

# CTBB Open Banking – Quarterly Performance Report

## Why we publish these reports:

The European Banking Authority and the Financial Conduct Authority require all UK banks to publish information regarding the performance and availability for each of their Online and Open Banking channels to ensure consistency of services provided.

This report lets you see how our service availability, and performance in responding to payment and account information requests via our Open Banking channel compares with our other online channels.

We will update and publish this information every quarter. This report shows our performance between the 1<sup>st</sup> July and 30<sup>th</sup> September.

## How we offer Open Banking:

With our partner Tide Platform Limited (Tide), ClearBank offers Open Banking functionality to the ClearBank/Tide Business Banking (CTBB) customers. ClearBank provides CTBB customers with a bank account as part of the wider service offering provided to them by Tide. ClearBank and Tide work together to provide Open Banking to our CTBB customers.

## The data in this report shows:

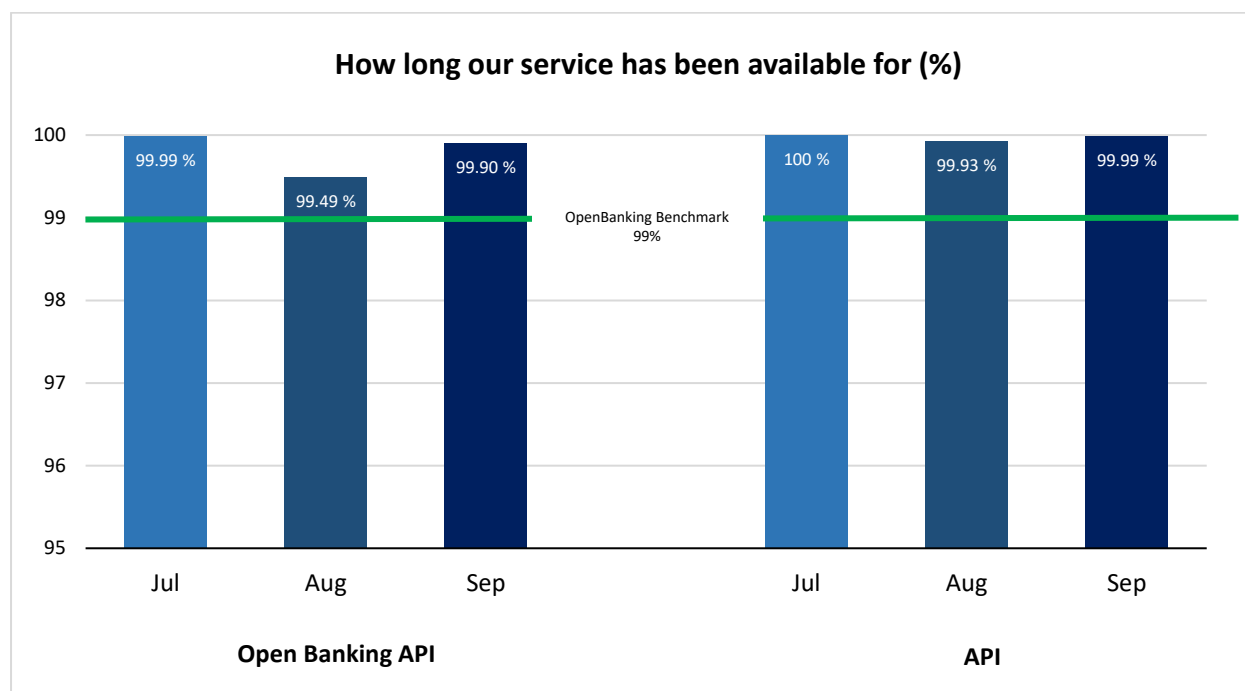
- How long our online services are available/unavailable for (otherwise known as 'uptime' or 'downtime') against the Open Banking benchmark of 99% uptime and 1% downtime.
- How long our online service takes to respond to payment and account information requests against the Open Banking benchmark of 750 milliseconds.
- How long our online service takes to respond to funds checking requests against the Open Banking benchmark of 300 milliseconds.
- How frequently we have errors resulting in other websites or apps being unable to talk to our systems

## How you can find out more about Open Banking:

To find out more about Open Banking please visit <https://www.openbanking.org.uk>

## Service Availability

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 our availability between the 1<sup>st</sup> July and 30<sup>th</sup> September.

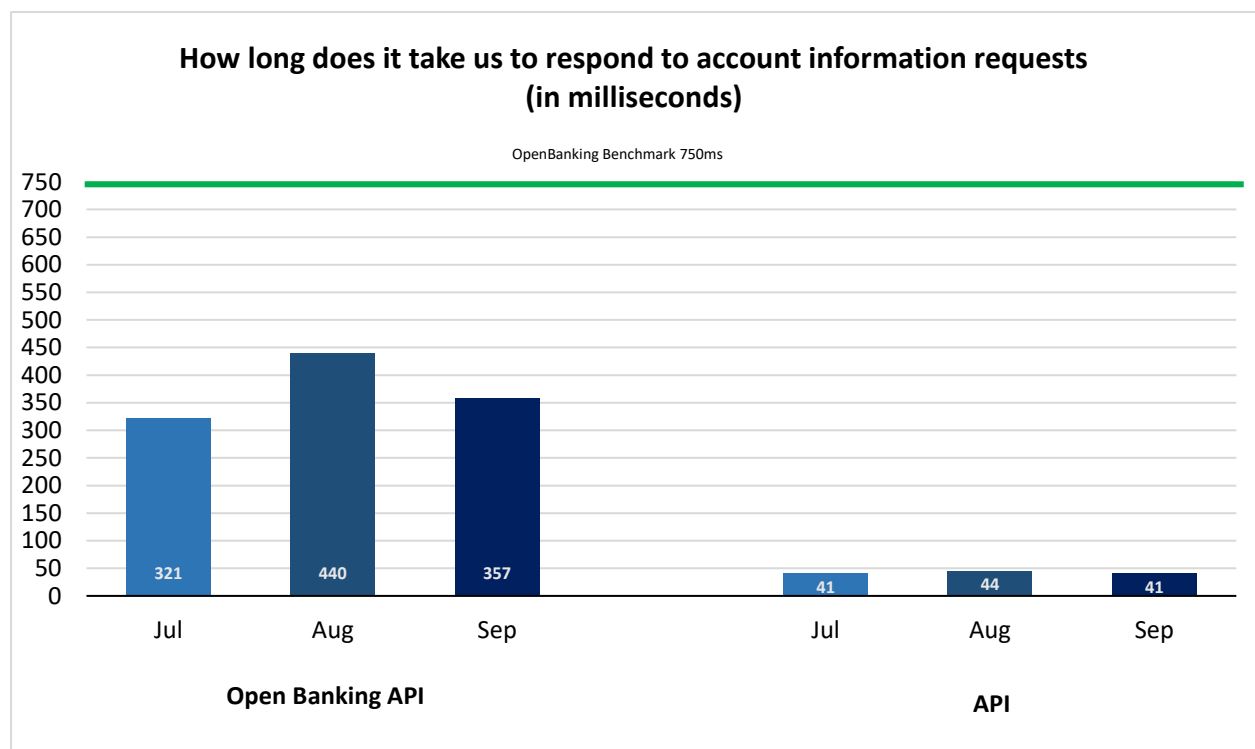


## Source data

		Opening Banking API	API
<b>July 2020</b>	<b>Availability</b>	99.99%	100.00%
	<b>Planned downtime</b>	None	None
	<b>Unplanned downtime</b>	2mins 16sec	None
<b>August 2020</b>	<b>Availability</b>	99.49%	99.93%
	<b>Planned downtime</b>	None	None
	<b>Unplanned downtime</b>	3hrs 47mins	33mins
<b>September 2020</b>	<b>Availability</b>	99.90%	99.99%
	<b>Planned downtime</b>	None	None
	<b>Unplanned downtime</b>	44mins	1min

## Account Information Services

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 how quickly we've responded to information requests received between the 1st July and 30<sup>th</sup> September 2020. The Open Banking benchmark for responding to information requests is 750 milliseconds.

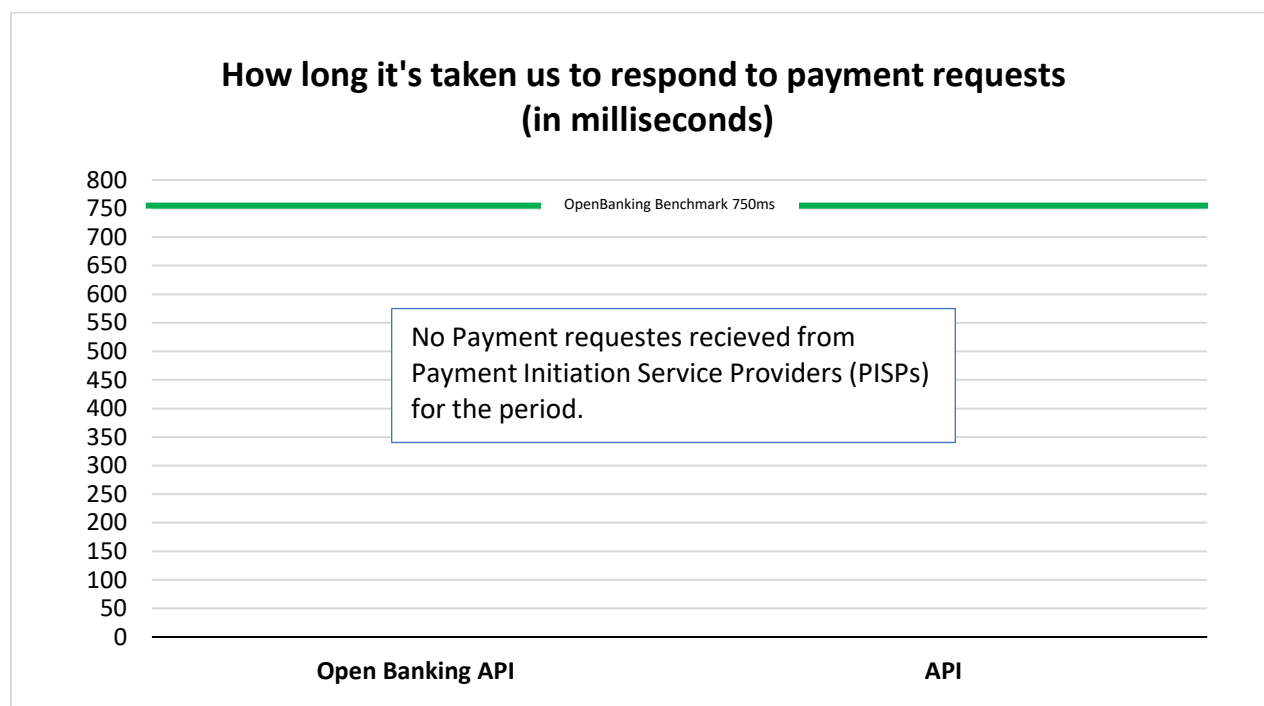


### Source data

	Opening Banking API	API
<b>July 2020</b>	321ms	41ms
<b>August 2020</b>	440ms	44ms
<b>September 2020</b>	357ms	41ms

## Payment Services

We like to measure how long it takes us to respond to each payment request. Therefore, for all payments being set up, we will always track how fast we are. The bar chart and figures below, will show just how quick we've responded to payment requests received between the 1<sup>st</sup> July and 30<sup>th</sup> September 2020. The Open Banking benchmark for responding to payment request is 750 milliseconds.



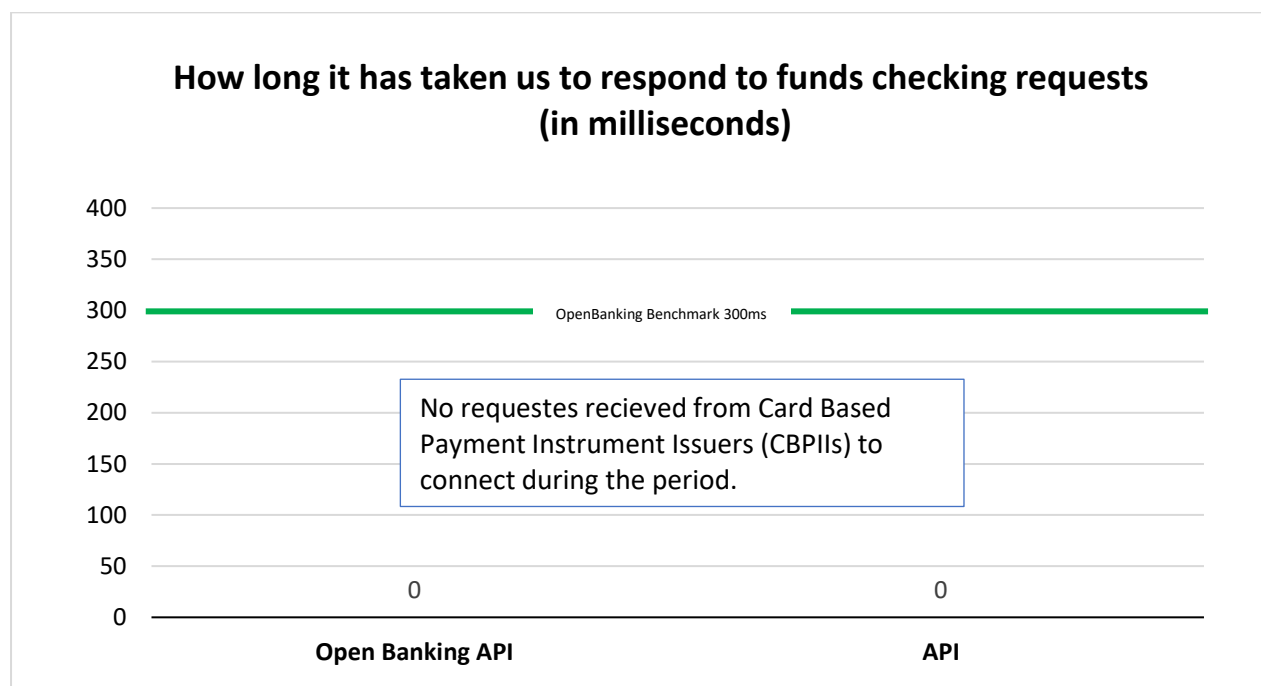
### Source data

	Opening Banking API	API
<b>1<sup>st</sup> July to 30<sup>th</sup> September 2020</b>	0ms	0ms

There is currently no data provided for payment services between the 1<sup>st</sup> July to 30<sup>th</sup> September as in conjunction with our partner Tide, there have not been any requests from Payment Initiation Service Providers (PISPs) to connect to the Open Banking API. We will, however, report on the time taken for us to respond to payment requests should any PISPs connect with the Open Banking API prior to the next reporting period.

## Funds Checking Services

We like to measure how long it takes us to respond to each funds checking request. Therefore, when we receive a funds checking request, we will always track how fast we are. The bar chart and figures below, will show how quick we've responded to funds checking requests received between the 1<sup>st</sup> July to 30<sup>th</sup> September 2020. The Open Banking benchmark for responding to funds checking requests is 300 milliseconds.



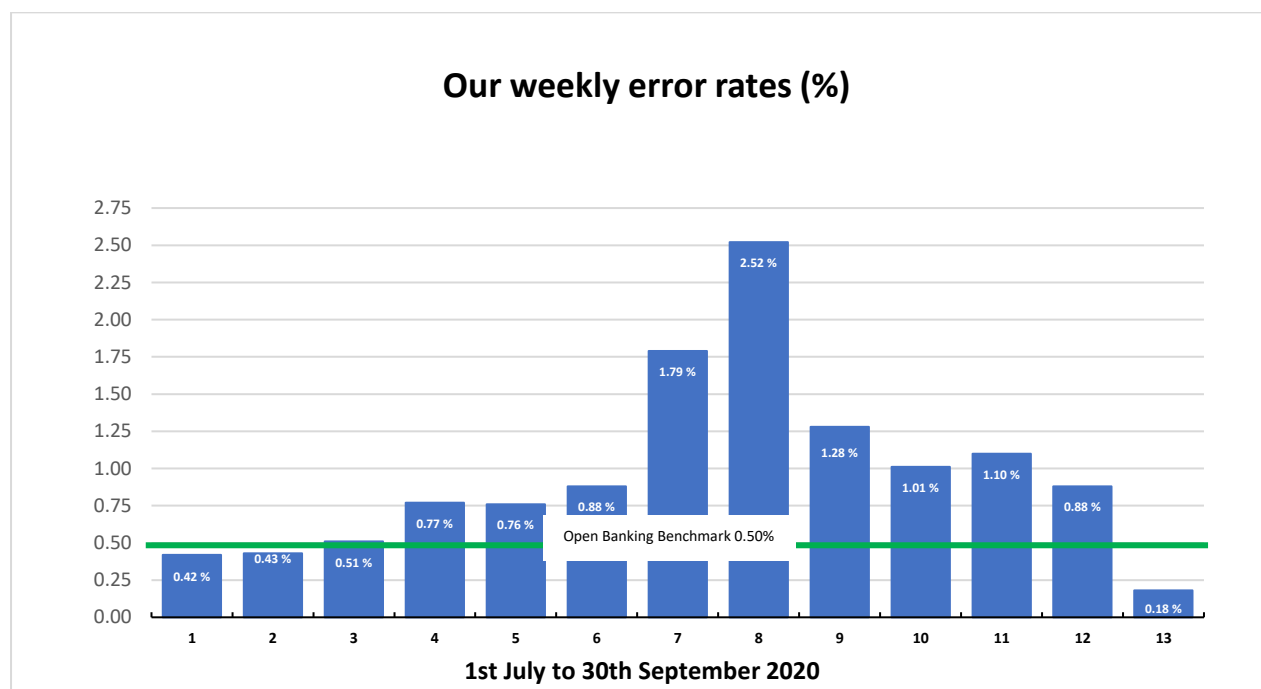
### Source data

	Opening Banking API	API
<b>1<sup>st</sup> July to 30<sup>th</sup> September 2020</b>	0ms	0ms

There is currently no data provided for payment services between the 1<sup>st</sup> July and 30<sup>th</sup> September as in conjunction with our partner Tide, there have not been any requests from Card Based Payment Instrument Issuers (CBPIIs) to connect to the Open Banking API. We will, however, report on the time taken for us to respond to payment requests should any CBPIIs connect with the Open Banking API prior to the next reporting period.

## Error Rates

Sometimes, when a website or app tries to talk to our systems, there may be a problem. If we can't provide an access point (also known as an 'API'), then the request received will fail and we will report it as an error. The bar chart and figures below, show the error rates for requests we have received between the 1<sup>st</sup> July and 30<sup>th</sup> September 2020. The Open Banking benchmark for error rates is 0.50%.



## Source data

Week	1	2	3	4	5	6	7	8	9	10	11	12	13
Rate (%)	0.42	0.43	0.51	0.77	0.76	0.88	1.79	2.52	1.28	1.01	1.10	0.88	0.18