



Performance of our App and Open Banking Services

All UK banks have been asked by the regulator to show you this information for Online Banking, Mobile Banking and for Open Banking.

Open Banking is the name used by the financial industry to describe new services which let account holders share their financial information and give permission for banks and other authorised organisations to make payments from certain accounts. For more information you may want to visit the [Open Banking](#) website.

These numbers cover the period 1st April to 30th June 2021 (Q2, 2021) and show Contis App availability, as well as account information and making payments.

Summary

Average availability of Contis Mobile App	99.96%
Average payments performance	968ms
Average accounts performance	159ms

Payment Information –

The table below shows the average time taken (in milliseconds) for us to process a payment for you.

Payment Information	April	May	June
Contis mobile banking channel	1572ms	N/A	666.5ms
Open banking benchmark	750ms	750ms	750ms

Account Information –

The table below shows the average time taken (in milliseconds) for us to provide you with customer information

Account Information	April	May	June
Contis mobile banking channel	150ms	113.5ms	391ms
Open banking benchmark	750ms	750ms	750ms

Error rates -

The table below shows the number of error messages we received from 3rd party providers, divided by the number of requests received

Error rates	April	May	June
Open Banking Account Information	9%	22%	12%
Open Banking Payment Initiation	0.0%	0.0%	0.0%
Open banking benchmark	0.5%	0.5%	0.5%

Daily performance

Date	Contis Availability	Open Banking Availability
01/04/21	100	100

02/04/21	100	100
03/04/21	99.9639	100
04/04/21	100	100
05/04/21	100	100
06/04/21	100	100
07/04/21	100	100
08/04/21	100	99.9883
09/04/21	100	100
10/04/21	100	100
11/04/21	100	100
12/04/21	100	100
13/04/21	100	100
14/04/21	100	100
15/04/21	99.9144	100
16/04/21	100	100
17/04/21	100	100
18/04/21	100	100
19/04/21	99.4165	100
20/04/21	100	100
21/04/21	99.9612	100
22/04/21	99.9181	100
23/04/21	100	100
24/04/21	100	100
25/04/21	100	100
26/04/21	100	100
27/04/21	100	100
28/04/21	100	99.9849
29/04/21	100	100
30/04/21	100	100
01/05/21	100	100
02/05/21	100	100
03/05/21	100	100
04/05/21	100	100
05/05/21	100	100
06/05/21	100	99.9692
07/05/21	100	100
08/05/21	100	100
09/05/21	100	100
10/05/21	99.9518	100

11/05/21	100	100
12/05/21	100	99.9839
13/05/21	99.988	100
14/05/21	100	100
15/05/21	100	100
16/05/21	100	100
17/05/21	100	100
18/05/21	100	100
19/05/21	100	100
20/05/21	100	100
21/05/21	100	100
22/05/21	100	100
23/05/21	100	100
24/05/21	100	100
25/05/21	100	100
26/05/21	100	100
27/05/21	99.7551	100
28/05/21	100	100
29/05/21	100	100
30/05/21	100	100
31/05/21	100	100
01/06/21	100	100
02/06/21	100	100
03/06/21	100	100
04/06/21	100	100
05/06/21	100	100
06/06/21	100	100
07/06/21	100	100
08/06/21	98.6572	100
09/06/21	99.9643	100
10/06/21	100	100
11/06/21	100	100
12/06/21	100	100
13/06/21	99.9761	100
14/06/21	100	100
15/06/21	100	99.9934
16/06/21	100	100
17/06/21	100	100
18/06/21	100	100

19/06/21	100	100
20/06/21	100	100
21/06/21	100	100
22/06/21	100	100
23/06/21	100	100
24/06/21	99.8831	100
25/06/21	100	100
26/06/21	100	100
27/06/21	100	100
28/06/21	100	100