



Performance and Availability Report –

Online Banking, New Online Banking and Mobile Banking (PSU)

Open Banking, New Open Banking and (Dedicated Interface) Q3 2025

Availability

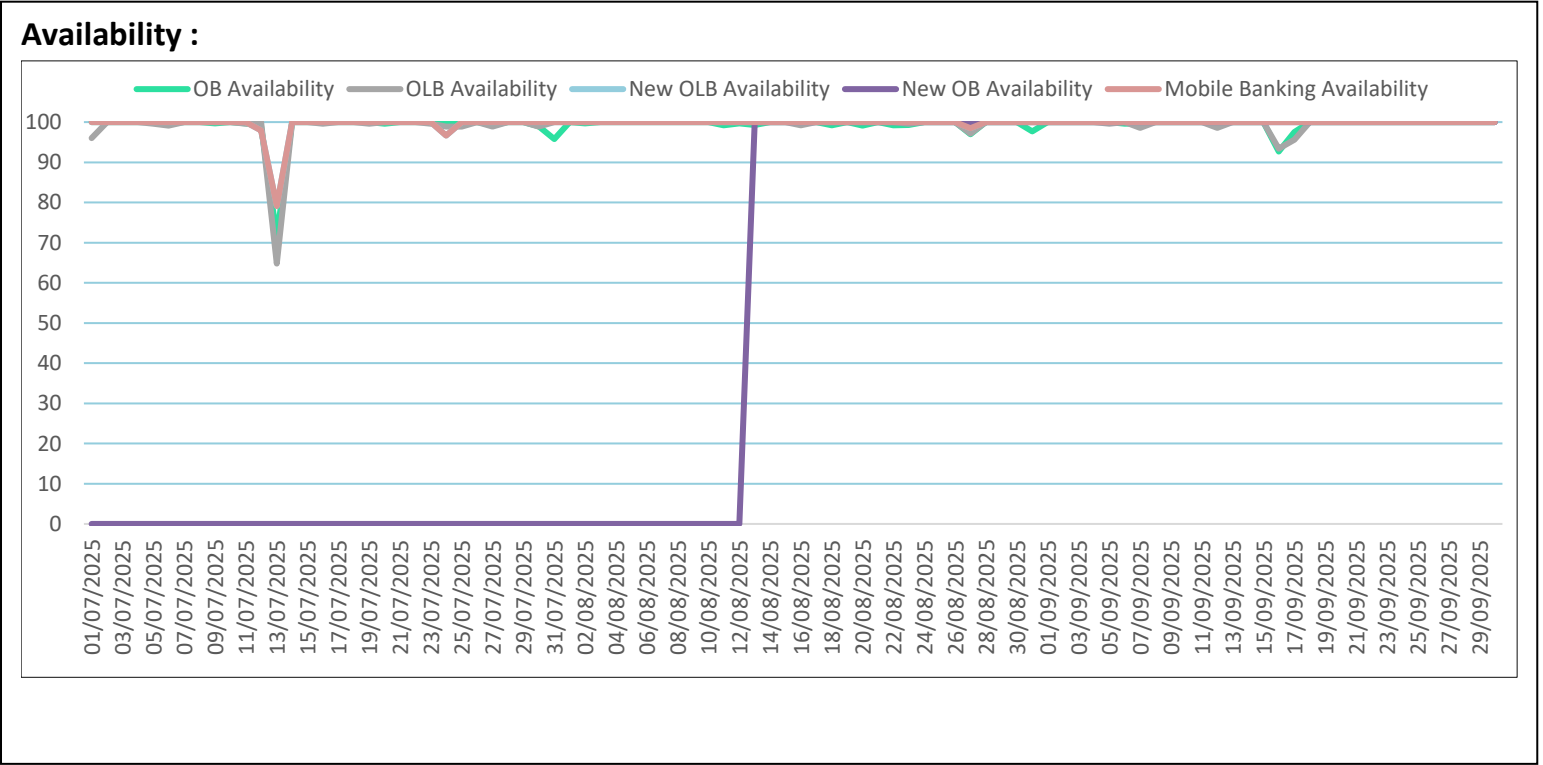
Data captured during quarter 1st July 2025 to 30th September 2025

		Availability statistics		Availability statistics		Availability statistics		Availability statistics		Availability statistics	
		Payment services user interface (OLB)		Dedicated interface (Open Banking)		Payment services user interface(NOLB)		Dedicated interface (New OB)		Payment services user (Mobile Banking)	
Date	Day	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
		D	E	D	E	D	E	D	E	D	E
01/07/2025	1	100	0	100	0	100	0	0	100	100	0
02/07/2025	2	100	0	100	0	100	0	0	100	100	0
03/07/2025	3	100	0	100	0	100	0	0	100	100	0
04/07/2025	4	100	0	100	0	100	0	0	100	100	0
05/07/2025	5	100	0	100	0	100	0	0	100	100	0
06/07/2025	6	100	0	100	0	100	0	0	100	100	0
07/07/2025	7	100	0	100	0	100	0	0	100	100	0
08/07/2025	8	98.13	1.87	100	0	100	0	0	100	100	0
09/07/2025	9	100	0	100	0	100	0	0	100	100	0
10/07/2025	10	100	0	100	0	100	0	0	100	100	0
11/07/2025	11	100	0	100	0	100	0	0	100	100	0
12/07/2025	12	100	0	100	0	97.92	2.08	0	100	97.92	2.08
13/07/2025	13	100	0	100	0	79.1	20.9	0	100	79.1	20.9
14/07/2025	14	100	0	100	0	100	0	0	100	100	0
15/07/2025	15	100	0	100	0	100	0	0	100	100	0

16/07/2025	16	100	0	100	0	100	0	0	100	100	0
17/07/2025	17	100	0	100	0	100	0	0	100	100	0
18/07/2025	18	100	0	100	0	100	0	0	100	100	0
19/07/2025	19	100	0	100	0	100	0	0	100	100	0
20/07/2025	20	100	0	100	0	100	0	0	100	100	0
21/07/2025	21	100	0	100	0	100	0	0	100	100	0
22/07/2025	22	100	0	100	0	100	0	0	100	100	0
23/07/2025	23	100	0	100	0	100	0	0	100	100	0
24/07/2025	24	100	0	100	0	96.67	3.33	0	100	96.67	3.33
25/07/2025	25	100	0	100	0	100	0	0	100	100	0
26/07/2025	26	98.5	1.5	95.37	4.63	100	0	0	100	100	0
27/07/2025	27	100	0	100	0	100	0	0	100	100	0
28/07/2025	28	99.62	0.38	100	0	100	0	0	100	100	0
29/07/2025	29	100	0	100	0	100	0	0	100	100	0
30/07/2025	30	100	0	100	0	100	0	0	100	100	0
31/07/2025	31	100	0	100	0	100	0	0	100	100	0
01/08/2025	32	100	0	100	0	100	0	0	100	100	0
02/08/2025	33	100	0	99.65	0.35	100	0	0	100	100	0
03/08/2025	34	100	0	100	0	100	0	0	100	100	0
04/08/2025	35	100	0	100	0	100	0	0	100	100	0
05/08/2025	36	100	0	100	0	100	0	0	100	100	0
06/08/2025	37	100	0	100	0	100	0	0	100	100	0
07/08/2025	38	100	0	100	0	100	0	0	100	100	0
08/08/2025	39	100	0	100	0	100	0	0	100	100	0
09/08/2025	40	100	0	100	0	100	0	0	100	100	0
10/08/2025	41	100	0	100	0	100	0	0	100	100	0
11/08/2025	42	100	0	99.19	0.81	100	0	0	100	100	0
12/08/2025	43	100	0	99.64	0.36	100	0	0	100	100	0
13/08/2025	44	100	0	99.3	0.7	100	0	100	0	100	0
14/08/2025	45	100	0	100	0	100	0	100	0	100	0
15/08/2025	46	100	0	100	0	100	0	100	0	100	0
16/08/2025	47	99.24	0.76	100	0	100	0	100	0	100	0

17/08/2025	48	100	0	100	0	100	0	100	0	100	0
18/08/2025	49	100	0	99.22	0.78	100	0	100	0	100	0
19/08/2025	50	100	0	100	0	100	0	100	0	100	0
20/08/2025	51	100	0	99.15	0.85	100	0	100	0	100	0
21/08/2025	52	100	0	100	0	100	0	100	0	100	0
22/08/2025	53	100	0	99.17	0.83	100	0	100	0	100	0
23/08/2025	54	99.63	0.37	99.29	0.71	100	0	100	0	100	0
24/08/2025	55	100	0	100	0	100	0	100	0	100	0
25/08/2025	56	100	0	100	0	100	0	100	0	100	0
26/08/2025	57	100	0	100	0	100	0	100	0	100	0
27/08/2025	58	97.14	2.86	96.99	3.01	98.47	1.53	100	0	98.47	1.53
28/08/2025	59	100	0	100	0	100	0	100	0	100	0
29/08/2025	60	100	0	100	0	100	0	100	0	100	0
30/08/2025	61	100	0	100	0	100	0	100	0	100	0
31/08/2025	62	100	0	97.66	2.34	100	0	100	0	100	0
01/09/2025	63	100	0	100	0	100	0	100	0	100	0
02/09/2025	64	100	0	100	0	100	0	100	0	100	0
03/09/2025	65	100	0	100	0	100	0	100	0	100	0
04/09/2025	66	100	0	100	0	100	0	100	0	100	0
05/09/2025	67	99.63	0.37	100	0	100	0	100	0	100	0
06/09/2025	68	100	0	99.63	0.37	100	0	100	0	100	0
07/09/2025	69	98.55	1.45	99.65	0.35	100	0	100	0	100	0
08/09/2025	70	100	0	100	0	100	0	100	0	100	0
09/09/2025	71	100	0	100	0	100	0	100	0	100	0
10/09/2025	72	100	0	100	0	100	0	100	0	100	0
11/09/2025	73	100	0	100	0	100	0	100	0	100	0
12/09/2025	74	98.54	1.46	100	0	100	0	100	0	100	0
13/09/2025	75	100	0	100	0	100	0	100	0	100	0
14/09/2025	76	100	0	100	0	100	0	100	0	100	0
15/09/2025	77	100	0	100	0	100	0	100	0	100	0
16/09/2025	78	93.4	6.6	92.68	7.32	100	0	100	0	100	0
17/09/2025	79	95.59	4.41	97.56	2.44	100	0	100	0	100	0

18/09/2025	80	100	0	100	0	100	0	100	0	100	0
19/09/2025	81	100	0	100	0	100	0	100	0	100	0
20/09/2025	82	100	0	100	0	100	0	100	0	100	0
21/09/2025	83	100	0	100	0	100	0	100	0	100	0
22/09/2025	84	100	0	100	0	100	0	100	0	100	0
23/09/2025	85	100	0	100	0	100	0	100	0	100	0
24/09/2025	86	100	0	100	0	100	0	100	0	100	0
25/09/2025	87	100	0	100	0	100	0	100	0	100	0
26/09/2025	88	100	0	100	0	100	0	100	0	100	0
27/09/2025	89	100	0	100	0	100	0	100	0	100	0
28/09/2025	90	100	0	100	0	100	0	100	0	100	0
29/09/2025	91	100	0	100	0	100	0	100	0	100	0
30/09/2025	92	100	0	100	0	100	0	100	0	100	0



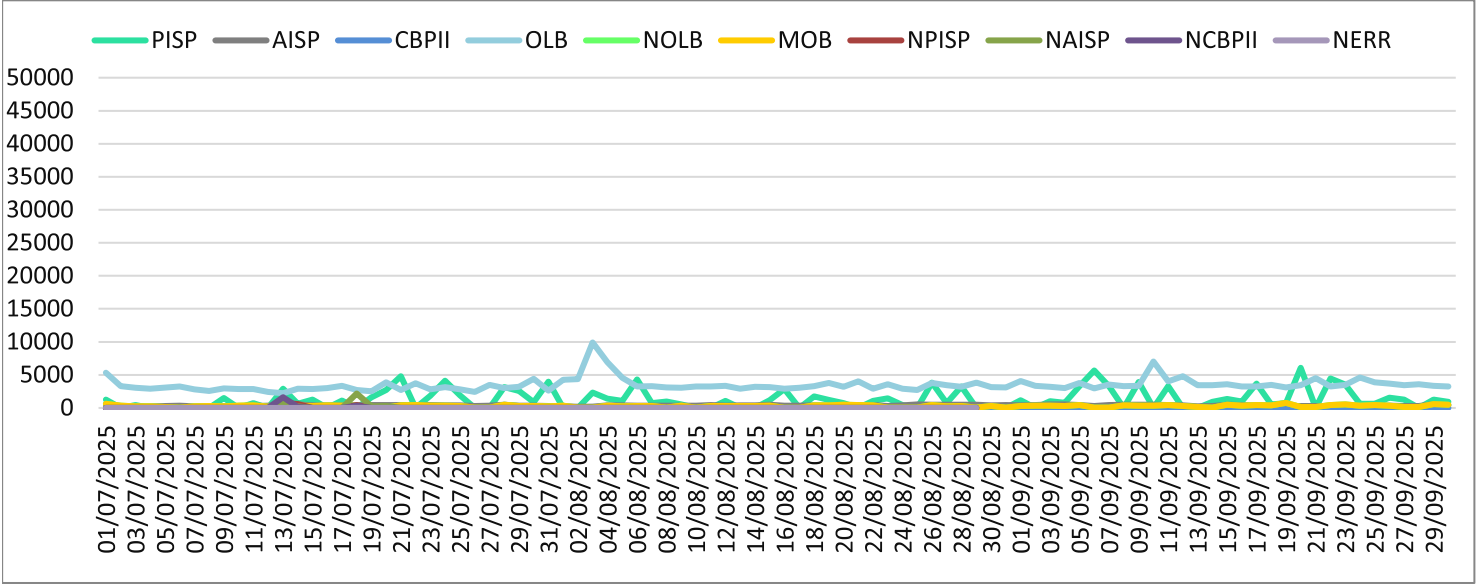
Performance

		Performance statistics										
		Payment services user interface (Online Banking)	Payment services user interface(New Online Banking)	Payment services user interface(Mobile Banking)	Dedicated interface (Open Banking)				Dedicated interface (New Open Banking)			
Date	Day	Response (milliseconds)	Response (milliseconds)	Response (milliseconds)	AISP response (milliseconds)	PISP response (milliseconds)	CBPII response (milliseconds)	Error rate (%)	AISP response (milliseconds)	PISP response (milliseconds)	CBPII response (milliseconds)	Error rate (%)
		F	G	H	I	J	K	L	M	N	O	P
01/07/2025	1	5334	606	606	257	1251	0	0	0	0	0	0
02/07/2025	2	3300	322	322	295	3422	0	0	0	0	0	0
03/07/2025	3	3047	260	260	254	5625	0	0	0	0	0	0
04/07/2025	4	2929	236	236	282	3663	0	0	0	0	0	0
05/07/2025	5	2837	30	30	171	3159	0	0	0	0	0	0
06/07/2025	6	3255	30	30	201	1343	0	0	0	0	0	0
07/07/2025	7	2832	225	225	217	2041	0	0	0	0	0	0
08/07/2025	8	2579	268	268	267	1578	0	0	0	0	0	0
09/07/2025	9	2968	246	246	225	1722	0	0	0	0	0	0
10/07/2025	10	2864	325	325	217	567	0	0	0	0	0	0
11/07/2025	11	2856	389	389	204	1817	0	0	0	0	0	0
12/07/2025	12	2415	179	179	187	4910	0	0	0	0	0	0
13/07/2025	13	2225	40	40	243	4860	0	0	0	0	0	0
14/07/2025	14	2923	318	318	234	2540	0	0	0	0	0	0
15/07/2025	15	2872	307	307	249	2087	0	0	0	0	0	0
16/07/2025	16	2988	363	363	374	1333	0	0	0	0	0	0
17/07/2025	17	3327	326	326	302	1202	0	0	0	0	0	0
18/07/2025	18	2731	356	356	225	5916	0	0	0	0	0	0
19/07/2025	19	2529	55	55	212	3600	0	0	0	0	0	0
20/07/2025	20	3891	55	55	216	1510	0	0	0	0	0	0
21/07/2025	21	2722	368	368	215	2250	0	0	0	0	0	0
22/07/2025	22	3726	435	435	213	1180	0	0	0	0	0	0
23/07/2025	23	2808	334	334	263	1830	0	0	0	0	0	0

24/07/2025	24	3167	320	320	275	1578	0	0	0	0	0	0
25/07/2025	25	2829	277	277	273	2589	0	0	0	0	0	0
26/07/2025	26	2419	48	48	216	0	0	0	0	0	0	0
27/07/2025	27	3480	49	49	229	2597	0	0	0	0	0	0
28/07/2025	28	3003	484	484	263	783	0	0	0	0	0	0
29/07/2025	29	3216	314	314	189	316	0	0	0	0	0	0
30/07/2025	30	4402	278	278	200	652	0	0	0	0	0	0
31/07/2025	31	2633	240	240	193	0	0	0	0	0	0	0
01/08/2025	32	4244	336	336	232	0	0	0	0	0	0	0
02/08/2025	33	4362	54	54	177	0	0	0	0	0	0	0
03/08/2025	34	9912	39	39	195	2344	0	0	0	0	0	0
04/08/2025	35	6923	341	341	388	1411	0	0	0	0	0	0
05/08/2025	36	4552	251	251	377	1049	0	0	0	0	0	0
06/08/2025	37	3241	294	294	336	4337	0	0	0	0	0	0
07/08/2025	38	3312	293	293	329	729	0	0	0	0	0	0
08/08/2025	39	3123	42	42	327	986	0	0	0	0	0	0
09/08/2025	40	3065	321	321	324	526	0	0	0	0	0	0
10/08/2025	41	3248	36	36	350	0	0	0	0	0	0	0
11/08/2025	42	3254	311	311	420	0	0	0	0	0	0	0
12/08/2025	43	3341	293	293	361	1078	0	0	0	0	0	0
13/08/2025	44	2919	300	300	392	0	0	0	660	796	1624	0
14/08/2025	45	3183	286	286	367	0	0	0	233	581	126	0
15/08/2025	46	3149	344	344	481	1169	0	0	0	0	0	0
16/08/2025	47	2886	27	27	346	2869	0	0	0	0	0	0
17/08/2025	48	3058	27	27	316	0	0	0	0	0	0	0
18/08/2025	49	3318	371	371	367	1733	0	0	2180	445	337	9
19/08/2025	50	3788	368	368	330	1219	0	0	252	0	0	0
20/08/2025	51	3190	461	461	361	742	0	0	284	0	0	0
21/08/2025	52	3998	457	457	409	0	0	0	0	0	0	0
22/08/2025	53	2893	375	375	425	1062	0	0	0	0	0	0
23/08/2025	54	3563	35	35	311	1447	0	0	0	0	0	0
24/08/2025	55	2900	32	32	378	453	0	0	0	0	0	0
25/08/2025	56	2710	39	39	543	0	0	0	0	0	0	0
26/08/2025	57	3803	440	440	497	3823	0	0	0	0	0	0
27/08/2025	58	3437	258	258	474	727	0	0	0	0	0	0

28/08/2025	59	3187	290	290	468	3228	0	0	0	0	0	0
29/08/2025	60	3812	54	54	503	0	0	0	0	0	0	0
30/08/2025	61	3144	299	299	395	0	0	0	0	0	0	0
31/08/2025	62	3114	38	38	421	0	0	0	0	0	0	0
01/09/2025	63	4054	306	306	377	1141	0	0	0	0	0	0
02/09/2025	64	3361	328	328	418	0	0	0	0	0	0	0
03/09/2025	65	3201	325	325	551	998	0	0	0	0	0	0
04/09/2025	66	3020	283	283	547	776	0	0	0	0	0	0
05/09/2025	67	3758	420	420	432	3276	0	0	0	0	0	0
06/09/2025	68	2934	35	35	296	5656	0	0	0	0	0	0
07/09/2025	69	3552	36	36	438	3312	0	0	0	0	0	0
08/09/2025	70	3295	385	385	464	0	0	0	0	0	0	0
09/09/2025	71	3355	338	338	464	3932	0	0	0	0	0	0
10/09/2025	72	7019	322	322	487	0	0	0	0	0	0	0
11/09/2025	73	4045	412	412	412	3273	0	0	0	0	0	0
12/09/2025	74	4784	271	271	399	0	0	0	0	0	0	0
13/09/2025	75	3436	129	129	261	0	0	0	0	0	0	0
14/09/2025	76	3433	37	37	309	929	0	0	0	0	0	0
15/09/2025	77	3566	464	464	506	1348	0	0	0	0	0	0
16/09/2025	78	3243	362	362	457	984	0	0	0	0	0	0
17/09/2025	79	3261	430	430	317	3679	0	0	0	0	0	0
18/09/2025	80	3504	388	388	316	536	0	0	0	0	0	0
19/09/2025	81	3116	760	760	307	750	0	0	0	0	0	0
20/09/2025	82	3446	146	146	283	6074	0	0	0	0	0	0
21/09/2025	83	4483	147	147	266	0	0	0	0	0	0	0
22/09/2025	84	3248	440	440	274	4436	0	0	0	0	0	0
23/09/2025	85	3489	535	535	262	3524	0	0	0	0	0	0
24/09/2025	86	4591	349	349	259	640	0	0	0	0	0	0
25/09/2025	87	3885	434	434	292	614	0	0	0	0	0	0
26/09/2025	88	3690	333	333	331	1574	0	0	0	0	0	0
27/09/2025	89	3462	137	137	283	1260	0	0	0	0	0	0
28/09/2025	90	3568	142	142	266	0	0	0	0	0	0	0
29/09/2025	91	3356	565	565	578	1236	0	0	0	0	0	0
30/09/2025	92	3244	462	462	409	926	0	0	0	0	0	0

Performance :



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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.

