.00	0.00	100.00	0.00
09/02/2024	40	100.00	0.00	100.00	0.00
10/02/2024	41	100.00	0.00	100.00	0.00
11/02/2024	42	100.00	0.00	100.00	0.00
12/02/2024	43	100.00	0.00	100.00	0.00

13/02/2024	44	100.00	0.00	100.00	0.00
14/02/2024	45	100.00	0.00	100.00	0.00
15/02/2024	46	100.00	0.00	100.00	0.00
16/02/2024	47	97.41	2.59	100.00	0.00
17/02/2024	48	96.73	3.27	100.00	0.00
18/02/2024	49	100.00	0.00	100.00	0.00
19/02/2024	50	92.26	7.74	100.00	0.00
20/02/2024	51	89.49	10.51	100.00	0.00
21/02/2024	52	92.44	7.56	100.00	0.00
22/02/2024	53	85.42	14.58	100.00	0.00
23/02/2024	54	97.68	2.32	100.00	0.00
24/02/2024	55	100.00	0.00	100.00	0.00
25/02/2024	56	100.00	0.00	100.00	0.00
26/02/2024	57	100.00	0.00	100.00	0.00
27/02/2024	58	99.57	0.43	99.65	0.35
28/02/2024	59	100.00	0.00	100.00	0.00
29/02/2024	60	100.00	0.00	100.00	0.00
01/03/2024	61	100.00	0.00	100.00	0.00
02/03/2024	62	100.00	0.00	100.00	0.00
03/03/2024	63	100.00	0.00	100.00	0.00
04/03/2024	64	100.00	0.00	100.00	0.00
05/03/2024	65	100.00	0.00	100.00	0.00
06/03/2024	66	100.00	0.00	100.00	0.00
07/03/2024	67	100.00	0.00	100.00	0.00
08/03/2024	68	100.00	0.00	100.00	0.00
09/03/2024	69	100.00	0.00	100.00	0.00
10/03/2024	70	99.63	0.37	100.00	0.00
11/03/2024	71	99.63	0.37	99.29	0.71

12/03/2024	72	99.27	0.73	99.65	0.35
13/03/2024	73	99.63	0.37	99.65	0.35
14/03/2024	74	99.63	0.37	99.65	0.35
15/03/2024	75	100.00	0.00	100.00	0.00
16/03/2024	76	100.00	0.00	100.00	0.00
17/03/2024	77	100.00	0.00	100.00	0.00
18/03/2024	78	100.00	0.00	100.00	0.00
19/03/2024	79	99.23	0.77	99.59	0.41
20/03/2024	80	97.65	2.35	100.00	0.00
21/03/2024	81	99.62	0.38	100.00	0.00
22/03/2024	82	99.16	0.84	99.64	0.36
23/03/2024	83	100.00	0.00	100.00	0.00
24/03/2024	84	100.00	0.00	100.00	0.00
25/03/2024	85	100.00	0.00	99.46	0.54
26/03/2024	86	100.00	0.00	100.00	0.00
27/03/2024	87	100.00	0.00	100.00	0.00
28/03/2024	88	100.00	0.00	100.00	0.00
29/03/2024	89	100.00	0.00	100.00	0.00
30/03/2024	90	100.00	0.00	100.00	0.00
31/03/2024	91	100.00	0.00	100.00	0.00

Uptime %



Performance

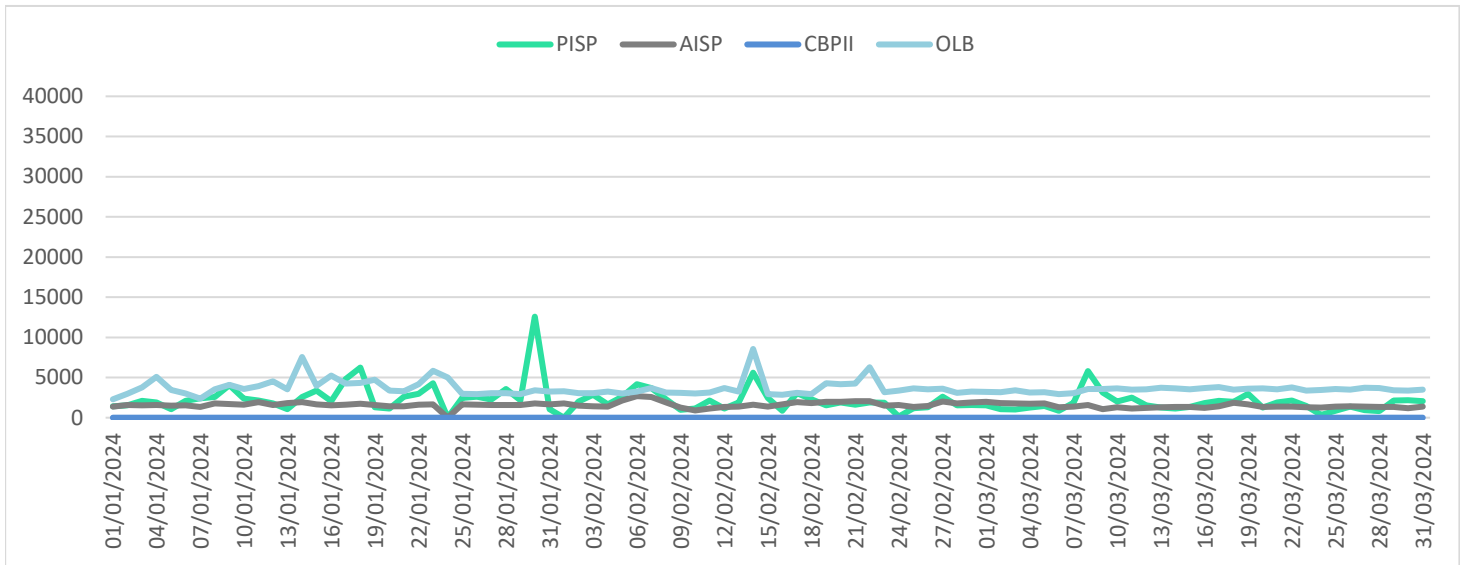
		Performance statistics				
		Payment services user interface (Online Banking)	Dedicated interface (Open Banking)			
Date	Day	Response (milliseconds)	AISP response (milliseconds)	PISP response (milliseconds)	CBP/II / PISP Yes/No response (milliseconds)	Error response rate (%)
		F	G	H	I	J
01/01/2024	1	2286	1358	1416	0.00	0.00
02/01/2024	2	2959	1572	1528	0.00	0.00
03/01/2024	3	3760	1525	2101	0.00	0.00
04/01/2024	4	5070	1565	1914	0.00	0.00
05/01/2024	5	3442	1500	1055	0.00	0.00
06/01/2024	6	2994	1545	2112	0.00	0.00
07/01/2024	7	2371	1353	2395	0.00	0.00
08/01/2024	8	3524	1758	2569	0.00	0.00
09/01/2024	9	4095	1683	4060	0.00	0.00
10/01/2024	10	3560	1633	2375	0.00	0.00
11/01/2024	11	3942	1925	2126	0.00	0.00
12/01/2024	12	4517	1563	1760	0.00	0.00
13/01/2024	13	3523	1799	1052	0.00	0.00
14/01/2024	14	7540	1921	2581	0.00	0.00
15/01/2024	15	3984	1661	3353	0.00	0.00
16/01/2024	16	5236	1557	2053	0.00	0.00
17/01/2024	17	4238	1625	4808	0.00	0.00
18/01/2024	18	4322	1744	6226	0.00	0.00
19/01/2024	19	4712	1570	1302	0.00	0.00
20/01/2024	20	3352	1423	1157	0.00	0.00

21/01/2024	21	3271	1419	2625	0.00	0.00
22/01/2024	22	4153	1609	2983	0.00	0.00
23/01/2024	23	5854	1674	4304	0.00	0.00
24/01/2024	24	5004	0	0	0.00	0.00
25/01/2024	25	2969	1677	2458	0.00	0.00
26/01/2024	26	2923	1607	2619	0.00	0.00
27/01/2024	27	3047	1562	2242	0.00	0.00
28/01/2024	28	3043	1588	3580	0.00	0.00
29/01/2024	29	2916	1589	2182	0.00	0.00
30/01/2024	30	3425	1773	12575	0.00	0.00
31/01/2024	31	3244	1640	1044	0.00	0.00
01/02/2024	32	3290	1758	0	0.00	0.00
02/02/2024	33	3064	1516	2001	0.00	0.00
03/02/2024	34	3065	1426	2835	0.00	0.00
04/02/2024	35	3240	1392	1675	0.00	0.00
05/02/2024	36	3024	2137	2610	0.00	0.00
06/02/2024	37	3255	2682	4148	0.00	0.00
07/02/2024	38	3676	2576	3681	0.00	0.00
08/02/2024	39	3141	1880	2292	0.00	0.00
09/02/2024	40	3105	1261	960	0.00	0.00
10/02/2024	41	2993	914	1150	0.00	0.00
11/02/2024	42	3136	1123	2155	0.00	0.00
12/02/2024	43	3677	1353	1124	0.00	0.00
13/02/2024	44	3244	1388	1896	0.00	0.00
14/02/2024	45	8552	1598	5586	0.00	0.00
15/02/2024	46	2918	1378	2451	0.00	0.00
16/02/2024	47	2854	1668	848	0.00	0.00
17/02/2024	48	3075	1956	3069	0.00	0.00

18/02/2024	49	2938	1824	2276	0.00	0.00
19/02/2024	50	4293	1991	1530	0.00	0.00
20/02/2024	51	4154	1992	1898	0.00	0.00
21/02/2024	52	4235	2062	1636	0.00	0.00
22/02/2024	53	6282	2073	1885	0.00	0.00
23/02/2024	54	3186	1513	1856	0.00	0.00
24/02/2024	55	3383	1585	151	0.00	0.00
25/02/2024	56	3637	1342	1170	0.00	0.00
26/02/2024	57	3518	1467	1317	0.00	0.00
27/02/2024	58	3621	1997	2629	0.00	0.00
28/02/2024	59	3093	1774	1548	0.00	0.00
29/02/2024	60	3251	1910	1575	0.00	0.00
01/03/2024	61	3230	1984	1530	0.00	0.00
02/03/2024	62	3176	1813	1062	0.00	0.00
03/03/2024	63	3424	1795	1020	0.00	0.00
04/03/2024	64	3142	1731	1240	0.00	0.00
05/03/2024	65	3159	1793	1477	0.00	0.00
06/03/2024	66	2923	1296	873	0.00	0.00
07/03/2024	67	3042	1391	1870	0.00	0.00
08/03/2024	68	3578	1576	5785	0.00	0.00
09/03/2024	69	3551	1061	3146	0.00	0.00
10/03/2024	70	3659	1311	2024	0.00	0.00
11/03/2024	71	3475	1146	2511	0.00	0.00
12/03/2024	72	3544	1215	1526	0.00	0.00
13/03/2024	73	3724	1310	1242	0.00	0.00
14/03/2024	74	3641	1343	1142	0.00	0.00
15/03/2024	75	3517	1342	1347	0.00	0.00
16/03/2024	76	3678	1236	1828	0.00	0.00

17/03/2024	77	3812	1425	2088	0.00	0.00
18/03/2024	78	3477	1867	1961	0.00	0.00
19/03/2024	79	3595	1647	2975	0.00	0.00
20/03/2024	80	3645	1319	1272	0.00	0.00
21/03/2024	81	3510	1366	1878	0.00	0.00
22/03/2024	82	3779	1367	2131	0.00	0.00
23/03/2024	83	3375	1285	1457	0.00	0.00
24/03/2024	84	3467	1278	343	0.00	0.00
25/03/2024	85	3576	1387	862	0.00	0.00
26/03/2024	86	3481	1409	1386	0.00	0.00
27/03/2024	87	3735	1381	953	0.00	0.00
28/03/2024	88	3685	1357	820	0.00	0.00
29/03/2024	89	3420	1350	2148	0.00	0.00
30/03/2024	90	3378	1159	2176	0.00	0.00
31/03/2024	91	3477	1389	2036	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.

