



ARBUTHNOT LATHAM

Bankers since 1833

## Digital Performance Statistics

### Arbuthnot Latham Open Banking (1 January 2024 to 31 March 2024)

Day	Availability Statistics		Performance Statistics	
	Uptime (%)	Downtime (%)	Dedicated Interface	
			AISP response (milliseconds)	Error response rate (%)
1	100	0	568	2.72
2	100	0	585	2.18
3	100	0	583	3.47
4	97.36	-2.64	718	14.54
5	100	0	588	2.84
6	98.68	-1.32	563	9.74
7	100	0	530	2.78
8	98.75	-1.25	631	12.19
9	98.96	-1.04	664	9.24
10	98.75	-1.25	640	7.06
11	85.14	-14.86	555	12.92
12	97.43	-2.57	655	12.63
13	98.47	-1.53	703	16.08
14	93.47	-6.53	622	12.89
15	58.68	-41.32	410	12.63
16	73.61	-26.39	470	2.55
17	90.56	-9.44	638	7.14
18	94.51	-5.49	751	12.09
19	95.69	-4.31	790	19.74
20	96.46	-3.54	662	16.71
21	96.31	-3.69	667	28.26
22	95.72	-4.28	629	15.11
23	91.74	-8.26	819	24.16
24	97.22	-2.78	670	15.19
25	96.25	-3.75	695	16.76
26	95.28	-4.72	743	17.58
27	95.9	-4.1	775	30.09
28	95.07	-4.93	751	35.51
29	93.12	-6.88	856	19.11
30	85.9	-14.1	1130	27.14
31	92.64	-7.36	717	17.74
32	89.94	-10.06	707	23.94
33	93.96	-6.04	747	22.72
34	87.95	-12.05	643	12.99
35	95.49	-4.51	661	28.34
36	96.28	-3.72	797	19.06
37	94.93	-5.07	833	15.11
38	92.71	-7.29	920	35.17
39	70.1	-29.9	1000	27.90
40	94.18	-5.82	839	22.82

41	75.91	-24.09	554	24.53
42	98.4	-1.6	804	21.64
43	97.33	-2.67	677	9.51
44	99.03	-0.97	759	18.45
45	97.08	-2.92	792	7.41
46	94.6	-5.4	703	16.54
47	100	0	592	2.63
48	100	0	586	2.78
49	100	0	583	2.71
50	100	0	575	2.11
51	100	0	576	2.95
52	100	0	575	2.90
53	100	0	575	3.03
54	100	0	558	3.16
55	100	0	562	2.79
56	100	0	590	2.72
57	100	0	612	2.93
58	100	0	588	2.96
59	100	0	578	2.86
60	100	0	624	2.87
61	99.93	-0.07	593	2.32
62	100	0	539	2.63
63	100	0	538	2.31
64	100	0	592	2.19
65	100	0	624	2.05
66	100	0	623	1.95
67	100	0	602	2.27
68	100	0	565	2.28
69	100	0	564	2.81
70	100	0	566	2.37
71	100	0	594	2.01
72	97.01	-2.99	569	2.24
73	100	0	513	1.91
74	100	0	567	1.89
75	100	0	572	2.18
76	100	0	559	2.18
77	100	0	567	2.10
78	100	0	612	2.36
79	100	0	609	1.81
80	100	0	603	2.06
81	100	0	600	2.08
82	100	0	605	2.40
83	100	0	595	2.71
84	100	0	593	2.45
85	100	0	589	2.20
86	100	0	578	1.86
87	99.93	-0.07	558	2.26
88	100	0	522	2.40
89	100	0	500	2.16
90	100	0	533	2.85
91	100	0	597	2.36

**Arbuthnot Latham Online and Mobile Banking (1 January 2024 to 31 March 2024)**

Day	Availability Statistics				Performance Statistics	
	Online Banking		Mobile Banking		Online Banking	Mobile Banking
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Response (milliseconds)	Response (milliseconds)
1	100	0	100.00	0	459	421
2	100	0	100.00	0	491	423
3	100	0	100.00	0	471	411
4	100	0	100.00	0	453	407
5	100	0	100.00	0	412	404
6	100	0	100.00	0	417	394
7	100	0	100.00	0	422	404
8	100	0	100.00	0	447	437
9	100	0	100.00	0	446	454
10	100	0	100.00	0	438	419
11	100	0	100.00	0	547	472
12	100	0	99.93	-0.07	472	416
13	100	0	100.00	0	472	431
14	100	0	100.00	0	509	430
15	100	0	100.00	0	442	437
16	100	0	100.00	0	482	434
17	100	0	100.00	0	469	419
18	99.93	-0.07	100.00	0	428	383
19	100	0	100.00	0	467	385
20	100	0	100.00	0	457	397
21	99.93	-0.07	100.00	0	423	366
22	99.93	-0.07	100.00	0	475	410
23	100	0	100.00	0	458	392
24	100	0	100.00	0	473	437
25	100	0	99.93	-0.07	487	452
26	83.12	-16.88	100.00	0	482	481
27	83.96	-16.04	83.89	-16.11	438	383
28	100	0	100.00	0	459	445
29	99.51	-0.49	100.00	0	488	470
30	100	0	100.00	0	484	479
31	100	0	100.00	0	483	446
32	96.06	-3.94	96.00	-4	452	420
33	96.9	-3.1	96.60	-3.4	482	427
34	99.72	-0.28	99.51	-0.49	441	404
35	99.93	-0.07	100.00	0	444	433
36	99.93	-0.07	100.00	0	518	465
37	95	-5	94.93	-5.07	434	452
38	100	0	0.06	-99.94	413	0
39	100	0	0.00	-100	387	0
40	100	0	0.00	-100	416	0
41	99.7	-0.3	63.16	-36.84	401	234
42	100	0	100.00	0	402	415
43	100	0	100.00	0	436	478
44	100	0	100.00	0	438	479
45	100	0	100.00	0	477	518
46	100	0	100.00	0	421	540
47	100	0	100.00	0	455	503
48	100	0	99.86	-0.14	444	435

49	100	0	100.00	0	428	477
50	99.93	-0.07	100.00	0	460	458
51	100	0	100.00	0	463	446
52	100	0	100.00	0	446	516
53	100	0	100.00	0	440	491
54	100	0	100.00	0	429	498
55	100	0	100.00	0	391	481
56	99.93	-0.07	100.00	0	418	475
57	100	0	100.00	0	451	479
58	100	0	100.00	0	411	556
59	100	0	100.00	0	451	374
60	99.72	-0.28	100.00	0	481	440
61	100	0	100.00	0	459	418
62	99.86	-0.14	100.00	0	379	407
63	100	0	100.00	0	397	387
64	100	0	100.00	0	459	399
65	100	0	100.00	0	486	405
66	100	0	100.00	0	492	408
67	100	0	100.00	0	427	407
68	100	0	100.00	0	397	405
69	99.89	-0.11	99.89	-0.11	377	433
70	100	0	100.00	0	436	439
71	100	0	100.00	0	471	410
72	100	0	100.00	0	478	437
73	100	0	99.93	-0.07	506	391
74	100	0	100.00	0	464	407
75	100	0	100.00	0	440	377
76	100	0	100.00	0	427	369
77	100	0	100.00	0	420	386
78	100	0	100.00	0	405	392
79	100	0	100.00	0	402	380
80	100	0	100.00	0	413	382
81	100	0	100.00	0	433	399
82	100	0	100.00	0	413	387
83	100	0	100.00	0	379	374
84	100	0	100.00	0	387	391
85	100	0	100.00	0	470	410
86	99.85	-0.15	99.99	-0.01	446	437
87	100	0	100.00	0	462	450
88	100	0	100.00	0	439	456
89	100	0	100.00	0	390	413
90	100	0	100.00	0	459	382