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) Q3 2024

Availability

Data captured during quarter 1st July 2024 to 30th September

		Availability statistics		Availability statistics	
		Payment services user interface (Online Banking)		Dedicated interface (Open Banking)	
Date	Day	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
		D	E	D	E
01/07/2024	1	100.00	0.00	100.00	0.00
02/07/2024	2	100.00	0.00	100.00	0.00
03/07/2024	3	100.00	0.00	100.00	0.00
04/07/2024	4	100.00	0.00	100.00	0.00
05/07/2024	5	100.00	0.00	93.98	6.02
06/07/2024	6	100.00	0.00	100.00	0.00
07/07/2024	7	99.63	0.37	100.00	0.00
08/07/2024	8	100.00	0.00	100.00	0.00
09/07/2024	9	100.00	0.00	99.65	0.35
10/07/2024	10	100.00	0.00	100.00	0.00
11/07/2024	11	99.61	0.39	99.64	0.36
12/07/2024	12	100.00	0.00	100.00	0.00
13/07/2024	13	100.00	0.00	100.00	0.00
14/07/2024	14	100.00	0.00	100.00	0.00
15/07/2024	15	100.00	0.00	100.00	0.00

16/07/2024	16	100.00	0.00		100.00	0.00
17/07/2024	17	100.00	0.00		100.00	0.00
18/07/2024	18	100.00	0.00		100.00	0.00
19/07/2024	19	100.00	0.00		100.00	0.00
20/07/2024	20	100.00	0.00		100.00	0.00
21/07/2024	21	100.00	0.00		100.00	0.00
22/07/2024	22	100.00	0.00		100.00	0.00
23/07/2024	23	100.00	0.00		100.00	0.00
24/07/2024	24	99.08	0.92		100.00	0.00
25/07/2024	25	100.00	0.00		100.00	0.00
26/07/2024	26	99.63	0.37		100.00	0.00
27/07/2024	27	100.00	0.00		99.29	0.71
28/07/2024	28	100.00	0.00		100.00	0.00
29/07/2024	29	99.64	0.36		100.00	0.00
30/07/2024	30	100.00	0.00		100.00	0.00
31/07/2024	31	100.00	0.00		100.00	0.00
01/08/2024	32	100.00	0.00		100.00	0.00
02/08/2024	33	100.00	0.00		100.00	0.00
03/08/2024	34	100.00	0.00		100.00	0.00
04/08/2024	35	100.00	0.00		100.00	0.00
05/08/2024	36	99.57	0.43		100.00	0.00
06/08/2024	37	100.00	0.00		100.00	0.00
07/08/2024	38	100.00	0.00		100.00	0.00
08/08/2024	39	100.00	0.00		100.00	0.00
09/08/2024	40	100.00	0.00		100.00	0.00
10/08/2024	41	100.00	0.00		98.52	1.48
11/08/2024	42	100.00	0.00		100.00	0.00
12/08/2024	43	100.00	0.00		100.00	0.00

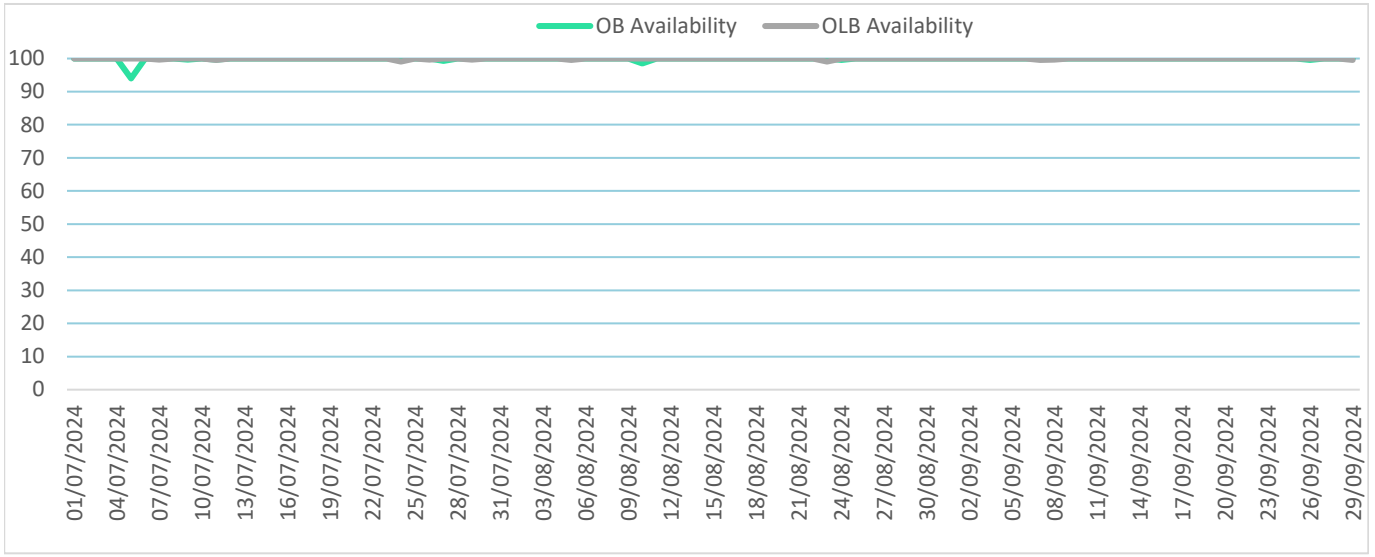
Document Classification: Internal

13/08/2024	44	100.00	0.00	100.00	0.00
14/08/2024	45	100.00	0.00	100.00	0.00
15/08/2024	46	100.00	0.00	100.00	0.00
16/08/2024	47	100.00	0.00	100.00	0.00
17/08/2024	48	100.00	0.00	100.00	0.00
18/08/2024	49	100.00	0.00	100.00	0.00
19/08/2024	50	100.00	0.00	100.00	0.00
20/08/2024	51	100.00	0.00	100.00	0.00
21/08/2024	52	100.00	0.00	100.00	0.00
22/08/2024	53	100.00	0.00	100.00	0.00
23/08/2024	54	99.08	0.92	100.00	0.00
24/08/2024	55	100.00	0.00	99.62	0.38
25/08/2024	56	100.00	0.00	100.00	0.00
26/08/2024	57	100.00	0.00	100.00	0.00
27/08/2024	58	100.00	0.00	100.00	0.00
28/08/2024	59	100.00	0.00	100.00	0.00
29/08/2024	60	100.00	0.00	100.00	0.00
30/08/2024	61	100.00	0.00	100.00	0.00
31/08/2024	62	100.00	0.00	100.00	0.00
01/09/2024	63	100.00	0.00	100.00	0.00
02/09/2024	64	100.00	0.00	100.00	0.00
03/09/2024	65	100.00	0.00	100.00	0.00
04/09/2024	66	100.00	0.00	100.00	0.00
05/09/2024	67	100.00	0.00	100.00	0.00
06/09/2024	68	100.00	0.00	100.00	0.00
07/09/2024	69	99.60	0.40	100.00	0.00
08/09/2024	70	99.63	0.37	100.00	0.00
09/09/2024	71	100.00	0.00	100.00	0.00

Document Classification: Internal

10/09/2024	72	100.00	0.00		100.00	0.00
11/09/2024	73	100.00	0.00		100.00	0.00
12/09/2024	74	100.00	0.00		100.00	0.00
13/09/2024	75	100.00	0.00		100.00	0.00
14/09/2024	76	100.00	0.00		100.00	0.00
15/09/2024	77	100.00	0.00		100.00	0.00
16/09/2024	78	100.00	0.00		100.00	0.00
17/09/2024	79	100.00	0.00		100.00	0.00
18/09/2024	80	100.00	0.00		100.00	0.00
19/09/2024	81	100.00	0.00		100.00	0.00
20/09/2024	82	100.00	0.00		100.00	0.00
21/09/2024	83	100.00	0.00		100.00	0.00
22/09/2024	84	100.00	0.00		100.00	0.00
23/09/2024	85	100.00	0.00		100.00	0.00
24/09/2024	86	100.00	0.00		100.00	0.00
25/09/2024	87	100.00	0.00		100.00	0.00
26/09/2024	88	100.00	0.00		99.62	0.38
27/09/2024	89	100.00	0.00		100.00	0.00
28/09/2024	90	100.00	0.00		100.00	0.00
29/09/2024	91	99.62	0.38		100.00	0.00
30/09/2024	92	99.64	0.36		100.00	0.00

Uptime %


OB Availability
OLB Availability
100
90
80
70
60
50
40
30
20
10
0
01/07/2024
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11/09/2024
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23/09/2024
26/09/2024
29/09/2024

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
01/07/2024	1	3927	401	1023	0.00	0.00
02/07/2024	2	3418	410	1037	0.00	0.00
03/07/2024	3	3375	370	1127	0.00	0.00
04/07/2024	4	3717	426	839	0.00	0.00
05/07/2024	5	3572	394	1995	0.00	0.00
06/07/2024	6	3733	296	758	0.00	0.00
07/07/2024	7	3637	290	789	0.00	0.00
08/07/2024	8	3740	319	3176	0.00	0.00
09/07/2024	9	3570	254	1258	0.00	0.00
10/07/2024	10	3444	275	1812	0.00	0.00
11/07/2024	11	3479	263	882	0.00	0.00
12/07/2024	12	3580	308	2484	0.00	0.00
13/07/2024	13	3545	255	1299	0.00	0.00
14/07/2024	14	3740	263	1543	0.00	0.00
15/07/2024	15	3533	312	2203	0.00	0.00
16/07/2024	16	3518	298	1485	0.00	0.00
17/07/2024	17	3384	295	1337	0.00	0.00
18/07/2024	18	3440	392	1739	0.00	0.00
19/07/2024	19	3474	344	2190	0.00	0.00
20/07/2024	20	3685	330	4121	0.00	0.00

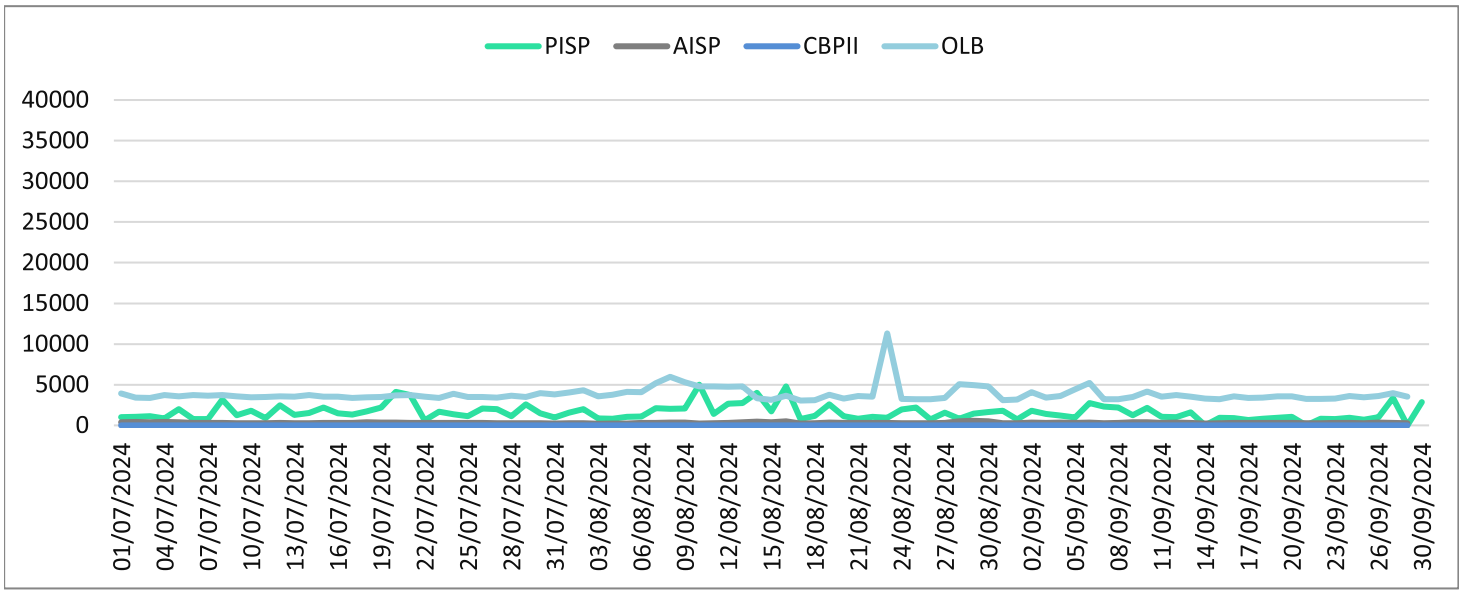
21/07/2024	21	3710	309	3738	0.00	0.00
22/07/2024	22	3543	306	639	0.00	0.00
23/07/2024	23	3384	289	1689	0.00	0.00
24/07/2024	24	3895	298	1367	0.00	0.00
25/07/2024	25	3507	309	1146	0.00	0.00
26/07/2024	26	3511	294	2058	0.00	0.00
27/07/2024	27	3427	248	1991	0.00	0.00
28/07/2024	28	3662	275	1147	0.00	0.00
29/07/2024	29	3490	262	2596	0.00	0.00
30/07/2024	30	3945	251	1496	0.00	0.00
31/07/2024	31	3788	237	986	0.00	0.00
01/08/2024	32	4058	262	1570	0.00	0.00
02/08/2024	33	4325	265	1994	0.00	0.00
03/08/2024	34	3588	199	860	0.00	0.00
04/08/2024	35	3781	227	819	0.00	0.00
05/08/2024	36	4115	229	1070	0.00	0.00
06/08/2024	37	4070	309	1080	0.00	0.00
07/08/2024	38	5196	294	2132	0.00	0.00
08/08/2024	39	5960	342	2017	0.00	0.00
09/08/2024	40	5293	331	2069	0.00	0.00
10/08/2024	41	4804	245	5003	0.00	0.00
11/08/2024	42	4795	275	1421	0.00	0.00
12/08/2024	43	4748	299	2651	0.00	0.00
13/08/2024	44	4795	384	2727	0.00	0.00
14/08/2024	45	3350	468	3993	0.00	0.00
15/08/2024	46	3152	366	1707	0.00	0.00
16/08/2024	47	3640	508	4771	0.00	0.00
17/08/2024	48	3054	245	794	0.00	0.00

Document Classification: Internal

18/08/2024	49	3094	265	1178	0.00	0.00
19/08/2024	50	3783	325	2596	0.00	0.00
20/08/2024	51	3283	292	1149	0.00	0.00
21/08/2024	52	3605	292	810	0.00	0.00
22/08/2024	53	3525	304	1041	0.00	0.00
23/08/2024	54	11309	303	935	0.00	0.00
24/08/2024	55	3250	273	1942	0.00	0.00
25/08/2024	56	3209	266	2186	0.00	0.00
26/08/2024	57	3224	283	757	0.00	0.00
27/08/2024	58	3373	292	1568	0.00	0.00
28/08/2024	59	5056	515	800	0.00	0.00
29/08/2024	60	4949	565	1428	0.00	0.00
30/08/2024	61	4800	511	1629	0.00	0.00
31/08/2024	62	3082	257	1795	0.00	0.00
01/09/2024	63	3179	279	746	0.00	0.00
02/09/2024	64	4066	335	1817	0.00	0.00
03/09/2024	65	3428	306	1396	0.00	0.00
04/09/2024	66	3597	328	1224	0.00	0.00
05/09/2024	67	4424	322	989	0.00	0.00
06/09/2024	68	5236	356	2727	0.00	0.00
07/09/2024	69	3213	263	2327	0.00	0.00
08/09/2024	70	3215	312	2175	0.00	0.00
09/09/2024	71	3496	385	1265	0.00	0.00
10/09/2024	72	4171	365	2138	0.00	0.00
11/09/2024	73	3514	300	1052	0.00	0.00
12/09/2024	74	3711	335	1016	0.00	0.00
13/09/2024	75	3541	303	1623	0.00	0.00
14/09/2024	76	3312	235	0	0.00	0.00

15/09/2024	77	3209	252	922	0.00	0.00
16/09/2024	78	3561	292	884	0.00	0.00
17/09/2024	79	3355	323	659	0.00	0.00
18/09/2024	80	3430	321	828	0.00	0.00
19/09/2024	81	3560	310	920	0.00	0.00
20/09/2024	82	3590	299	1064	0.00	0.00
21/09/2024	83	3269	247	0	0.00	0.00
22/09/2024	84	3255	284	828	0.00	0.00
23/09/2024	85	3286	319	762	0.00	0.00
24/09/2024	86	3625	301	938	0.00	0.00
25/09/2024	87	3463	285	688	0.00	0.00
26/09/2024	88	3609	336	994	0.00	0.00
27/09/2024	89	3980	321	3356	0.00	0.00
28/09/2024	90	3535	260	0	0.00	0.00
29/09/2024	91	3373	323	0	0.00	0.00
30/09/2024	92	3514	311	2870	0.00	0.00

Performance (milliseconds)



Cynergy Bank Limited. Registered in England and Wales: 04728421.

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Correspondence address: PO Box 80030, London EC4P 4NG.

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