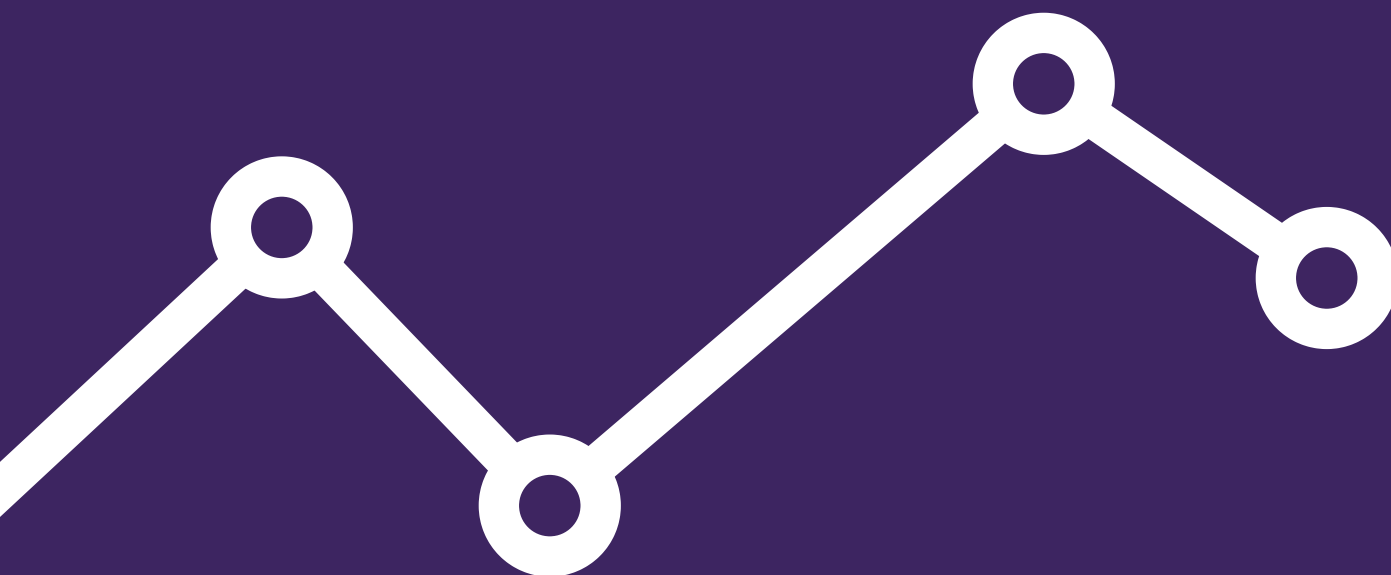




» Sharing your data and making payments through other providers

June 2020



How are we doing?

Since 2018, it's been possible for you to share your Barclays data with other companies, so that you can use their services, and make payments through them. For example, you might want to share your Barclays data with a company that lets you operate all your accounts from one place. This is called 'Open Banking'.

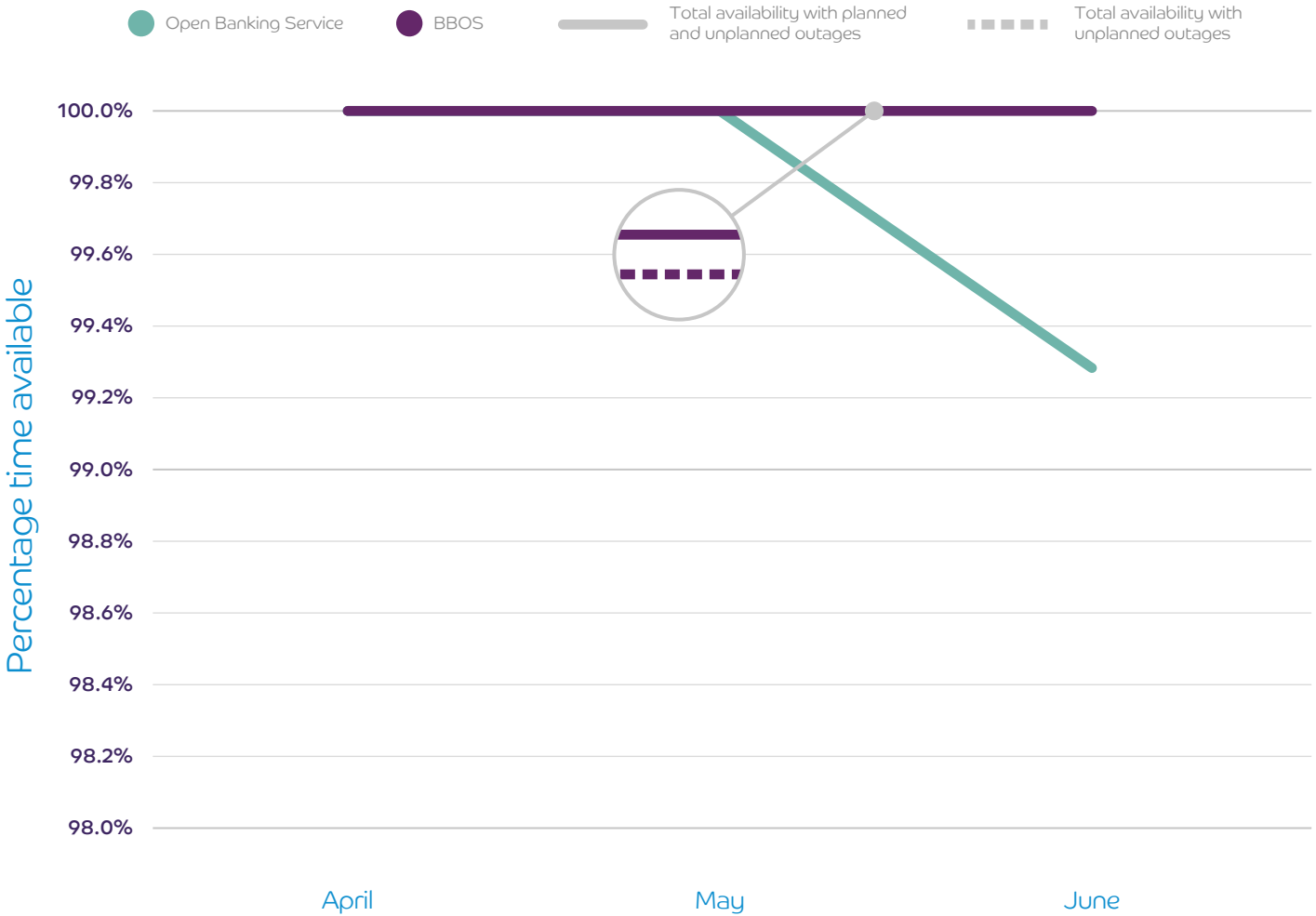
So that we can make sure you're getting the best service from us when you use these companies, we've put together the data below, which tells you how well we're performing. We've measured our performance in terms of how fast the service is, and whether there are any times when the service isn't available.

The metrics shown here are for the period 1st April to 30th June to align with regulatory live dates.

Most of them do this by comparing our Open Banking services to our digital banking services. By 'digital banking services', we mean BBOS.

Is our Open Banking service consistently available?

This information compares the amount of time our Open Banking services are available to the amount of time our digital banking services are available.



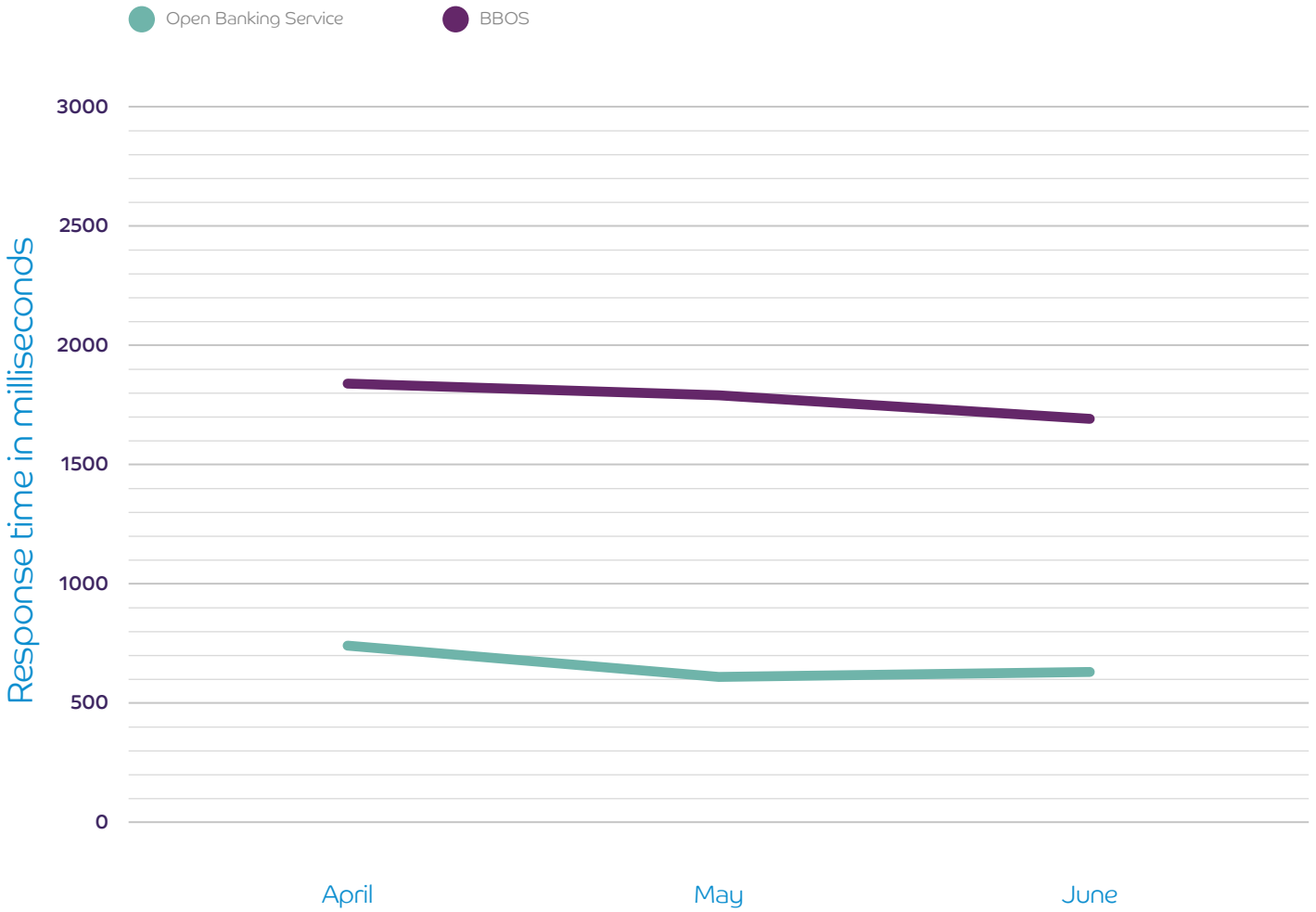
	April	May	June	Average
Open Banking Service	100.0%	100.0%	99.28%	99.76%
BBOS (unplanned outages only)	100.0%	99.99%	99.99%	99.99%
BBOS (planned and unplanned outages)	100.0%	99.99%	99.99%	99.99%

Sometimes we plan outages so that we can release new features or carry out maintenance. We've included all the time our Open Banking service and digital banking services weren't available in the graph, whether or not the outage was planned.

We always let our customers know when we've planned outages and we give them details of other ways of doing their day-to-day banking.

Account information performance

This information shows how quickly we provide data when we're asked for it by companies that you've authorised to request it from us. We've compared this to the amount of time it takes for you to access the same information when you use our digital banking services.



	April	May	June	Average
Open Banking Service v3.1 (latest version)	720	608	622	650
Barclaycard Business Online Servicing	1,833	1,798	1,692	1,774

Successful requests from other companies

This information shows the percentage of errors that occurred when we received requests from companies you asked us to share your data with, or that you allowed to make a payment for you or check you had enough money available to make a payment.



	April	May	June	Average
Open Banking Service	0.20%	0.09%	0.37%	0.22%

See more detailed data

See the full set of figures showing how our Open Banking and digital banking services have performed every day for the last three months.

Is our Open Banking service consistently available?

This information compares the amount of time our Open Banking services are available to the amount of time our digital banking services are available.

Date	Open Banking Service		Barclaycard Business Online Servicing	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
1 st Apr 2020	100.0%	0.0%	100.0%	0.0%
2 nd Apr 2020	100.0%	0.0%	100.0%	0.0%
3 rd Apr 2020	100.0%	0.0%	100.0%	0.0%
4 th Apr 2020	100.0%	0.0%	100.0%	0.0%
5 th Apr 2020	100.0%	0.0%	100.0%	0.0%
6 th Apr 2020	100.0%	0.0%	100.0%	0.0%
7 th Apr 2020	100.0%	0.0%	100.0%	0.0%
8 th Apr 2020	100.0%	0.0%	100.0%	0.0%
9 th Apr 2020	100.0%	0.0%	100.0%	0.0%
10 th Apr 2020	100.0%	0.0%	100.0%	0.0%
11 th Apr 2020	100.0%	0.0%	100.0%	0.0%
12 th Apr 2020	100.0%	0.0%	100.0%	0.0%
13 th Apr 2020	100.0%	0.0%	100.0%	0.0%
14 th Apr 2020	100.0%	0.0%	100.0%	0.0%
15 th Apr 2020	100.0%	0.0%	100.0%	0.0%
16 th Apr 2020	100.0%	0.0%	100.0%	0.0%
17 th Apr 2020	100.0%	0.0%	100.0%	0.0%
18 th Apr 2020	100.0%	0.0%	100.0%	0.0%
19 th Apr 2020	100.0%	0.0%	100.0%	0.0%
20 th Apr 2020	100.0%	0.0%	100.0%	0.0%
21 st Apr 2020	100.0%	0.0%	100.0%	0.0%
22 nd Apr 2020	100.0%	0.0%	100.0%	0.0%
23 rd Apr 2020	100.0%	0.0%	100.0%	0.0%
24 th Apr 2020	100.0%	0.0%	100.0%	0.0%
25 th Apr 2020	100.0%	0.0%	100.0%	0.0%
26 th Apr 2020	100.0%	0.0%	100.0%	0.0%
27 th Apr 2020	100.0%	0.0%	100.0%	0.0%
28 th Apr 2020	100.0%	0.0%	100.0%	0.0%
29 th Apr 2020	100.0%	0.0%	100.0%	0.0%
30 th Apr 2020	100.0%	0.0%	100.0%	0.0%
1 st May 2020	100.0%	0.0%	100.0%	0.0%
2 nd May 2020	100.0%	0.0%	100.0%	0.0%
3 rd May 2020	100.0%	0.0%	100.0%	0.0%
4 th May 2020	100.0%	0.0%	100.0%	0.0%
5 th May 2020	100.0%	0.0%	100.0%	0.0%
6 th May 2020	100.0%	0.0%	100.0%	0.0%
7 th May 2020	100.0%	0.0%	99.8%	0.2%
8 th May 2020	100.0%	0.0%	100.0%	0.0%
9 th May 2020	100.0%	0.0%	100.0%	0.0%
10 th May 2020	100.0%	0.0%	100.0%	0.0%
11 th May 2020	100.0%	0.0%	100.0%	0.0%
12 th May 2020	100.0%	0.0%	100.0%	0.0%
13 th May 2020	100.0%	0.0%	100.0%	0.0%
14 th May 2020	100.0%	0.0%	100.0%	0.0%
15 th May 2020	100.0%	0.0%	100.0%	0.0%
16 th May 2020	100.0%	0.0%	100.0%	0.0%
17 th May 2020	100.0%	0.0%	100.0%	0.0%
18 th May 2020	100.0%	0.0%	100.0%	0.0%
19 th May 2020	100.0%	0.0%	100.0%	0.0%

Date	Open Banking Service		Barclaycard Business Online Servicing	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
20 th May 2020	100.0%	0.0%	100.0%	0.0%
21 st May 2020	100.0%	0.0%	100.0%	0.0%
22 nd May 2020	100.0%	0.0%	100.0%	0.0%
23 rd May 2020	100.0%	0.0%	100.0%	0.0%
24 th May 2020	100.0%	0.0%	100.0%	0.0%
25 th May 2020	100.0%	0.0%	100.0%	0.0%
26 th May 2020	100.0%	0.0%	100.0%	0.0%
27 th May 2020	100.0%	0.0%	100.0%	0.0%
28 th May 2020	100.0%	0.0%	100.0%	0.0%
29 th May 2020	99.9%	0.1%	100.0%	0.0%
30 th May 2020	100.0%	0.0%	100.0%	0.0%
31 st May 2020	100.0%	0.0%	100.0%	0.0%
1 st Jun 2020	100.0%	0.0%	100.0%	0.0%
2 nd Jun 2020	100.0%	0.0%	100.0%	0.0%
3 rd Jun 2020	100.0%	0.0%	100.0%	0.0%
4 th Jun 2020	100.0%	0.0%	100.0%	0.0%
5 th Jun 2020	100.0%	0.0%	100.0%	0.0%
6 th Jun 2020	100.0%	0.0%	100.0%	0.0%
7 th Jun 2020	100.0%	0.0%	100.0%	0.0%
8 th Jun 2020	100.0%	0.0%	100.0%	0.0%
9 th Jun 2020	100.0%	0.0%	100.0%	0.0%
10 th Jun 2020	99.9%	0.1%	100.0%	0.0%
11 th Jun 2020	100.0%	0.0%	100.0%	0.0%
12 th Jun 2020	100.0%	0.0%	100.0%	0.0%
13 th Jun 2020	100.0%	0.0%	100.0%	0.0%
14 th Jun 2020	100.0%	0.0%	100.0%	0.0%
15 th Jun 2020	100.0%	0.0%	100.0%	0.0%
16 th Jun 2020	100.0%	0.0%	100.0%	0.0%
17 th Jun 2020	100.0%	0.0%	99.7%	0.3%
18 th Jun 2020	100.0%	0.0%	100.0%	0.0%
19 th Jun 2020	100.0%	0.0%	100.0%	0.0%
20 th Jun 2020	99.6%	0.4%	100.0%	0.0%
21 st Jun 2020	79.1%	20.9%	100.0%	0.0%
22 nd Jun 2020	100.0%	0.0%	100.0%	0.0%
23 rd Jun 2020	100.0%	0.0%	100.0%	0.0%
24 th Jun 2020	100.0%	0.0%	100.0%	0.0%
25 th Jun 2020	100.0%	0.0%	100.0%	0.0%
26 th Jun 2020	100.0%	0.0%	100.0%	0.0%
27 th Jun 2020	100.0%	0.0%	100.0%	0.0%
28 th Jun 2020	100.0%	0.0%	100.0%	0.0%
29 th Jun 2020	100.0%	0.0%	100.0%	0.0%
30 th Jun 2020	100.0%	0.0%	100.0%	0.0%

Account information performance

This information shows how quickly we provide data when we're asked for it by companies that you've authorised to request it from us. We've compared this to the milliseconds it takes for you to access the same information when you use our digital banking services.

Date	OBS	BBOS
1 st Apr 2020	614	2277
2 nd Apr 2020	599	2001
3 rd Apr 2020	595	1990
4 th Apr 2020	589	1490
5 th Apr 2020	654	1105
6 th Apr 2020	653	2213
7 th Apr 2020	631	2050
8 th Apr 2020	625	2040
9 th Apr 2020	639	1964
10 th Apr 2020	592	1257
11 th Apr 2020	581	1711
12 th Apr 2020	578	1216
13 th Apr 2020	593	1346
14 th Apr 2020	634	2256
15 th Apr 2020	623	1862
16 th Apr 2020	634	2064
17 th Apr 2020	624	2026
18 th Apr 2020	615	1314
19 th Apr 2020	607	1242
20 th Apr 2020	629	2062
21 st Apr 2020	625	2142
22 nd Apr 2020	646	2125
23 rd Apr 2020	663	1882
24 th Apr 2020	675	1869
25 th Apr 2020	1347	1315
26 th Apr 2020	1141	1220
27 th Apr 2020	1193	2471
28 th Apr 2020	676	2238
29 th Apr 2020	700	2190
30 th Apr 2020	681	2063
1 st May 2020	707	2096
2 nd May 2020	611	1244
3 rd May 2020	618	1214
4 th May 2020	634	2308
5 th May 2020	643	2365
6 th May 2020	644	2163
7 th May 2020	631	3508
8 th May 2020	617	1346
9 th May 2020	610	1222
10 th May 2020	603	1257
11 th May 2020	621	2298
12 th May 2020	635	2159
13 th May 2020	621	2136
14 th May 2020	612	2046
15 th May 2020	617	1888
16 th May 2020	607	1334

Date	OBS	BBOS
17 th May 2020	583	1198
18 th May 2020	591	2168
19 th May 2020	590	2129
20 th May 2020	591	1941
21 st May 2020	594	1808
22 nd May 2020	596	1943
23 rd May 2020	582	1309
24 th May 2020	568	1192
25 th May 2020	583	1226
26 th May 2020	605	2164
27 th May 2020	595	1932
28 th May 2020	621	1865
29 th May 2020	603	1813
30 th May 2020	561	1197
31 st May 2020	562	1269
1 st Jun 2020	581	2212
2 nd Jun 2020	595	1915
3 rd Jun 2020	585	1414
4 th Jun 2020	576	1725
5 th Jun 2020	590	1915
6 th Jun 2020	587	1302
7 th Jun 2020	587	1108
8 th Jun 2020	601	2096
9 th Jun 2020	604	1819
10 th Jun 2020	616	1904
11 th Jun 2020	620	1895
12 th Jun 2020	626	1829
13 th Jun 2020	613	1220
14 th Jun 2020	569	1191
15 th Jun 2020	585	1909
16 th Jun 2020	600	1896
17 th Jun 2020	608	1852
18 th Jun 2020	607	1914
19 th Jun 2020	609	1692
20 th Jun 2020	997	1156
21 st Jun 2020	607	1155
22 nd Jun 2020	603	1799
23 rd Jun 2020	637	1792
24 th Jun 2020	628	1787
25 th Jun 2020	665	1650
26 th Jun 2020	653	1831
27 th Jun 2020	637	1275
28 th Jun 2020	610	1838
29 th Jun 2020	621	1858
30 th Jun 2020	623	1827

Successful requests from other companies

This information shows the percentage of errors that occurred when we received requests from companies you asked us to share your data with.

Date	Open Banking Service
1 st Apr 2020	0.1%
2 nd Apr 2020	0.1%
3 rd Apr 2020	0.1%
4 th Apr 2020	0.1%
5 th Apr 2020	0.7%
6 th Apr 2020	0.2%
7 th Apr 2020	0.1%
8 th Apr 2020	0.2%
9 th Apr 2020	0.1%
10 th Apr 2020	0.1%
11 th Apr 2020	0.1%
12 th Apr 2020	0.1%
13 th Apr 2020	0.1%
14 th Apr 2020	0.2%
15 th Apr 2020	0.1%
16 th Apr 2020	0.1%
17 th Apr 2020	0.1%
18 th Apr 2020	0.4%
19 th Apr 2020	0.9%
20 th Apr 2020	0.3%
21 st Apr 2020	0.1%
22 nd Apr 2020	0.1%
23 rd Apr 2020	0.1%
24 th Apr 2020	0.1%
25 th Apr 2020	0.6%
26 th Apr 2020	0.3%
27 th Apr 2020	0.2%
28 th Apr 2020	0.1%
29 th Apr 2020	0.1%
30 th Apr 2020	0.1%
1 st May 2020	0.2%
2 nd May 2020	0.1%
3 rd May 2020	0.2%
4 th May 2020	0.1%
5 th May 2020	0.1%
6 th May 2020	0.3%
7 th May 2020	0.2%
8 th May 2020	0.1%
9 th May 2020	0.1%
10 th May 2020	0.1%
11 th May 2020	0.1%
12 th May 2020	0.2%
13 th May 2020	0.1%
14 th May 2020	0.1%
15 th May 2020	0.1%
16 th May 2020	0.1%

Date	Open Banking Service
17 th May 2020	0.1%
18 th May 2020	0.0%
19 th May 2020	0.0%
20 th May 2020	0.1%
21 st May 2020	0.1%
22 nd May 2020	0.1%
23 rd May 2020	0.1%
24 th May 2020	0.1%
25 th May 2020	0.1%
26 th May 2020	0.0%
27 th May 2020	0.1%
28 th May 2020	0.1%
29 th May 2020	0.2%
30 th May 2020	0.1%
31 st May 2020	0.1%
1 st Jun 2020	0.1%
2 nd Jun 2020	0.1%
3 rd Jun 2020	0.1%
4 th Jun 2020	0.1%
5 th Jun 2020	0.2%
6 th Jun 2020	0.1%
7 th Jun 2020	0.4%
8 th Jun 2020	0.1%
9 th Jun 2020	0.1%
10 th Jun 2020	0.3%
11 th Jun 2020	0.2%
12 th Jun 2020	0.3%
13 th Jun 2020	0.3%
14 th Jun 2020	0.1%
15 th Jun 2020	0.1%
16 th Jun 2020	0.1%
17 th Jun 2020	0.1%
18 th Jun 2020	0.2%
19 th Jun 2020	0.1%
20 th Jun 2020	3.3%
21 st Jun 2020	3.2%
22 nd Jun 2020	0.1%
23 rd Jun 2020	0.3%
24 th Jun 2020	0.2%
25 th Jun 2020	0.3%
26 th Jun 2020	0.1%
27 th Jun 2020	0.2%
28 th Jun 2020	0.2%
29 th Jun 2020	0.1%
30 th Jun 2020	0.2%