



Open Banking Our performance

Retail

October – December 2020



**BANK OF
SCOTLAND**

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

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

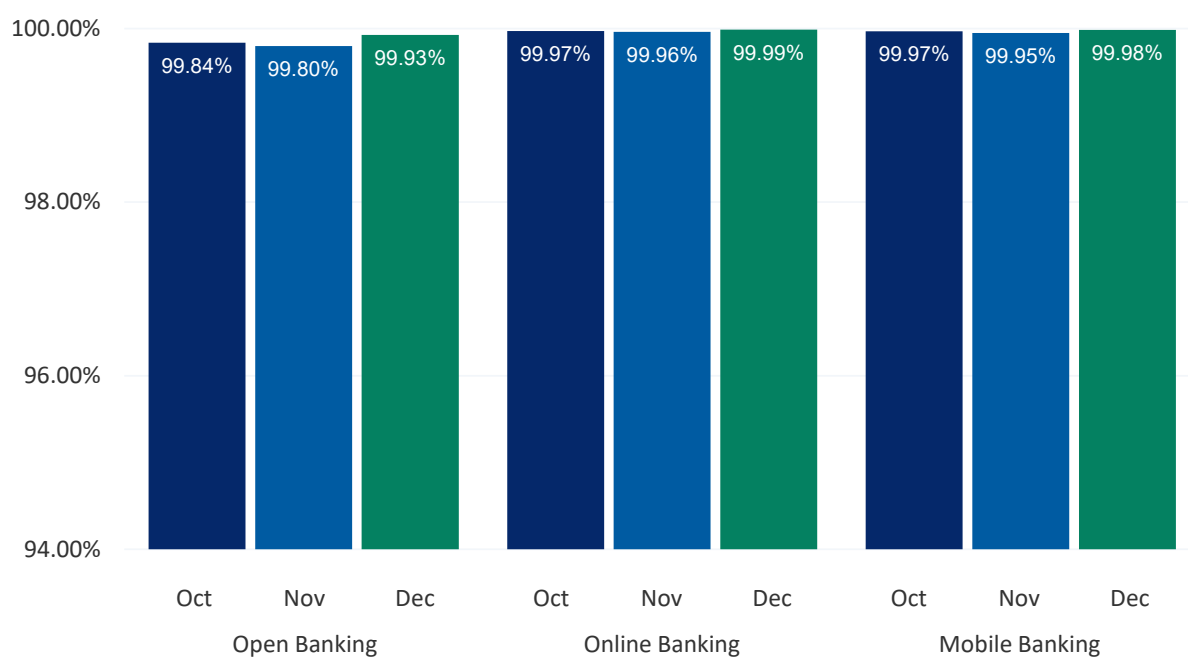
standards.openbanking.org.uk

Service availability

October - December 2020

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

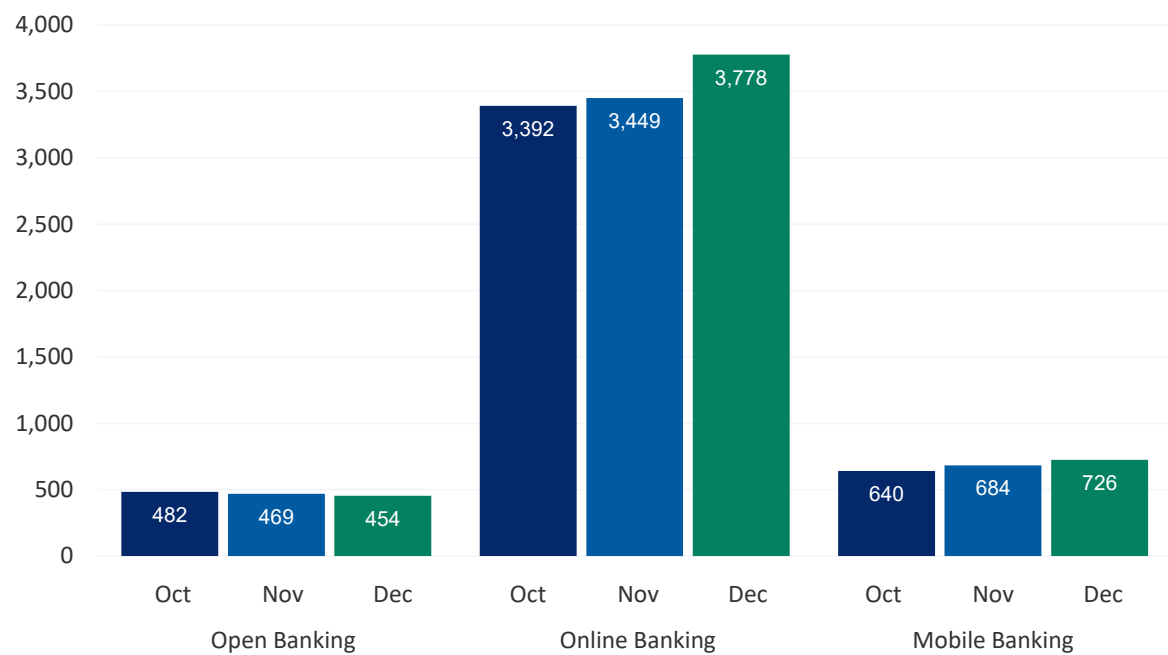
		Open Banking	Online Banking	Mobile Banking
October	Availability	99.84%	99.97%	99.97%
	Planned downtime	1h 13m	13m	13m
	Unplanned downtime	0m	0m	<1m
November	Availability	99.80%	99.96%	99.95%
	Planned downtime	1h 23m	16m	22m
	Unplanned downtime	4m	<1m	<1m
December	Availability	99.93%	99.99%	99.98%
	Planned downtime	29m	5m	6m
	Unplanned downtime	4m	<1m	<1m

Account information services

October - December 2020

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

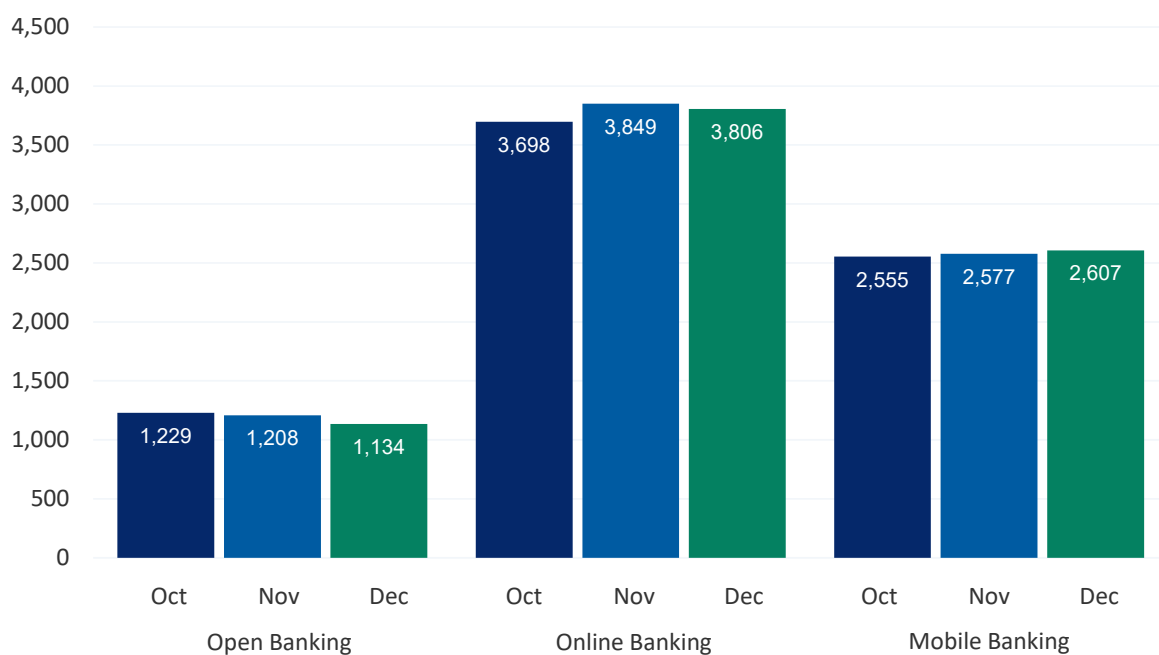
	Open Banking	Online Banking	Mobile Banking
October	482ms	3,392ms	640ms
November	469ms	3,449ms	684ms
December	454ms	3,778ms	726ms

Payment services

October - December 2020

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

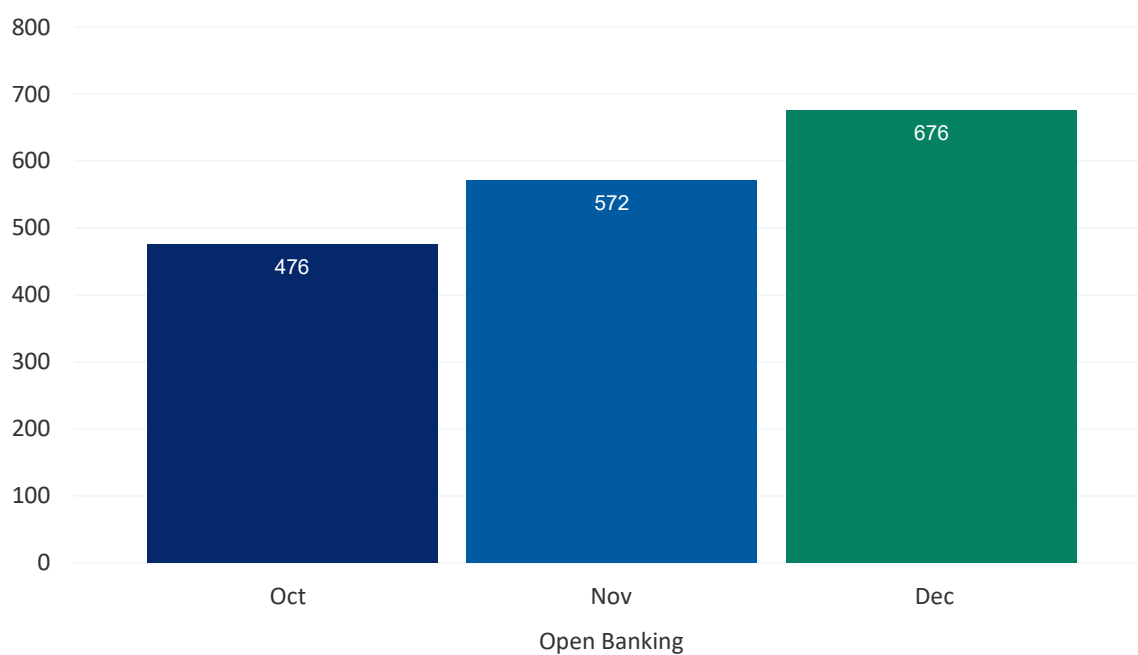
	Open Banking	Online Banking	Mobile Banking
October	1,229ms	3,698ms	2,555ms
November	1,208ms	3,849ms	2,577ms
December	1,134ms	3,806ms	2,607ms

Funds checking services

October - December 2020

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

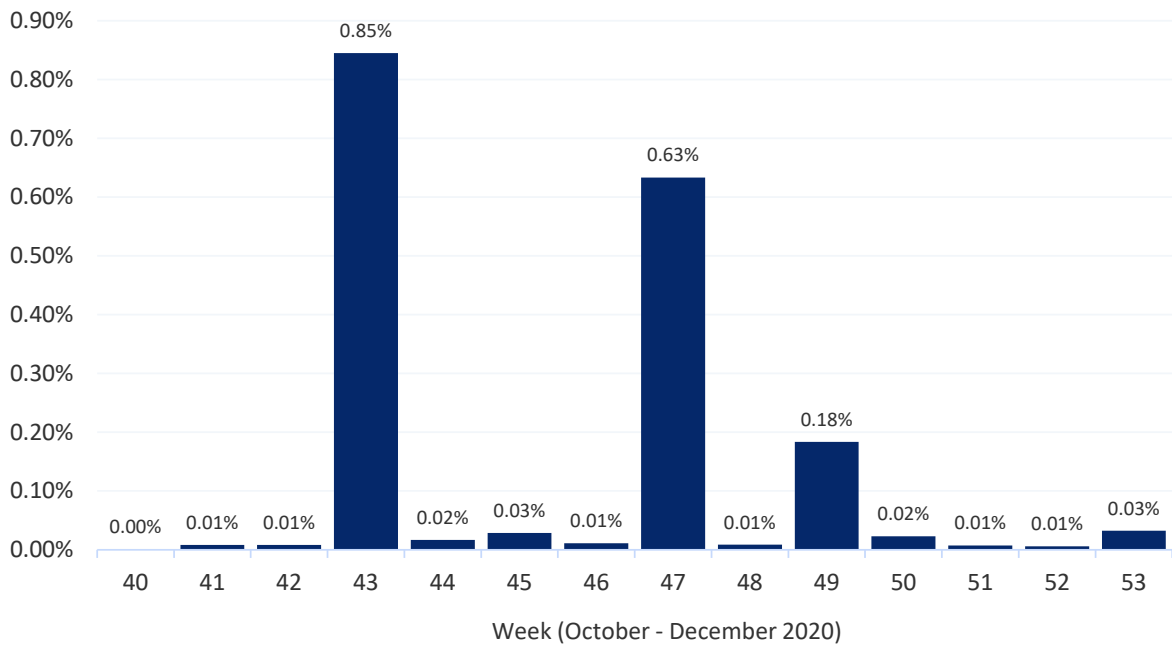
Open Banking	
October	476ms
November	572ms
December	676ms

Error rates

October - December 2020

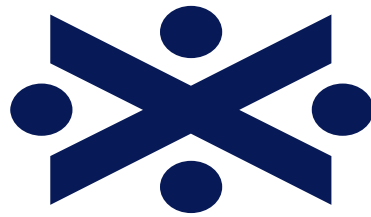
Sometimes, when a website or app tries to talk to our systems, there may be a problem. If we can't provide them with an access point (also known as an 'API'), then the request will fail and we will report it as an error. The bar chart and figures below, show the error rates this quarter.

What our error rates have been (%)



What the source data looks like

Week	40	41	42	43	44	45	46	47	48	49	50	51	52	53
Rate (%)	0.00	0.01	0.01	0.85	0.02	0.03	0.01	0.63	0.01	0.18	0.02	0.01	0.01	0.03



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