



OPEN BANKING OUR PERFORMANCE

Business
October – December 2020



LLOYDS BANK

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 for our Business customers who use Online 4 Business.

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.lloydsbank.com/online-banking/open-banking

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

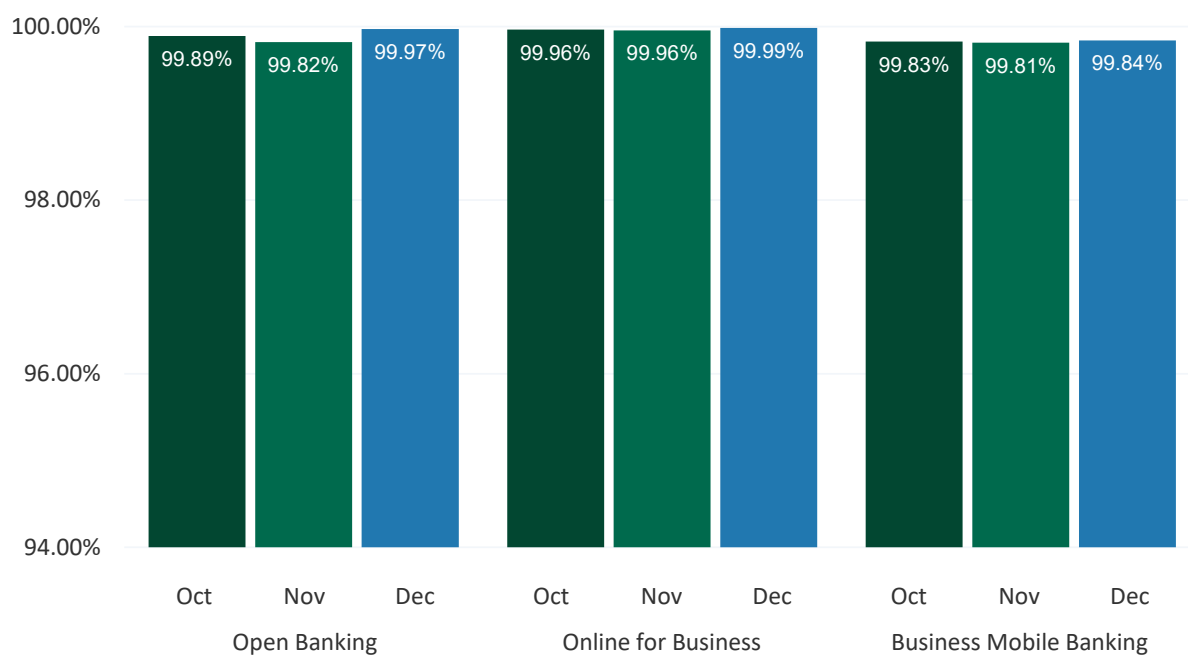
standards.openbanking.org.uk

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

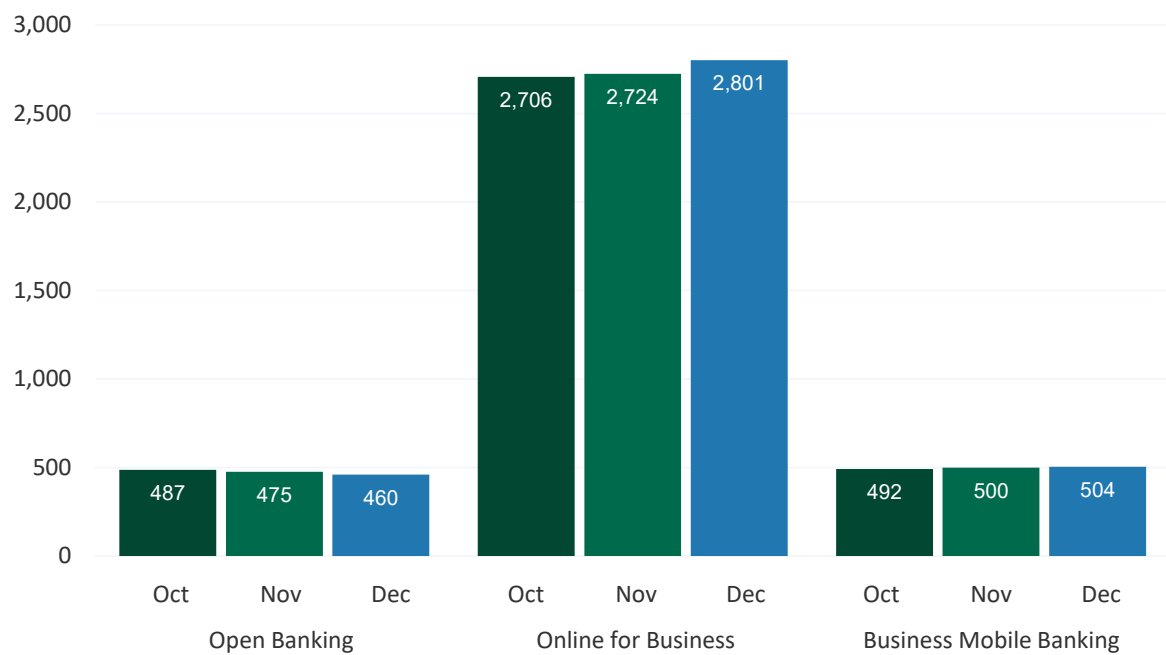
		Open Banking	Online for Business	Business Mobile Banking
October	Availability	99.89%	99.96%	99.83%
	Planned downtime	49m	9m	21m
	Unplanned downtime	0m	7m	56m
November	Availability	99.82%	99.96%	99.81%
	Planned downtime	1h 7m	13m	24m
	Unplanned downtime	10m	6m	56m
December	Availability	99.97%	99.99%	99.84%
	Planned downtime	0m	<1m	<1m
	Unplanned downtime	12m	6m	1h 11m

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

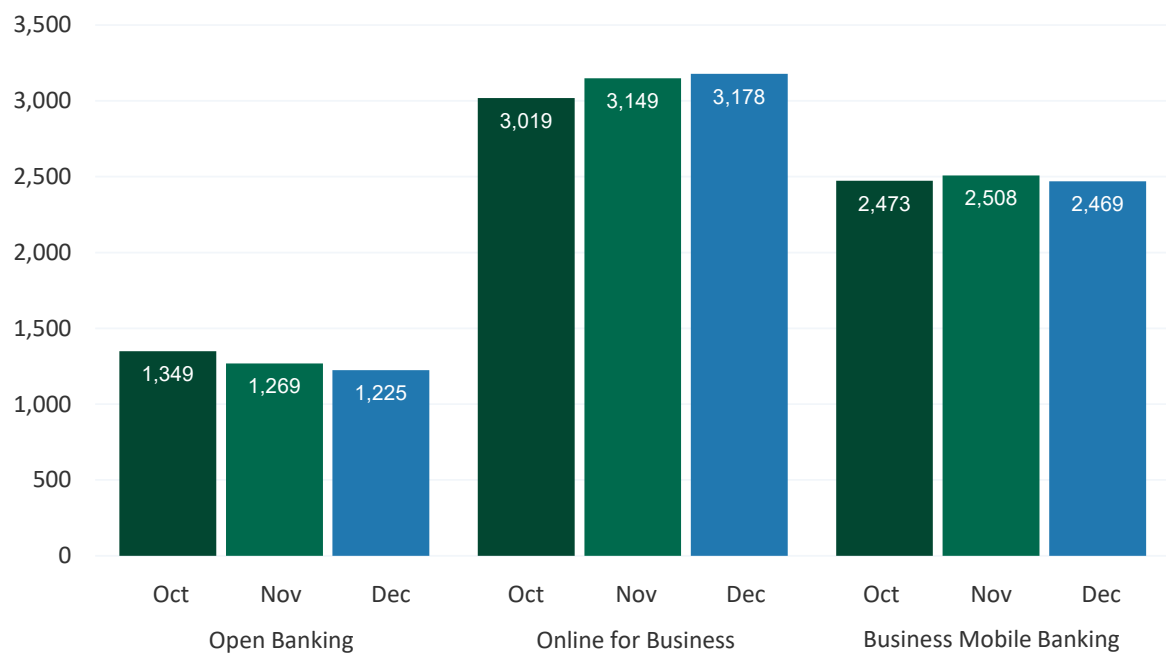
	Open Banking	Online for Business	Business Mobile Banking
October	487ms	2,706ms	492ms
November	475ms	2,724ms	500ms
December	460ms	2,801ms	504ms

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

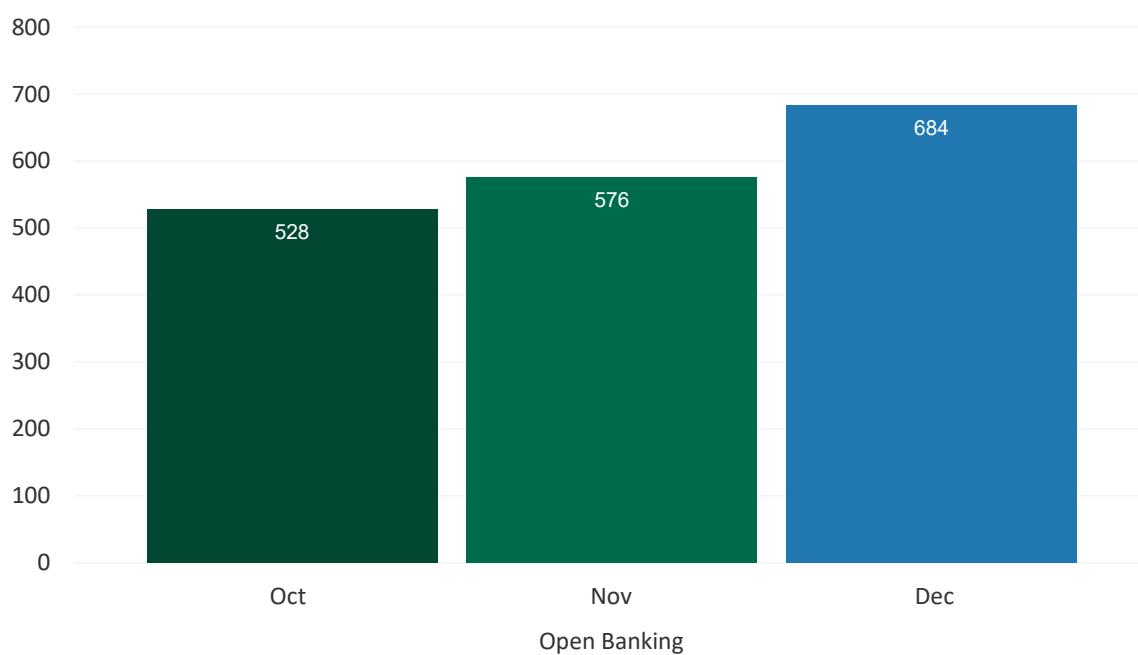
	Open Banking	Online for Business	Business Mobile Banking
October	1,349ms	3,019ms	2,473ms
November	1,269ms	3,149ms	2,508ms
December	1,225ms	3,178ms	2,469ms

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

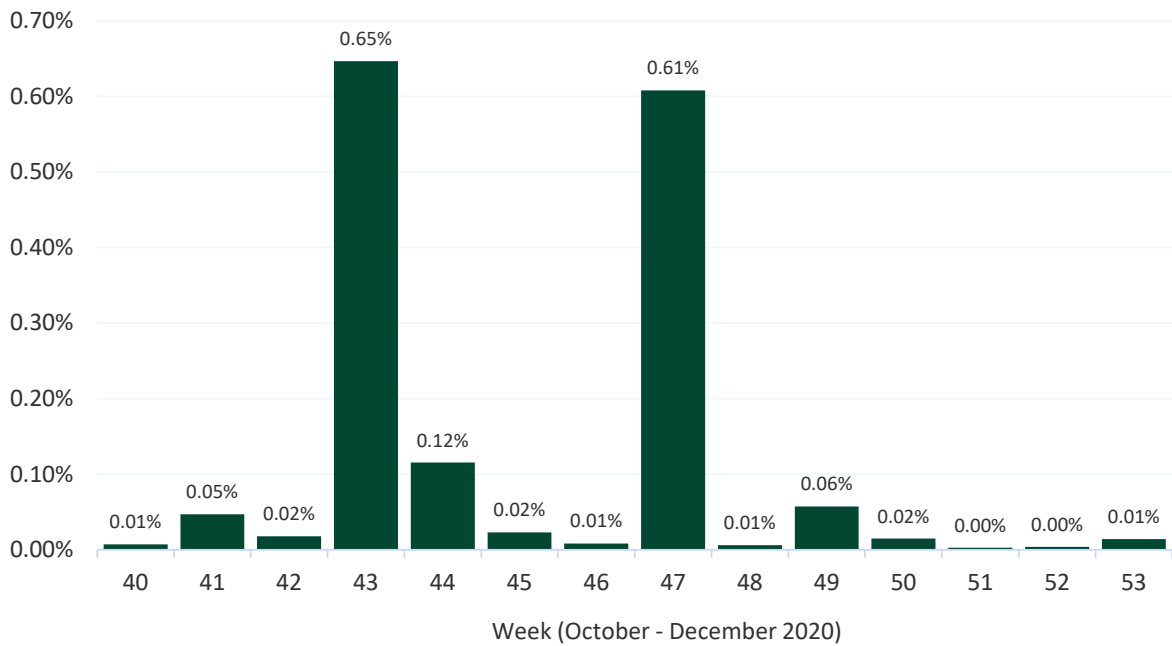
Open Banking	
October	528ms
November	576ms
December	684ms

Error rates

October - December 2020

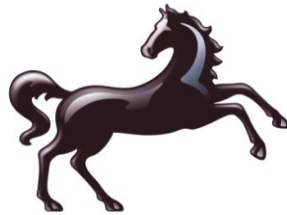
Sometimes, when a website or app tries to talk to our systems, there may be a problem. If we can't provide them with an access point (also known as an 'API'), then the request will fail and we will report it as an error. The bar chart and figures below, show the error rates this quarter.

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 (%)	0.01	0.05	0.02	0.65	0.12	0.02	0.01	0.61	0.01	0.06	0.02	0.00	0.00	0.01



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