



# Open Banking Our performance

Commercial  
July - September 2021



# Open Banking – a quarterly report

## What can this report tell me?

This report is a good way for you to see how we're performing in Open Banking.

We'll usually publish it four times a year and it will help you to see:

- how long all of our online services are up or down (otherwise known as 'uptime' or 'downtime').
- how long all of our online services take to respond to each and every request.
- how frequently we have errors that mean that other websites or apps can't talk to our systems.

## Why do we publish this?

We do this, because both the European Banking Authority and the Financial Conduct Authority want to make sure that you're getting the best possible service – as do we. This means that each and every financial provider in Open Banking needs to publish the same types of data.

## How can I find out more about Open Banking?

To find out more about what we offer and how we're doing it, take a look at our Open Banking pages.

[www.bankofscotland.co.uk/aboutonline/open-banking](http://www.bankofscotland.co.uk/aboutonline/open-banking)

If you're more interested in the technical side, take a look at the Open Banking Standard pages.

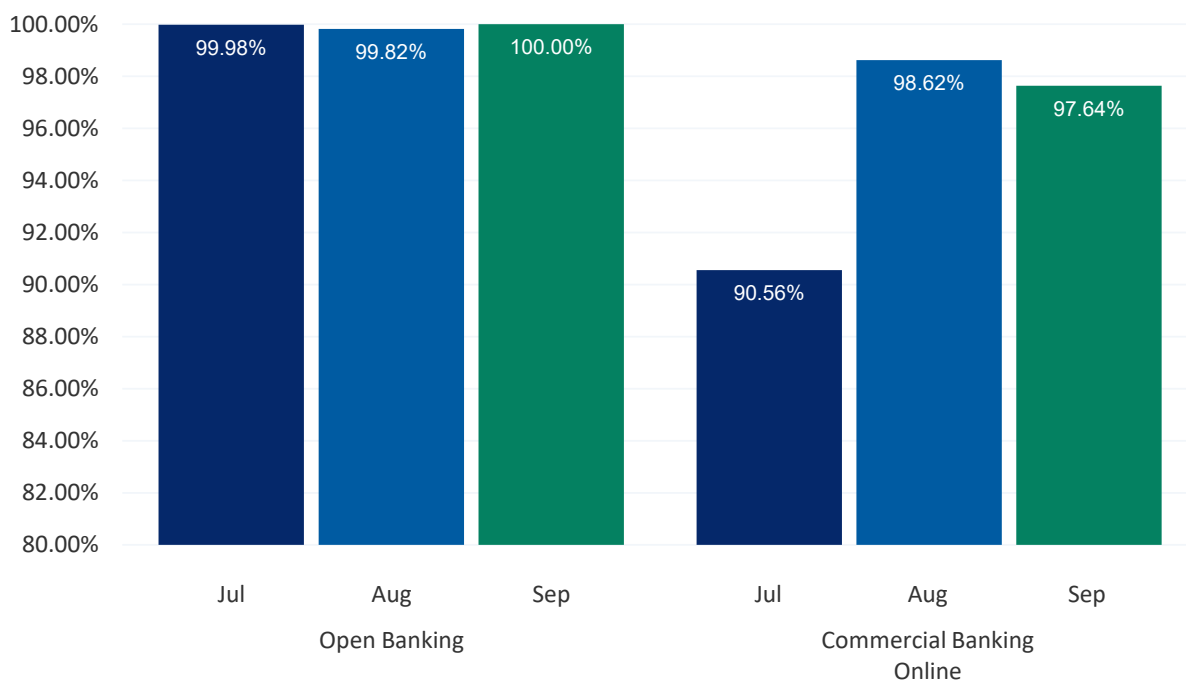
[standards.openbanking.org.uk](http://standards.openbanking.org.uk)

# Service availability

July - September 2021

We aim to be available all the time. But, from time to time, there might be some planned or unplanned downtime. The bar chart and figures below, show just how available we've been this quarter.

How long our service has been available for (%)



What the source data looks like

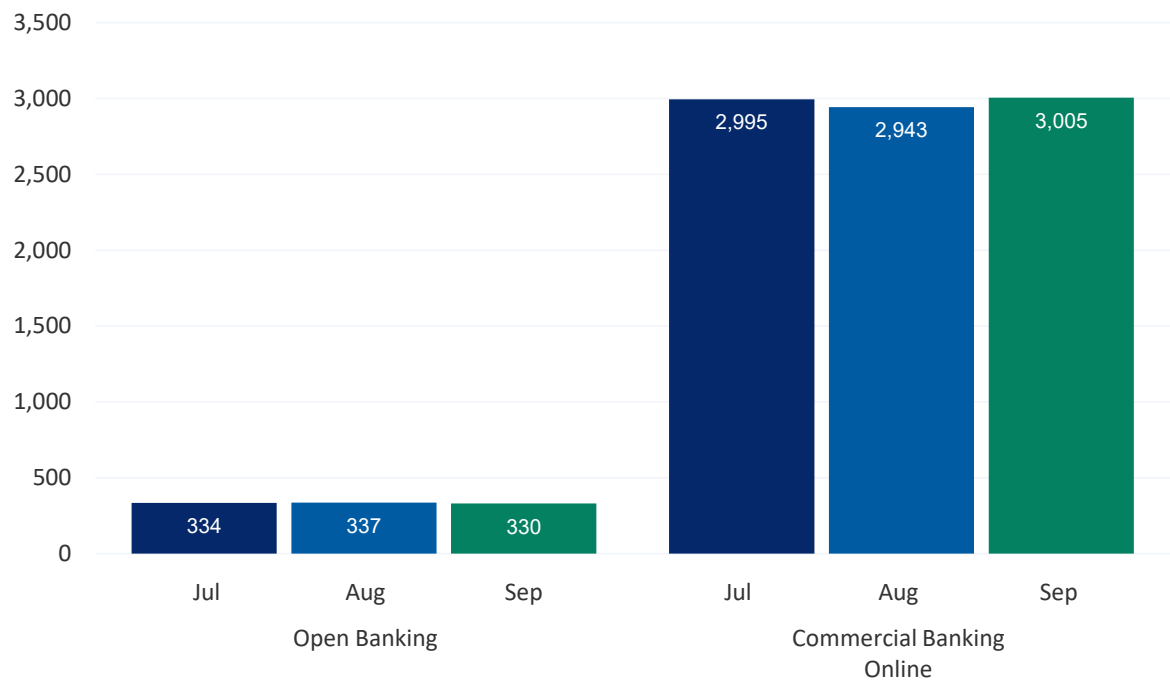
		Open Banking	Commercial Banking Online
July	Availability	99.98%	90.56%
	Planned downtime	0m	58h 30m
	Unplanned downtime	8m	11h 45m
August	Availability	99.82%	98.62%
	Planned downtime	7m	10h 15m
	Unplanned downtime	1h 13m	0m
September	Availability	100.00%	97.64%
	Planned downtime	1m	17h
	Unplanned downtime	0m	0m

# Account information services

July - September 2021

We like to measure how long it takes us to respond to each account information request. So, whatever information you're sharing, we will always track how fast we are. The bar chart and figures below, show just how quick we've been this quarter.

How long it's taken us to respond to account information requests (in milliseconds)



What the source data looks like

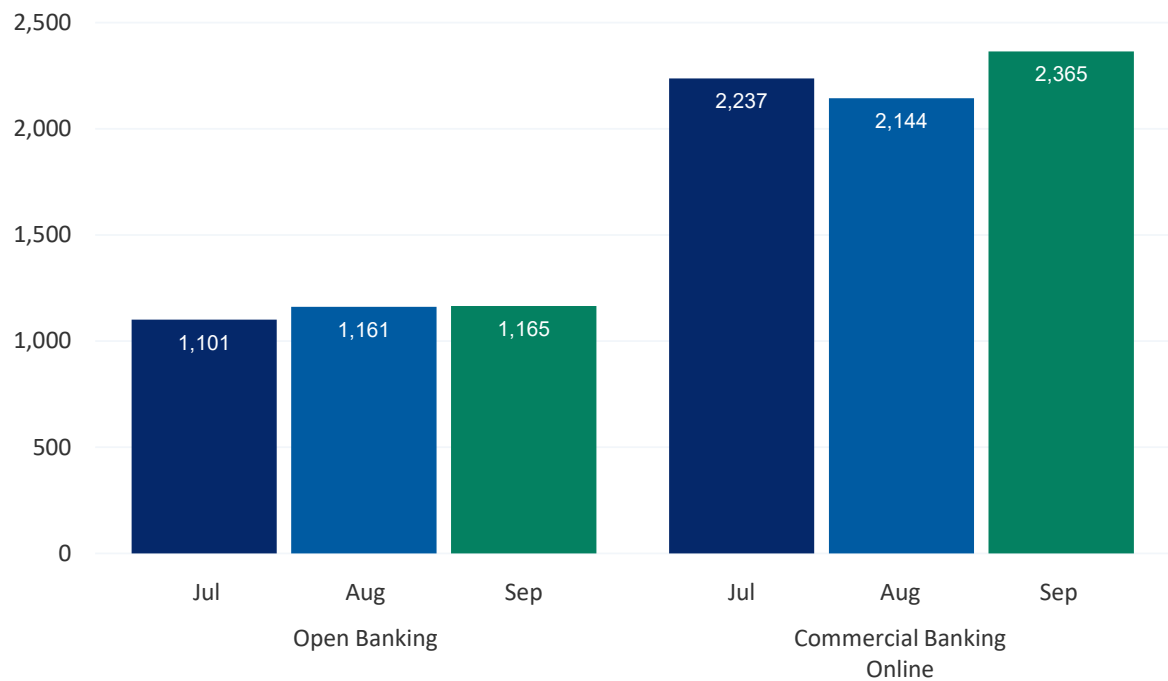
	Open Banking	Commercial Banking Online
July	334ms	2,995ms
August	337ms	2,943ms
September	330ms	3,005ms

# Payment services

July - September 2021

We like to measure how long it takes us to respond to each payment request. So, whatever payment's being set up, we will always track how fast we are. The bar chart and figures below, show just how quick we've been this quarter.

How long it's taken us to respond to payment requests (in milliseconds)



What the source data looks like

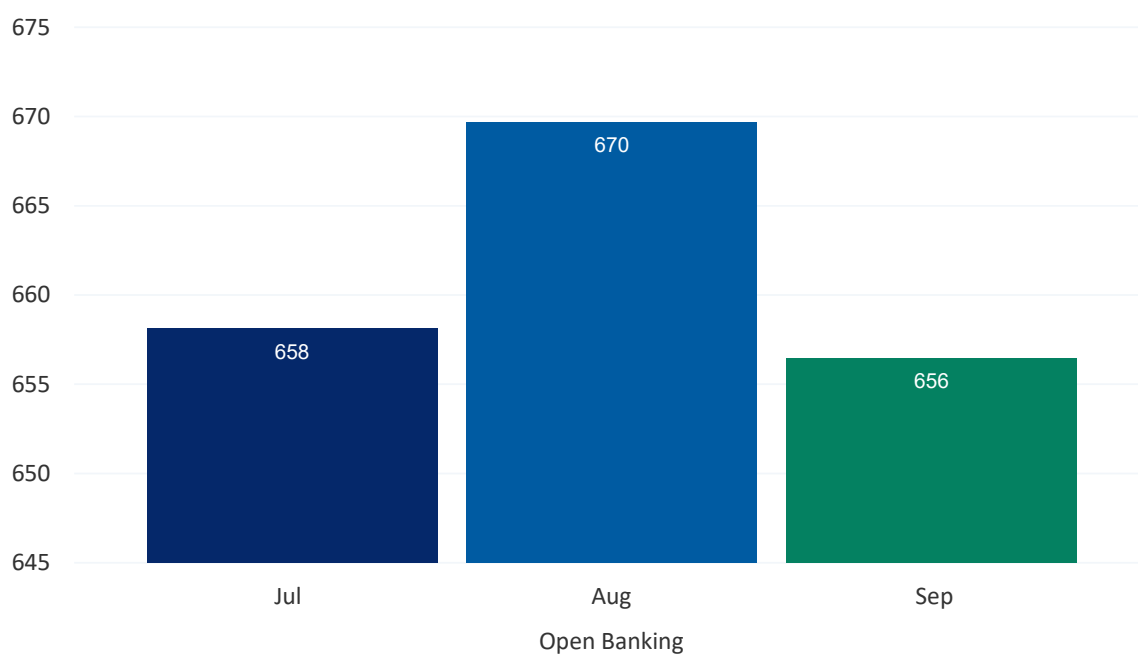
	Open Banking	Commercial Banking Online
July	1,101ms	2,237ms
August	1,161ms	2,144ms
September	1,165ms	2,365ms

# Funds checking services

July - September 2021

We like to measure how long it takes us to respond to each funds checking request. So we will always track how fast we are. The bar chart and figures below, show just how quick we've been this quarter.

How long it's taken us to respond to funds checking requests (in milliseconds)



What the source data looks like

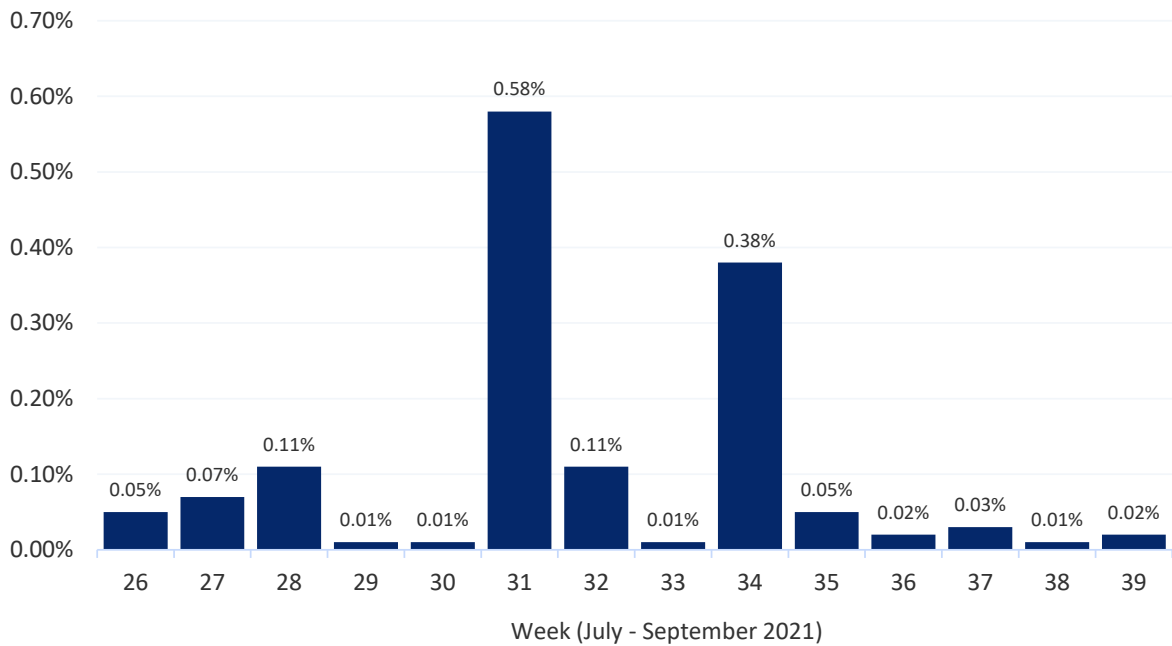
Open Banking	
July	658ms
August	670ms
September	656ms

# Error rates

## July - September 2021

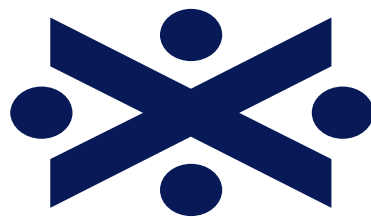
Sometimes, when a website or app tries to talk to our systems, there may be a problem. If we can't provide them with an access point (also known as an 'API'), then the request will fail and we will report it as an error. The bar chart and figures below, show the error rates this quarter.

### What our error rates have been (%)



### What the source data looks like

Week	26	27	28	29	30	31	32	33	34	35	36	37	38	39
Rate (%)	0.05	0.07	0.11	0.01	0.01	0.58	0.11	0.01	0.38	0.05	0.02	0.03	0.01	0.02



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