



ARBUTHNOT LATHAM

Bankers since 1833

# Digital Performance Statistics

## Arbuthnot Latham Open Banking (1 October 2023 to 31 December 2023)

Day	Availability Statistics		Performance Statistics	
	Uptime (%)	Downtime (%)	Dedicated Interface	
			AISP response (milliseconds)	Error response rate (%)
1	99.93	-0.07	531	0.00
2	99.86	-0.14	540	0.00
3	100	0	532	0.11
4	100	0	548	0.06
5	100	0	540	0.07
6	100	0	557	0.06
7	98.96	-1.04	579	0.08
8	100	0	559	0.07
9	99.86	-0.14	564	0.09
10	100	0	552	0.03
11	100	0	562	0.14
12	100	0	557	0.21
13	99.93	-0.07	559	0.00
14	100	0	553	0.01
15	100	0	556	0.00
16	99.93	-0.07	551	0.01
17	100	0	550	0.09
18	100	0	587	0.06
19	100	0	597	0.02
20	100	0	574	0.04
21	0	-100	0	0.00
22	100	0	580	3.56
23	100	0	582	2.48
24	99.93	-0.07	577	3.12
25	99.51	-0.49	554	3.25
26	100	0	546	2.20
27	100	0	553	2.51
28	100	0	549	2.51
29	99.93	-0.07	545	2.87
30	100	0	545	2.57
31	100	0	558	2.29
32	100	0	545	2.45
33	99.93	-0.07	492	2.26
34	99.86	-0.14	520	2.60
35	100	0	578	2.66
36	100	0	566	2.92
37	99.93	-0.07	567	2.52
38	99.93	-0.07	581	2.15
39	99.93	-0.07	657	2.64
40	100	0	602	3.13
41	35.35	-64.65	571	2.71
42	36.46	-63.54	465	13.26

43	37.02	-62.98	449	2.07
44	68.61	-31.39	486	2.34
45	100	0	537	2.15
46	98.75	-1.25	558	2.64
47	100	0	555	2.32
48	100	0	570	2.83
49	100	0	598	2.83
50	100	0	566	2.86
51	100	0	580	2.70
52	100	0	576	2.74
53	98.54	-1.46	581	8.38
54	100	0	560	2.53
55	100	0	552	2.07
56	100	0	552	2.84
57	100	0	616	2.56
58	99.93	-0.07	598	2.19
59	81.32	-18.68	527	14.57
60	100	0	613	2.54
61	100	0	632	2.38
62	100	0	604	2.43
63	100	0	584	2.33
64	100	0	566	2.72
65	97.85	-2.15	625	12.08
66	100	0	629	6.84
67	100	0	603	3.19
68	100	0	603	3.00
69	100	0	599	3.09
70	100	0	622	3.28
71	100	0	590	2.77
72	99.87	-0.13	593	2.16
73	100	0	590	0.80
74	100	0	580	0.30
75	100	0	544	0.85
76	100	0	559	1.48
77	100	0	548	2.20
78	96.9	-3.1	584	2.36
79	100	0	600	1.94
80	100	0	558	1.89
81	100	0	538	2.09
82	98.61	-1.39	622	7.54
83	100	0	564	2.15
84	100	0	535	2.82
85	98.89	-1.11	605	7.61
86	100	0	552	2.83
87	98.47	-1.53	582	13.18
88	100	0	576	2.33
89	100	0	576	2.37
90	100	0	605	2.31
91	98.89	-1.11	680	12.13
92	100	0	579	3.01
93	99.93	-0.07	531	0.00

**Arbuthnot Latham Online and Mobile Banking (1 October 2023 to 31 December 2023)**

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	441	446
2	100	0	100.00	0	468	438
3	100	0	100.00	0	471	416
4	99.17	-0.83	100.00	0	475	432
5	98.47	-1.53	98.19	-1.81	457	422
6	100	0	100.00	0	470	416
7	58.54	-41.46	58.54	-41.46	312	263
8	100	0	100.00	0	434	419
9	100	0	100.00	0	448	397
10	100	0	100.00	0	458	431
11	100	0	100.00	0	479	457
12	99.93	-0.07	100.00	0	466	436
13	100	0	100.00	0	443	463
14	100	0	100.00	0	403	457
15	100	0	100.00	0	419	456
16	100	0	100.00	0	453	497
17	100	0	100.00	0	448	476
18	100	0	99.86	-0.14	444	455
19	87.83	-12.17	87.84	-12.16	439	447
20	98.97	-1.03	99.03	-0.97	448	479
21	0	-100	0.00	-100	0	0
22	100	0	100.00	0	449	518
23	100	0	100.00	0	479	510
24	100	0	100.00	0	500	465
25	100	0	100.00	0	507	455
26	100	0	100.00	0	461	421
27	99.93	-0.07	100.00	0	458	446
28	100	0	100.00	0	430	453
29	98.58	-1.42	98.73	-1.27	418	444
30	100	0	100.00	0	488	441
31	95.83	-4.17	100.00	0	464	468
32	99.23	-0.77	100.00	0	397	439
33	96.25	-3.75	100.00	0	398	414
34	100	0	100.00	0	462	383
35	100	0	100.00	0	451	388
36	100	0	99.93	-0.07	420	399
37	100	0	100.00	0	486	429
38	100	0	100.00	0	511	474
39	100	0	100.00	0	447	479
40	100	0	100.00	0	390	409
41	100	0	100.00	0	415	419
42	100	0	100.00	0	402	397
43	100	0	100.00	0	352	435
44	100	0	100.00	0	362	477
45	100	0	100.00	0	405	481
46	86.81	-13.19	86.87	-13.13	352	413
47	100	0	100.00	0	346	475
48	100	0	100.00	0	343	437

49	100	0	100.00	0	337	441
50	100	0	100.00	0	359	461
51	100	0	100.00	0	367	471
52	99.58	-0.42	100.00	0	375	472
53	100	0	100.00	0	381	463
54	100	0	100.00	0	421	463
55	100	0	100.00	0	436	451
56	100	0	100.00	0	399	444
57	100	0	100.00	0	424	467
58	100	0	100.00	0	442	505
59	100	0	100.00	0	453	447
60	100	0	100.00	0	434	443
61	100	0	100.00	0	397	462
62	100	0	100.00	0	387	427
63	100	0	100.00	0	363	351
64	99.93	-0.07	100.00	0	398	377
65	100	0	100.00	0	392	410
66	100	0	100.00	0	385	377
67	100	0	100.00	0	419	402
68	94.93	-5.07	94.86	-5.14	452	403
69	99.93	-0.07	100.00	0	434	397
70	99.91	-0.09	100.00	0	400	440
71	100	0	100.00	0	373	479
72	99.93	-0.07	100.00	0	457	469
73	100	0	100.00	0	452	499
74	100	0	100.00	0	438	464
75	100	0	100.00	0	440	481
76	100	0	100.00	0	423	457
77	100	0	100.00	0	393	439
78	91.82	-8.18	91.74	-8.26	418	441
79	100	0	100.00	0	449	453
80	100	0	100.00	0	463	440
81	100	0	100.00	0	445	420
82	100	0	100.00	0	428	390
83	100	0	100.00	0	442	396
84	99.79	-0.21	100.00	0	350	393
85	100	0	100.00	0	360	399
86	100	0	100.00	0	366	425
87	100	0	100.00	0	364	398
88	100	0	100.00	0	398	400
89	100	0	100.00	0	413	426
90	100	0	100.00	0	448	421
91	100	0	100.00	0	464	421
92	100	0	100.00	0	433	409