



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 July to 30th September 2021 (Q3, 2021) and show Contis App availability, as well as account information and making payments.

Summary

Average availability of Contis Mobile App	99.7115%
Average payments performance	1192.4ms
Average accounts performance	295.3ms

Payment Information –

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

Payment Information	July	Aug	Sep
Contis mobile banking channel	n/a	1192.4	n/a
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	July	Aug	Sep
Contis mobile banking channel	398ms	143ms	259ms
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	July	Aug	Sep
Open Banking Account Information	6%	36%	0%
Open Banking Payment Initiation	n/a	0%	n/a
Open banking benchmark	0.5%	0.5%	0.5%

Daily performance

Reporting Date	Contis Availability	OB Availability
01/07/2021	100	100
02/07/2021	100	100

03/07/2021	100	100
04/07/2021	100	100
05/07/2021	100	100
06/07/2021	100	100
07/07/2021	100	100
08/07/2021	100	100
09/07/2021	100	100
10/07/2021	100	100
11/07/2021	100	100
12/07/2021	100	100
13/07/2021	99.9766	100
14/07/2021	99.9883	100
15/07/2021	100	100
16/07/2021	100	100
17/07/2021	100	100
18/07/2021	100	100
19/07/2021	99.7306	100
20/07/2021	100	100
21/07/2021	100	100
22/07/2021	99.7305	100
23/07/2021	100	100
24/07/2021	100	100
25/07/2021	100	100
26/07/2021	100	100
27/07/2021	100	100
28/07/2021	100	100
29/07/2021	99.9298	100
30/07/2021	100	100
31/07/2021	100	100
01/08/2021	100	100
02/08/2021	100	100
03/08/2021	100	100
04/08/2021	100	100
05/08/2021	100	100
06/08/2021	99.9883	100
07/08/2021	100	100
08/08/2021	100	100
09/08/2021	100	100
10/08/2021	99.9883	100
11/08/2021	100	100
12/08/2021	99.8472	99.9938
13/08/2021	100	100
14/08/2021	100	100
15/08/2021	100	100
16/08/2021	100	100
17/08/2021	100	99.9942
18/08/2021	100	99.9883

19/08/2021	100	100
20/08/2021	100	100
21/08/2021	100	99.965
22/08/2021	100	100
23/08/2021	100	100
24/08/2021	100	99.8809
25/08/2021	100	100
26/08/2021	99.7977	100
27/08/2021	100	100
28/08/2021	100	100
29/08/2021	100	100
30/08/2021	100	100
31/08/2021	100	100
01/09/2021	100	100
02/09/2021	100	100
03/09/2021	99.9161	100
04/09/2021	100	100
05/09/2021	100	100
06/09/2021	100	100
07/09/2021	100	100
08/09/2021	100	100
09/09/2021	100	100
10/09/2021	100	100
11/09/2021	100	100
12/09/2021	100	100
13/09/2021	100	100
14/09/2021	100	100
15/09/2021	74.6497	100
16/09/2021	100	100
17/09/2021	100	100
18/09/2021	100	100
19/09/2021	100	100
20/09/2021	100	100
21/09/2021	100	100
22/09/2021	100	100
23/09/2021	99.9153	100
24/09/2021	100	100
25/09/2021	100	100
26/09/2021	100	99.9942
27/09/2021	100	100
28/09/2021	100	100
29/09/2021	100	100
30/09/2021	100	100