



ARBUTHNOT LATHAM  
Bankers since 1833

## Digital Performance Statistics

### Arbuthnot Latham Open Banking (1 July 2020 to 30 September 2020)

Day	Availability Statistics		Performance Statistics			
	Uptime (%)	Downtime (%)	Dedicated Interface			
			AISP response (milliseconds)	PISP response (milliseconds)	CBPII response (milliseconds)	Error response rate (%)
1	100	0	682	830	710	0
2	100	0	688	963	735	0
3	100	0	766	927	779	0
4	100	0	758	838	764	1
5	100	0	771	912	775	0
6	100	0	780	935	793	0
7	100	0	773	904	785	0
8	100	0	785	930	808	0
9	100	0	780	896	806	0
10	100	0	785	911	790	0
11	100	0	767	915	784	0
12	100	0	777	931	776	0
13	100	0	800	973	806	0
14	100	0	714	1030	749	0
15	100	0	720	945	742	0
16	100	0	717	838	734	0
17	100	0	671	825	694	0
18	100	0	635	768	660	0
19	100	0	612	733	621	0
20	100	0	0	850	629	0
21	100	0	617	748	637	0
22	100	0	639	947	662	0
23	100	0	631	793	682	0
24	100	0	715	815	718	0
25	100	0	712	924	717	0
26	100	0	724	1220	734	0
27	100	0	716	1380	749	0
28	100	0	742	900	769	0
29	100	0	790	1020	834	0
30	100	0	834	893	819	0
31	100	0	783	916	793	0
32	100	0	743	891	794	0
33	100	0	855	937	840	0
34	100	0	856	1220	877	0
35	100	0	908	1130	944	0
36	100	0	909	1130	948	0
37	100	0	915	1290	954	0
38	100	0	791	955	805	0
39	100	0	774	1060	777	0
40	100	0	787	882	776	0
41	100	0	791	874	790	0
42	100	0	797	900	796	0
43	100	0	792	867	783	0
44	100	0	789	891	797	0

45	100	0	779	949	794	0
46	100	0	788	1010	795	0
47	100	0	741	821	754	0
48	100	0	767	863	771	0
49	100	0	762	959	790	0
50	100	0	774	992	783	0
51	100	0	768	891	773	0
52	100	0	773	873	777	0
53	100	0	767	838	765	0
54	100	0	769	876	765	0
55	99.93	-0.07	768	890	771	0
56	100	0	766	891	780	0
57	100	0	749	925	756	0
58	100	0	748	1130	788	0
59	99.93	-0.07	750	865	767	0
60	100	0	745	825	740	0
61	100	0	751	974	816	0
62	100	0	866	1290	884	0
63	100	0	783	1020	850	0
64	100	0	743	978	769	0
65	100	0	751	838	754	0
66	100	0	761	982	789	0
67	100	0	753	896	755	0
68	100	0	755	867	749	0
69	100	0	694	1020	761	0
70	100	0	693	854	704	0
71	100	0	697	927	720	0
72	100	0	688	930	724	0
73	100	0	696	1080	732	0
74	100	0	696	774	692	0
75	100	0	702	932	733	0
76	100	0	709	917	736	0
77	100	0	715	957	766	0
78	100	0	719	844	744	0
79	100	0	778	967	802	0
80	100	0	688	891	780	0
81	100	0	0	784	561	0
82	100	0	684	890	711	0
83	100	0	676	988	745	0
84	100	0	720	977	768	0
85	100	0	757	1100	835	0
86	100	0	777	1020	834	0
87	100	0	765	1090	838	0
88	100	0	781	989	833	0
89	100	0	758	943	789	0
90	100	0	780	1030	824	0
91	100	0	787	940	807	0
92	100	0	769	1000	828	0

## Arbutnot Latham Online and Mobile Banking (1 July 2020 to 30 September 2020)

Day	Availability Statistics				Performance Statistics	
	Online Banking		Mobile Banking		Online Banking	Mobile Banking
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Response (milliseconds)	Response (milliseconds)
1	100	0	99.93	-0.07	1150	571
2	100	0	100	0	1170	571
3	100	0	100	0	1100	573
4	100	0	100	0	1110	579
5	100	0	100	0	1120	590
6	100	0	100	0	1140	606
7	99.93	-0.07	99.79	-0.21	1130	606
8	100	0	100	0	1160	592
9	100	0	100	0	1210	567
10	100	0	100	0	1140	553
11	100	0	100	0	1160	549
12	100	0	100	0	1170	560
13	100	0	100	0	1150	583
14	100	0	100	0	1160	597
15	100	0	100	0	1240	602
16	100	0	100	0	1270	613
17	100	0	100	0	1250	594
18	100	0	100	0	1080	503
19	100	0	100	0	1070	504
20	100	0	100	0	1000	482
21	100	0	100	0	1130	514
22	100	0	100	0	1210	485
23	99.86	-0.14	99.93	-0.07	1180	473
24	100	0	100	0	1120	475
25	100	0	100	0	1120	483
26	100	0	100	0	1120	506
27	100	0	100	0	1130	486
28	100	0	100	0	1140	484
29	100	0	100	0	1180	494
30	100	0	100	0	1180	486
31	100	0	100	0	1050	488
32	100	0	100	0	1080	519
33	100	0	100	0	1100	524
34	100	0	100	0	1070	517
35	100	0	100	0	1020	489
36	100	0	100	0	1040	495
37	99.86	-0.14	99.79	-0.21	1050	490
38	99.93	-0.07	99.93	-0.07	1030	496
39	100	0	100	0	1030	505
40	100	0	100	0	1040	492
41	100	0	100	0	1010	506
42	100	0	100	0	862	504
43	99.93	-0.07	99.86	-0.14	826	488
44	99.93	-0.07	100	0	807	494
45	100	0	100	0	762	499
46	100	0	100	0	707	550
47	100	0	100	0	666	495
48	100	0	100	0	678	497
49	100	0	100	0	684	481

50	100	0	100	0	650	467
51	100	0	100	0	640	452
52	100	0	100	0	636	462
53	100	0	100	0	633	457
54	100	0	100	0	648	449
55	100	0	99.93	-0.07	677	486
56	100	0	100	0	639	454
57	100	0	100	0	629	462
58	100	0	100	0	636	459
59	100	0	100	0	635	464
60	100	0	100	0	631	451
61	100	0	100	0	765	459
62	100	0	100	0	982	474
63	100	0	100	0	996	476
64	100	0	100	0	1030	469
65	100	0	100	0	1030	467
66	100	0	100	0	1050	479
67	99.79	-0.21	99.86	-0.14	1040	479
68	99.79	-0.21	99.72	-0.28	1030	459
69	100	0	100	0	1060	458
70	99.93	-0.07	100	0	1040	467
71	100	0	100	0	1020	470
72	98.96	-1.04	100	0	1040	459
73	100	0	97.22	-2.78	1040	498
74	100	0	100	0	932	437
75	100	0	100	0	1020	443
76	100	0	100	0	1080	429
77	100	0	100	0	1090	426
78	100	0	100	0	967	437
79	100	0	100	0	965	446
80	100	0	100	0	950	429
81	100	0	100	0	671	353
82	100	0	100	0	938	426
83	100	0	100	0	913	440
84	100	0	100	0	880	441
85	100	0	100	0	949	461
86	100	0	100	0	989	466
87	100	0	100	0	1000	474
88	100	0	54.21	-45.79	973	245
89	100	0	0	-100	1040	0
90	99.58	-0.42	64.05	-35.95	1040	371
91	100	0	100	0	984	459
92	100	0	100	0	1000	466