



ARBUTHNOT LATHAM

Bankers since 1833

## Digital Performance Statistics

### Arbuthnot Latham Open Banking (1 January 2020 to 31 March 2021)

Day	Availability Statistics		Performance Statistics	
	Uptime (%)	Downtime (%)	Dedicated Interface	
			AISP response (milliseconds)	Error response rate (%)
1	100	0	639	0.00
2	100	0	737	0.00
3	100	0	848	0.00
4	100	0	788	0.00
5	100	0	887	0.00
6	100	0	857	0.00
7	100	0	767	0.00
8	100	0	814	0.00
9	100	0	735	0.00
10	100	0	793	0.00
11	100	0	722	0.00
12	100	0	677	0.00
13	100	0	669	0.00
14	100	0	736	0.00
15	100	0	737	0.00
16	100	0	728	0.00
17	100	0	746	0.00
18	100	0	720	0.00
19	99.93	-0.07	641	0.00
20	100	0	626	0.00
21	100	0	582	0.00
22	100	0	533	0.00
23	100	0	549	0.00
24	100	0	613	0.00
25	100	0	617	0.00
26	100	0	554	0.00
27	100	0	559	0.00
28	100	0	558	0.00
29	100	0	531	0.00
30	100	0	467	0.00
31	100	0	617	0.00
32	100	0	611	0.00
33	100	0	577	0.00
34	100	0	639	0.00
35	99.79	-0.21	756	0.00
36	100	0	695	0.00
37	100	0	680	0.00

<b>38</b>	<b>100</b>	<b>0</b>	<b>699</b>	<b>0.00</b>
39	100	0	679	0.00
40	100	0	663	0.54
41	100	0	666	0.00
42	100	0	660	0.00
43	100	0	681	0.19
44	100	0	679	0.00
45	100	0	703	0.00
46	100	0	699	0.00
47	100	0	738	0.00
48	100	0	818	0.00
49	100	0	728	0.00
50	100	0	735	0.00
51	100	0	668	0.00
52	100	0	698	0.00
53	100	0	673	0.00
54	100	0	790	0.00
55	100	0	734	0.00
56	100	0	763	0.36
57	99.44	-0.56	712	0.00
58	100	0	570	6.44
59	100	0	680	0.00
60	100	0	738	1.03
61	100	0	835	0.00
62	100	0	873	0.00
63	100	0	854	1.74
64	100	0	856	0.00
65	100	0	859	0.00
66	100	0	904	0.00
67	100	0	885	1.35
68	100	0	870	0.00
69	100	0	841	0.78
70	100	0	799	0.00
71	100	0	840	0.00
72	100	0	790	0.00
73	100	0	801	0.00
74	100	0	789	0.00
75	100	0	847	0.00
76	100	0	866	0.00
77	100	0	772	0.20
78	100	0	709	0.20
79	100	0	677	0.87
80	100	0	730	0.00
81	100	0	711	0.00
82	100	0	760	0.21
83	100	0	724	0.00
84	100	0	746	0.00
85	100	0	763	0.00
86	100	0	722	0.43
87	100	0	810	0.00
88	100	0	789	0.00
89	100	0	773	0.00
90	100	0	768	0.00

## Arbuthnot Latham Online and Mobile Banking (1 October 2020 to 31 December 2020)

Day	Availability Statistics				Performance Statistics	
	Online Banking		Mobile Banking		Online Banking	Mobile Banking
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Response (milliseconds)	Response (milliseconds)
1	97.92	-2.08	100	0	961	303
2	99.86	-0.14	99.93	-0.07	1070	313
3	100	0	100	0	1230	328
4	100	0	100	0	1210	317
5	99.86	-0.14	99.93	-0.07	1130	385
6	100	0	99.93	-0.07	1130	357
7	100	0	100	0	960	332
8	99.93	-0.07	100	0	876	424
9	100	0	100	0	846	329
10	100	0	100	0	959	340
11	100	0	100	0	1000	338
12	100	0	100	0	865	407
13	100	0	100	0	871	399
14	100	0	100	0	728	364
15	100	0	100	0	695	327
16	100	0	100	0	682	333
17	100	0	100	0	678	320
18	100	0	100	0	656	323
19	100	0	100	0	587	351
20	100	0	100	0	635	336
21	100	0	100	0	674	376
22	100	0	100	0	688	349
23	100	0	100	0	678	385
24	100	0	100	0	664	369
25	100	0	100	0	694	358
26	100	0	100	0	689	342
27	100	0	100	0	685	357
28	100	0	100	0	696	337
29	100	0	100	0	669	327
30	100	0	100	0	638	303
31	100	0	100	0	709	333
32	100	0	100	0	759	307
33	100	0	100	0	906	303
34	100	0	100	0	980	310
35	99.93	-0.07	99.72	-0.28	1020	375
36	100	0	100	0	1010	310
37	100	0	100	0	1050	291
38	100	0	100	0	1070	305
39	100	0	100	0	1230	325
40	100	0	100	0	1280	303
41	100	0	100	0	1250	284
42	100	0	100	0	1010	332
43	100	0	100	0	1010	344
44	100	0	100	0	1050	321
45	100	0	100	0	1080	315
46	100	0	100	0	1120	341

47	100	0	100	0	1070	326
48	100	0	100	0	1070	338
49	100	0	100	0	985	358
50	100	0	100	0	1040	394
51	100	0	100	0	1070	393
52	100	0	100	0	1090	398
53	100	0	100	0	1090	352
54	100	0	100	0	1230	341
55	100	0	100	0	1110	350
56	99.86	-0.14	100	0	1200	410
57	98.75	-1.25	99.58	-0.42	1190	384
58	100	0	100	0	883	339
59	100	0	100	0	1030	355
60	100	0	99.82	-0.18	1000	359
61	50	-50	50	-50	0	0
62	50	-50	50	-50	0	0
63	50	-50	50	-50	0	0
64	50	-50	50	-50	0	0
65	50	-50	50	-50	0	0
66	50	-50	50	-50	0	0
67	50	-50	50	-50	0	0
68	50	-50	50	-50	0	0
69	50	-50	50	-50	0	0
70	50	-50	50	-50	0	0
71	50	-50	50	-50	0	0
72	50	-50	50	-50	0	0
73	50	-50	50	-50	0	0
74	50	-50	50	-50	0	0
75	100	0	100	0	650	252
76	100	0	100	0	922	307
77	100	0	100	0	933	342
78	100	0	100	0	936	346
79	100	0	100	0	896	330
80	100	0	100	0	909	328
81	100	0	100	0	935	330
82	99.84	-0.16	100	0	947	386
83	100	0	100	0	886	359
84	100	0	100	0	886	358
85	100	0	100	0	916	340
86	100	0	100	0	747	308
87	100	0	100	0	968	338
88	100	0	100	0	1000	347
89	100	0	100	0	1050	345
90	100	0	100	0	938	350