



Open Banking Our performance

Retail

April – June 2025



**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.

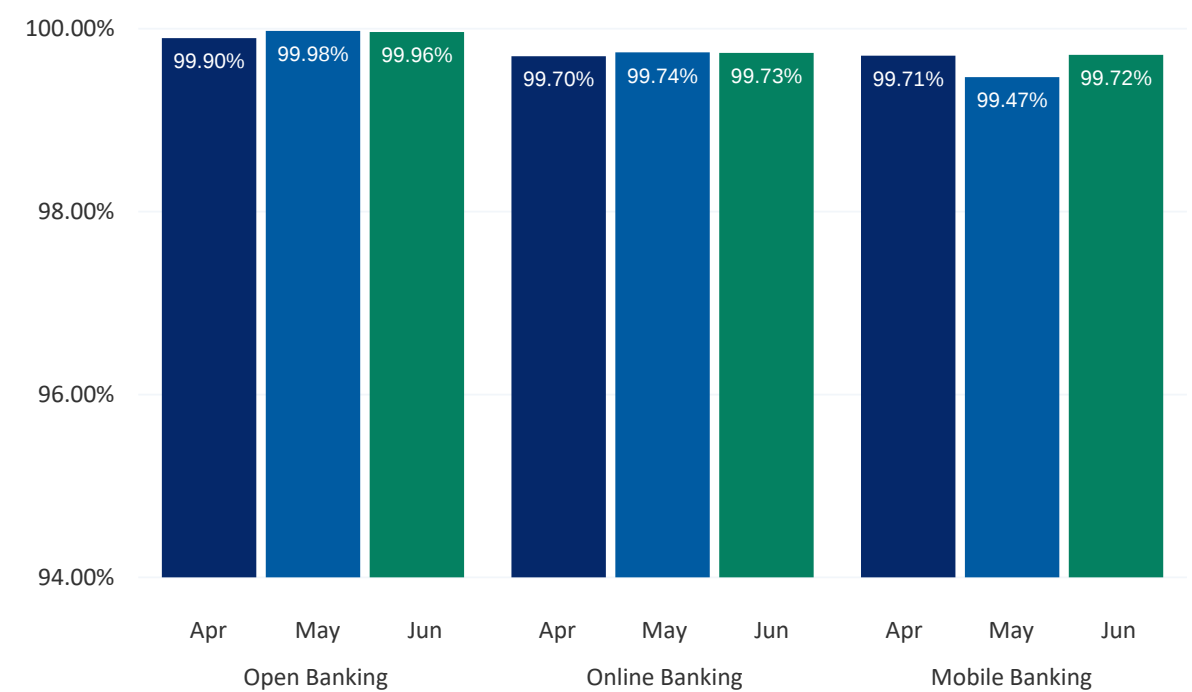
standards.openbanking.org.uk

Service availability

April - June 2025

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

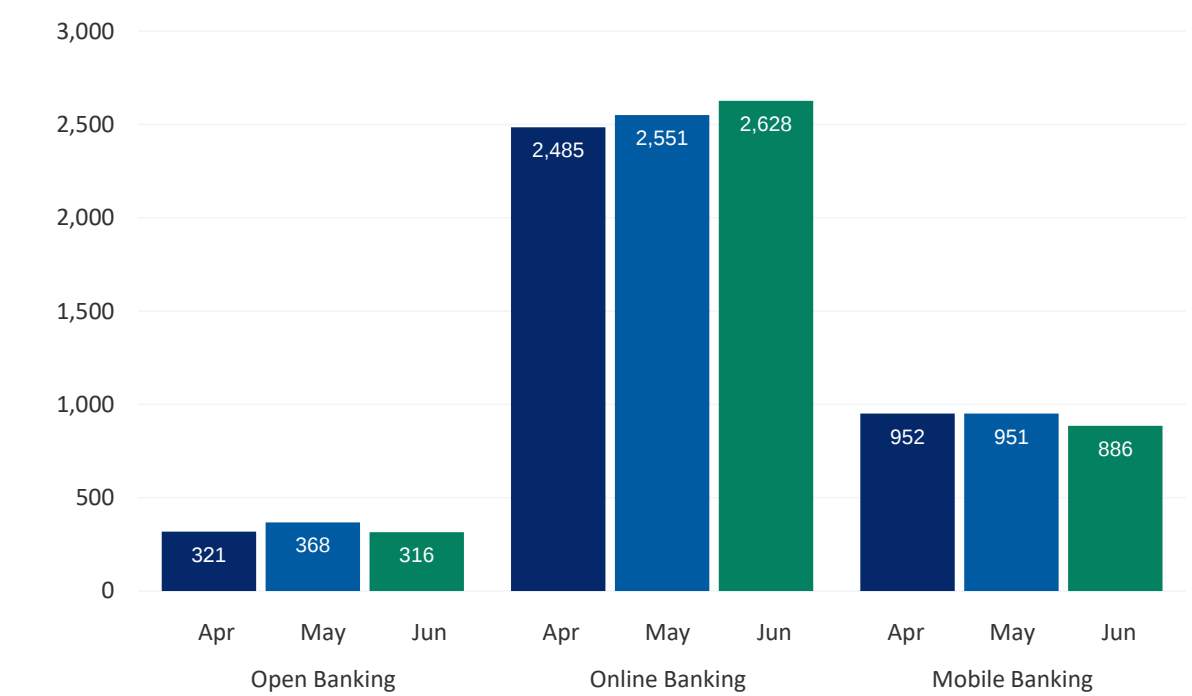
		Open Banking	Online Banking	Mobile Banking
April	Availability	99.90%	99.70%	99.71%
	Planned downtime	0m	1m	1m
	Unplanned downtime	45m	2h 10m	2h 6m
May	Availability	99.98%	99.74%	99.47%
	Planned downtime	0m	4m	1h 13m
	Unplanned downtime	11m	1h 52m	2h 44m
June	Availability	99.96%	99.73%	99.72%
	Planned downtime	8m	1h 31m	1h 40m
	Unplanned downtime	8m	24m	24m

Account information services

April - June 2025

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

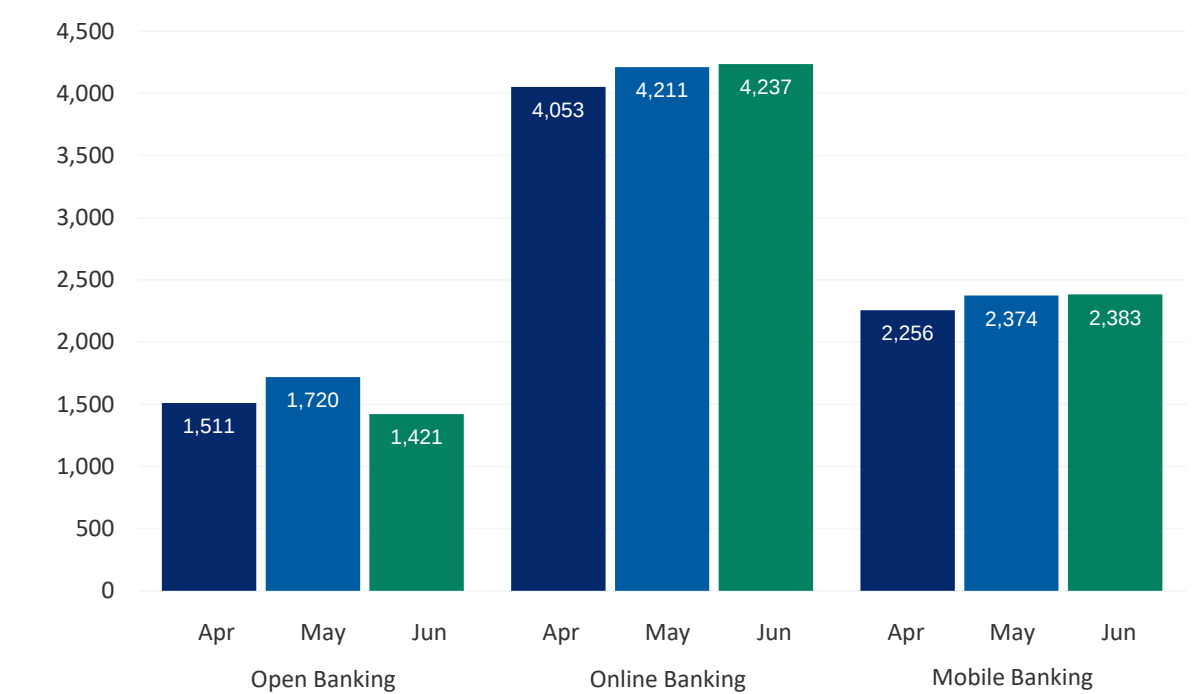
	Open Banking	Online Banking	Mobile Banking
April	321ms	2,485ms	952ms
May	368ms	2,551ms	951ms
June	316ms	2,628ms	886ms

Payment services

April - June 2025

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

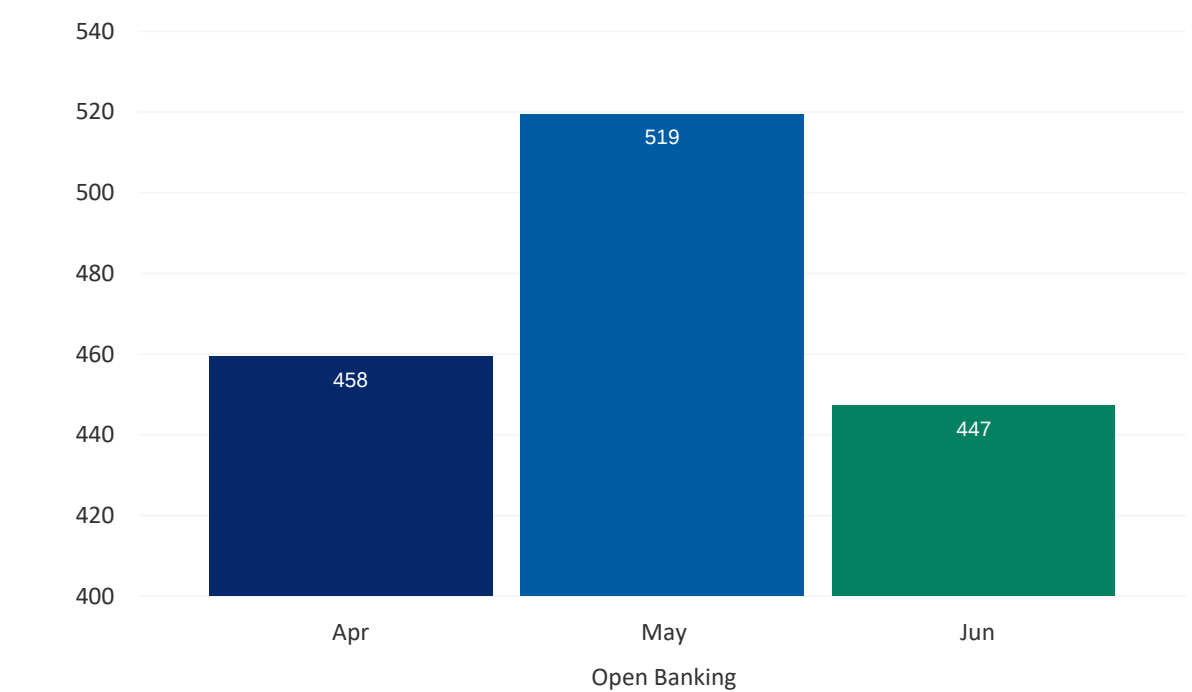
	Open Banking	Online Banking	Mobile Banking
April	1,511ms	4,053ms	2,256ms
May	1,720ms	4,211ms	2,374ms
June	1,421ms	4,237ms	2,383ms

Funds checking services

April - June 2025

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

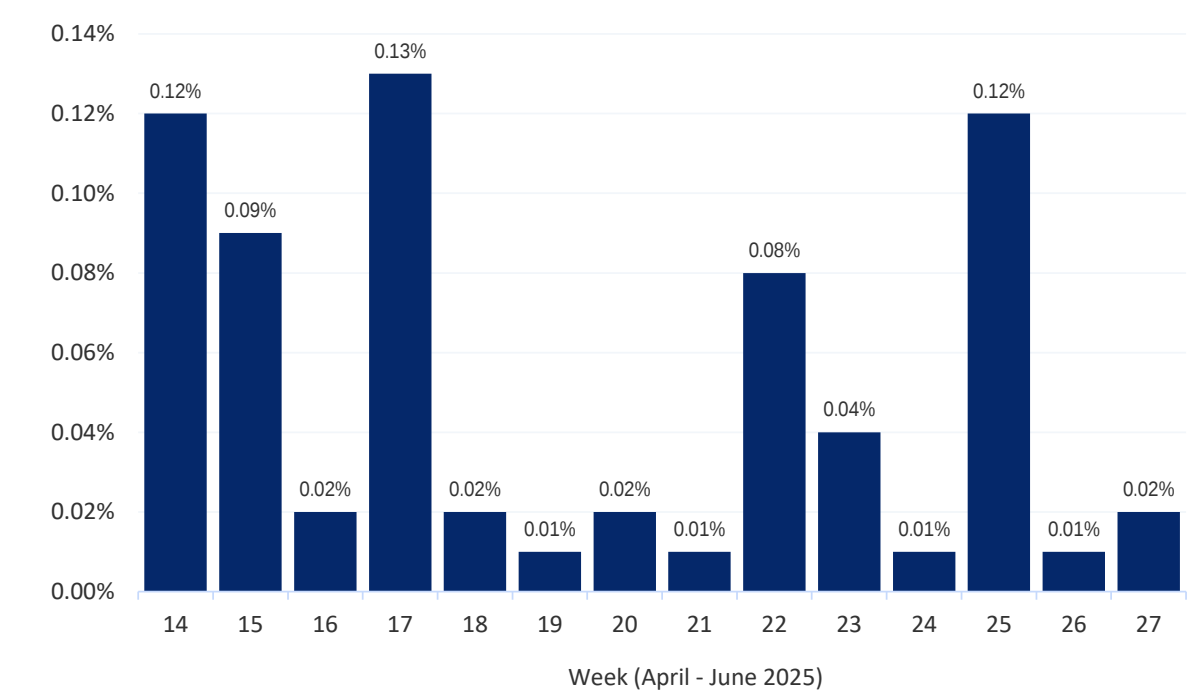
Open Banking	
April	458ms
May	519ms
June	447ms

Error rates

April - June 2025

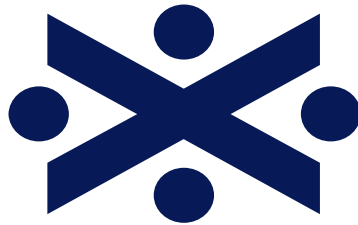
Sometimes, when a website or app tries to talk to our systems, there may be a problem. If we can't provide them with an access point (also known as an 'API'), then the request will fail and we will report it as an error. The bar chart and figures below, show the error rates this quarter.

What our error rates have been (%)



What the source data looks like

Week	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Rate (%)	0.12	0.09	0.02	0.13	0.02	0.01	0.02	0.01	0.08	0.04	0.01	0.12	0.01	0.02



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