



Performance and Availability Report –

Online Banking (PSU) & Open Banking (Dedicated Interface) Q2 2025

Availability

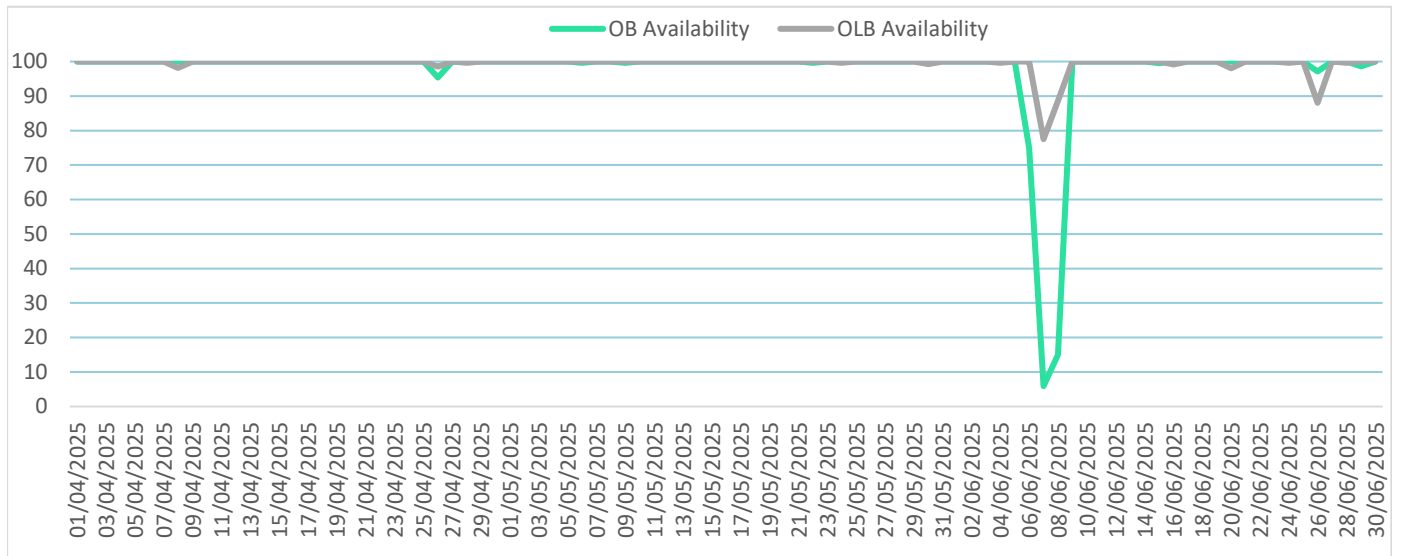
Data captured during quarter 1st April 2025 to 30th June 2025

		Availability statistics		Availability statistics	
		Payment services user interface (Online Banking)		Dedicated interface (Open Banking)	
Date	Day	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
		D	E	D	E
01/04/2025	1	100	0	100	0
02/04/2025	2	100	0	100	0
03/04/2025	3	100	0	100	0
04/04/2025	4	100	0	100	0
05/04/2025	5	100	0	100	0
06/04/2025	6	100	0	100	0
07/04/2025	7	100	0	100	0
08/04/2025	8	98.13	1.87	100	0
09/04/2025	9	100	0	100	0
10/04/2025	10	100	0	100	0
11/04/2025	11	100	0	100	0
12/04/2025	12	100	0	100	0
13/04/2025	13	100	0	100	0
14/04/2025	14	100	0	100	0
15/04/2025	15	100	0	100	0

16/04/2025	16	100	0	100	0
17/04/2025	17	100	0	100	0
18/04/2025	18	100	0	100	0
19/04/2025	19	100	0	100	0
20/04/2025	20	100	0	100	0
21/04/2025	21	100	0	100	0
22/04/2025	22	100	0	100	0
23/04/2025	23	100	0	100	0
24/04/2025	24	100	0	100	0
25/04/2025	25	100	0	100	0
26/04/2025	26	98.5	1.5	95.37	4.63
27/04/2025	27	100	0	100	0
28/04/2025	28	99.62	0.38	100	0
29/04/2025	29	100	0	100	0
30/04/2025	30	100	0	100	0
01/05/2025	31	100	0	100	0
02/05/2025	32	100	0	100	0
03/05/2025	33	100	0	100	0
04/05/2025	34	100	0	100	0
05/05/2025	35	100	0	100	0
06/05/2025	36	100	0	99.62	0.38
07/05/2025	37	100	0	100	0
08/05/2025	38	100	0	100	0
09/05/2025	39	100	0	99.62	0.38
10/05/2025	40	100	0	100	0
11/05/2025	41	100	0	100	0
12/05/2025	42	100	0	100	0
13/05/2025	43	100	0	100	0

14/05/2025	44	100	0	100	0
15/05/2025	45	100	0	100	0
16/05/2025	46	100	0	100	0
17/05/2025	47	100	0	100	0
18/05/2025	48	100	0	100	0
19/05/2025	49	100	0	100	0
20/05/2025	50	100	0	100	0
21/05/2025	51	100	0	100	0
22/05/2025	52	100	0	99.63	0.37
23/05/2025	53	100	0	100	0
24/05/2025	54	99.62	0.38	100	0
25/05/2025	55	100	0	100	0
26/05/2025	56	100	0	100	0
27/05/2025	57	100	0	100	0
28/05/2025	58	100	0	100	0
29/05/2025	59	100	0	100	0
30/05/2025	60	99.24	0.76	99.65	0.35
31/05/2025	61	100	0	100	0
01/06/2025	62	100	0	100	0
02/06/2025	63	100	0	100	0
03/06/2025	64	100	0	100	0
04/06/2025	65	99.6	0.4	100	0
05/06/2025	66	100	0	100	0
06/06/2025	67	100	0	74.95	25.05
07/06/2025	68	77.5	22.5	5.91	94.09
08/06/2025	69	88.6	11.4	14.98	85.02
09/06/2025	70	100	0	100	0
10/06/2025	71	100	0	100	0

11/06/2025	72	100	0	100	0
12/06/2025	73	100	0	100	0
13/06/2025	74	100	0	100	0
14/06/2025	75	100	0	100	0
15/06/2025	76	100	0	99.58	0.42
16/06/2025	77	99.19	0.81	100	0
17/06/2025	78	100	0	100	0
18/06/2025	79	100	0	100	0
19/06/2025	80	100	0	100	0
20/06/2025	81	98.03	1.97	100	0
21/06/2025	82	100	0	100	0
22/06/2025	83	100	0	100	0
23/06/2025	84	100	0	100	0
24/06/2025	85	99.62	0.38	100	0
25/06/2025	86	100	0	100	0
26/06/2025	87	87.99	12.01	97.17	2.83
27/06/2025	88	100	0	100	0
28/06/2025	89	99.62	0.38	100	0
29/06/2025	90	100	0	98.62	1.38
30/06/2025	91	100	0	100	0



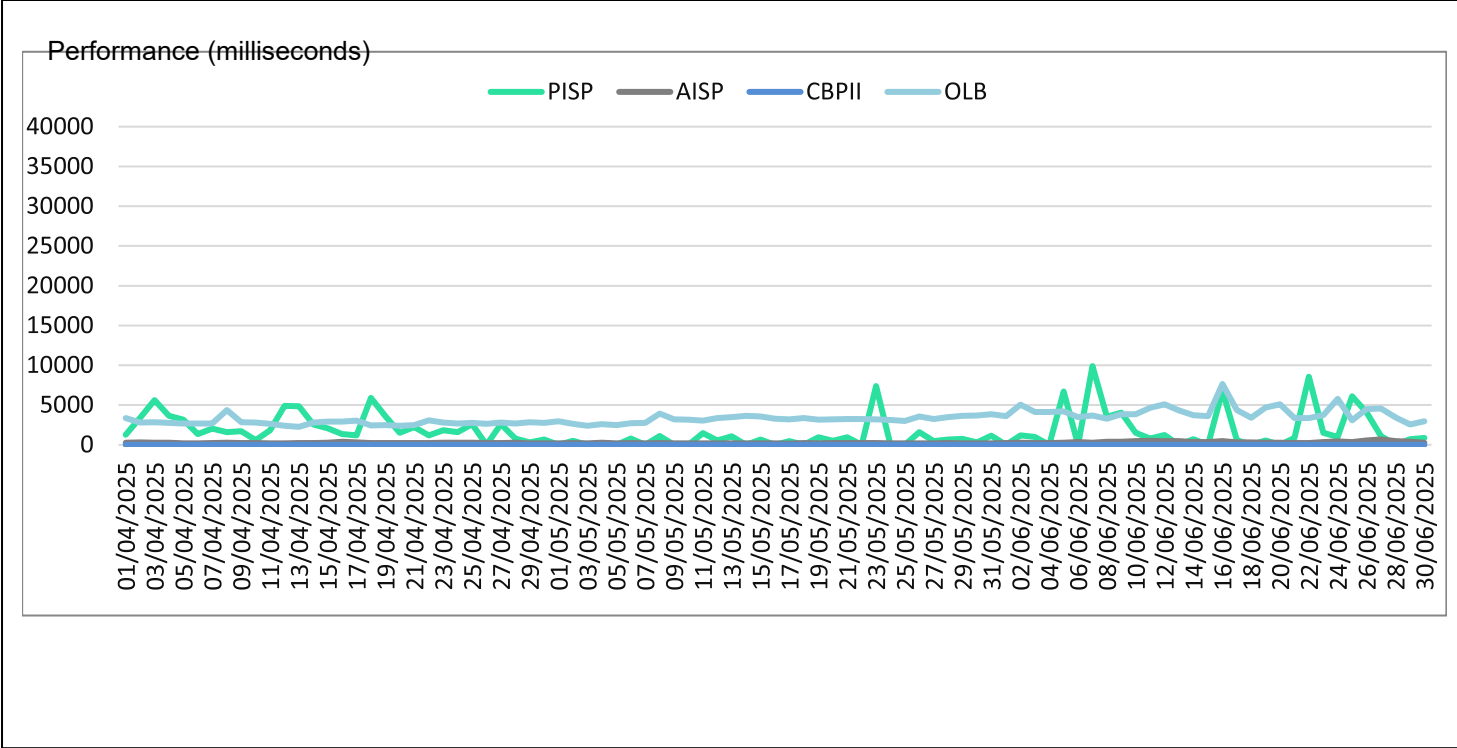
Performance

		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
01/04/2025	1	3355	257	1251	0.00	0.00
02/04/2025	2	2796	295	3422	0.00	0.00
03/04/2025	3	2840	254	5625	0.00	0.00
04/04/2025	4	2740	282	3663	0.00	0.00
05/04/2025	5	2667	171	3159	0.00	0.00
06/04/2025	6	2675	201	1343	0.00	0.00
07/04/2025	7	2680	217	2041	0.00	0.00
08/04/2025	8	4351	267	1578	0.00	0.00
09/04/2025	9	2850	225	1722	0.00	0.00
10/04/2025	10	2783	217	567	0.00	0.00
11/04/2025	11	2654	204	1817	0.00	0.00
12/04/2025	12	2402	187	4910	0.00	0.00
13/04/2025	13	2261	243	4860	0.00	0.00
14/04/2025	14	2805	234	2540	0.00	0.00
15/04/2025	15	2916	249	2087	0.00	0.00
16/04/2025	16	2912	374	1333	0.00	0.00
17/04/2025	17	3057	302	1202	0.00	0.00
18/04/2025	18	2455	225	5916	0.00	0.00
19/04/2025	19	2464	212	3600	0.00	0.00
20/04/2025	20	2386	216	1510	0.00	0.00

21/04/2025	21	2479	215	2250	0.00	0.00
22/04/2025	22	3078	213	1180	0.00	0.00
23/04/2025	23	2788	263	1830	0.00	0.00
24/04/2025	24	2690	275	1578	0.00	0.00
25/04/2025	25	2776	273	2589	0.00	0.00
26/04/2025	26	2621	216	0	0.00	0.00
27/04/2025	27	2817	229	2597	0.00	0.00
28/04/2025	28	2660	263	783	0.00	0.00
29/04/2025	29	2836	189	316	0.00	0.00
30/04/2025	30	2761	200	652	0.00	0.00
01/05/2025	31	2964	193	0	0.00	0.00
02/05/2025	32	2655	215	517	0.00	0.00
03/05/2025	33	2415	182	0	0.00	0.00
04/05/2025	34	2584	276	0	0.00	0.00
05/05/2025	35	2480	197	0	0.00	0.00
06/05/2025	36	2700	206	796	0.00	0.00
07/05/2025	37	2777	200	0	0.00	0.00
08/05/2025	38	3915	227	1125	0.00	0.00
09/05/2025	39	3198	198	0	0.00	0.00
10/05/2025	40	3155	183	0	0.00	0.00
11/05/2025	41	3025	201	1469	0.00	0.00
12/05/2025	42	3362	183	544	0.00	0.00
13/05/2025	43	3496	185	1062	0.00	0.00
14/05/2025	44	3665	176	0	0.00	0.00
15/05/2025	45	3581	201	674	0.00	0.00
16/05/2025	46	3290	195	0	0.00	0.00
17/05/2025	47	3198	155	463	0.00	0.00
18/05/2025	48	3353	215	0	0.00	0.00

19/05/2025	49	3143	203	945	0.00	0.00
20/05/2025	50	3203	222	510	0.00	0.00
21/05/2025	51	3228	219	958	0.00	0.00
22/05/2025	52	3224	223	0	0.00	0.00
23/05/2025	53	3215	230	7407	0.00	0.00
24/05/2025	54	3103	193	0	0.00	0.00
25/05/2025	55	3001	197	0	0.00	0.00
26/05/2025	56	3553	184	1589	0.00	0.00
27/05/2025	57	3226	191	459	0.00	0.00
28/05/2025	58	3472	225	665	0.00	0.00
29/05/2025	59	3637	190	741	0.00	0.00
30/05/2025	60	3699	192	325	0.00	0.00
31/05/2025	61	3838	179	1140	0.00	0.00
01/06/2025	62	3608	210	0	0.00	0.00
02/06/2025	63	5046	250	1171	0.00	0.00
03/06/2025	64	4115	232	978	0.00	0.00
04/06/2025	65	4142	233	0	0.00	0.00
05/06/2025	66	4210	267	6697	0.00	0.00
06/06/2025	67	3480	348	0	0.00	0.00
07/06/2025	68	3671	260	9901	0.00	0.00
08/06/2025	69	3263	403	3522	0.00	0.00
09/06/2025	70	3855	403	4036	0.00	0.00
10/06/2025	71	3865	446	1510	0.00	0.00
11/06/2025	72	4664	494	796	0.00	0.00
12/06/2025	73	5096	473	1214	0.00	0.00
13/06/2025	74	4333	472	0	0.00	0.00
14/06/2025	75	3732	333	719	0.00	0.00
15/06/2025	76	3605	339	0	0.00	0.00

16/06/2025	77	7651	469	6828	0.00	0.00
17/06/2025	78	4360	314	570	0.00	0.00
18/06/2025	79	3394	303	0	0.00	0.00
19/06/2025	80	4695	251	553	0.00	0.00
20/06/2025	81	5095	261	0	0.00	0.00
21/06/2025	82	3346	227	880	0.00	0.00
22/06/2025	83	3382	244	8563	0.00	0.00
23/06/2025	84	3721	333	1510	0.00	0.00
24/06/2025	85	5775	419	972	0.00	0.00
25/06/2025	86	3095	365	6105	0.00	0.00
26/06/2025	87	4509	559	4098	0.00	0.00
27/06/2025	88	4578	677	1104	0.00	0.00
28/06/2025	89	3464	474	0	0.00	0.00
29/06/2025	90	2564	370	710	0.00	0.00
30/06/2025	91	2977	261	886	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.

