



Digital Performance Statistics

Arbuthnot Latham Open Banking (14 February 2020 – 31 March 2020)

| Day | Availability Statistics | | Performance Statistics | | | |
|------------|-------------------------|--------------|------------------------------|------------------------------|---|-------------------------|
| | Uptime (%) | Downtime (%) | AISP response (milliseconds) | PISP response (milliseconds) | CBPII / PISP Yes/No response (milliseconds) | Error response rate (%) |
| 14/02/2020 | 100.00 | 0.00 | 1161 | 0 | 0 | 0.00 |
| 15/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 16/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 17/02/2020 | 99.96 | 0.04 | 0 | 0 | 0 | 0.00 |
| 18/02/2020 | 99.97 | 0.03 | 24 | 0 | 0 | 73.68 |
| 19/02/2020 | 99.97 | 0.03 | 1663 | 0 | 0 | 58.49 |
| 20/02/2020 | 99.97 | 0.03 | 279 | 0 | 0 | 33.33 |
| 21/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 22/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 23/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 24/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 25/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 26/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 27/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 100.00 |
| 28/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 29/02/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 01/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 02/03/2020 | 100.00 | 0.00 | 409 | 0 | 0 | 0.00 |
| 03/03/2020 | 100.00 | 0.00 | 696 | 0 | 0 | 0.00 |
| 04/03/2020 | 99.97 | 0.03 | 0 | 0 | 0 | 0.00 |
| 05/03/2020 | 99.97 | 0.03 | 0 | 0 | 0 | 0.00 |
| 06/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 07/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 08/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 09/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 10/03/2020 | 100.00 | 0.00 | 847 | 0 | 0 | 0.00 |
| 11/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 12/03/2020 | 100.00 | 0.00 | 306 | 0 | 0 | 0.00 |
| 13/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 14/03/2020 | 100.00 | 0.00 | 139 | 0 | 0 | 5.56 |
| 15/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 16/03/2020 | 99.93 | 0.07 | 0 | 0 | 0 | 0.00 |
| 17/03/2020 | 99.93 | 0.07 | 0 | 0 | 0 | 0.00 |
| 18/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 19/03/2020 | 100.00 | 0.00 | 214 | 0 | 0 | 28.57 |
| 20/03/2020 | 100.00 | 0.00 | 349 | 0 | 0 | 0.00 |
| 21/03/2020 | 100.00 | 0.00 | 175 | 0 | 0 | 0.00 |
| 22/03/2020 | 100.00 | 0.00 | 0 | 0 | 0 | 0.00 |
| 23/03/2020 | 100.00 | 0.00 | 164 | 0 | 0 | 0.00 |
| 24/03/2020 | 100.00 | 0.00 | 129 | 0 | 0 | 0.00 |
| 25/03/2020 | 100.00 | 0.00 | 248 | 0 | 0 | 0.00 |
| 26/03/2020 | 100.00 | 0.00 | 212 | 0 | 0 | 0.00 |
| 27/03/2020 | 100.00 | 0.00 | 166 | 0 | 0 | 0.00 |
| 28/03/2020 | 100.00 | 0.00 | 188 | 0 | 0 | 0.00 |
| 29/03/2020 | 100.00 | 0.00 | 140 | 0 | 0 | 0.00 |
| 30/03/2020 | 100.00 | 0.00 | 455 | 0 | 0 | 0.00 |
| 31/03/2020 | 100.00 | 0.00 | 226 | 0 | 0 | 0.00 |

Arbuthnot Latham Online and Mobile Banking (14 February 2020 – 31 March 2020)

| Day | Availability Statistics | | | | Performance Statistics | |
|------------|-------------------------|--------------|----------------|--------------|-------------------------|-------------------------|
| | Online Banking | | Mobile Banking | | Online Banking | Mobile Banking |
| | Uptime (%) | Downtime (%) | Uptime (%) | Downtime (%) | Response (milliseconds) | Response (milliseconds) |
| 14/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 820 | 437 |
| 15/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 768 | 398 |
| 16/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 758 | 384 |
| 17/02/2020 | 99.97 | 0.03 | 99.97 | 0.03 | 750 | 385 |
| 18/02/2020 | 99.97 | 0.03 | 99.97 | 0.03 | 773 | 377 |
| 19/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 782 | 381 |
| 20/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 756 | 379 |
| 21/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 755 | 382 |
| 22/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 751 | 395 |
| 23/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 736 | 394 |
| 24/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 796 | 389 |
| 25/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 925 | 398 |
| 26/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 938 | 405 |
| 27/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 911 | 412 |
| 28/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 934 | 416 |
| 29/02/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 952 | 431 |
| 01/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 955 | 432 |
| 02/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 947 | 413 |
| 03/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1010 | 411 |
| 04/03/2020 | 99.97 | 0.03 | 99.97 | 0.03 | 1060 | 410 |
| 05/03/2020 | 99.97 | 0.03 | 99.97 | 0.03 | 1060 | 406 |
| 06/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1060 | 420 |
| 07/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1060 | 461 |
| 08/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1060 | 477 |
| 09/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1050 | 452 |
| 10/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 970 | 439 |
| 11/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 889 | 447 |
| 12/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 885 | 453 |
| 13/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 896 | 451 |
| 14/03/2020 | 100.00 | 0.00 | 99.94 | 0.06 | 944 | 438 |
| 15/03/2020 | 100.00 | 0.00 | 99.97 | 0.03 | 942 | 421 |
| 16/03/2020 | 99.93 | 0.07 | 99.97 | 0.03 | 927 | 407 |
| 17/03/2020 | 99.93 | 0.07 | 99.97 | 0.03 | 936 | 403 |
| 18/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 913 | 375 |
| 19/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 873 | 359 |
| 20/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 829 | 360 |
| 21/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 885 | 374 |
| 22/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 984 | 395 |
| 23/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 957 | 404 |
| 24/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 921 | 414 |
| 25/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 918 | 420 |
| 26/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1040 | 415 |
| 27/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1210 | 396 |
| 28/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1270 | 383 |
| 29/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1240 | 379 |
| 30/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1240 | 395 |
| 31/03/2020 | 100.00 | 0.00 | 100.00 | 0.00 | 1250 | 420 |