



PA Metrics Q3 2024 BUK

Open Banking - Sharing your data and making payments through other providers: how are we doing?

Since 2018, you've been able 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'.

To make sure you're getting the best service from us when you use Open Banking, we've put together the data below, which tells you how well we're performing. It shows how fast our service has been and whether there have been times when it isn't available.

Most of them compare our Open Banking services to our digital banking services. By 'digital banking services', we mean the Barclays app, the Pingit app, Barclays Online Banking and Barclaycard Account Servicing.

Is our Open Banking service available consistently?

Percentage time available - This information compares the amount of time our Open Banking service was available to the amount of time our digital banking services were available over the last three months.

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 table, 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.

Date	Open Banking Service		Barclays app		Barclays Online Banking		Barclaycard Account Servicing	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
02 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
03 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
04 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
05 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
06 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
07 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
08 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
09 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	97.7%	2.3%
10 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
11 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
12 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
13 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
14 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
15 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
16 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
17 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
18 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
19 Jul 2024	100.0%	0.0%	99.5%	0.5%	99.5%	0.5%	100.0%	0.0%
20 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
21 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
22 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
23 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
24 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
25 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
26 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
27 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
28 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
29 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
30 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
31 Jul 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
01 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
02 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
03 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
04 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
05 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
06 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
07 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
08 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
09 Aug 2024	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%

How quickly are Open Banking payments made, compared to payments made using our digital banking services?

Response time in milliseconds - This information compares the amount of time it took for a company to make an Open Banking payment that you'd authorised to the amount of time it took using our digital banking services. There isn't any information for Barclaycard Account Servicing in this table because those payments are completed in another system.

Date	Open Banking Service v3	Barclays app	Barclays Online Banking
01 Jul 2024	553	1729	5126
02 Jul 2024	393	1768	5072
03 Jul 2024	377	1751	5088
04 Jul 2024	376	1734	5310
05 Jul 2024	282	1734	5113
06 Jul 2024	278	1706	4509
07 Jul 2024	280	1688	6175
08 Jul 2024	436	1721	5255
09 Jul 2024	285	1738	5436
10 Jul 2024	378	1735	5596
11 Jul 2024	378	1811	5458
12 Jul 2024	432	1791	5282
13 Jul 2024	278	1778	5384
14 Jul 2024	279	1759	5687
15 Jul 2024	297	1753	5233
16 Jul 2024	383	1785	5050
17 Jul 2024	373	1781	5253
18 Jul 2024	294	1784	5316
19 Jul 2024	422	1784	5262
20 Jul 2024	278	1764	5104
21 Jul 2024	280	1738	5414
22 Jul 2024	406	1767	5364
23 Jul 2024	371	1786	5187
24 Jul 2024	320	1738	4923
25 Jul 2024	559	1756	5296
26 Jul 2024	445	1781	5228
27 Jul 2024	308	1758	5211
28 Jul 2024	166	1735	5216
29 Jul 2024	415	1757	5208
30 Jul 2024	381	1820	5246
31 Jul 2024	294	1799	4713
01 Aug 2024	301	1801	5308
02 Aug 2024	301	1754	5150
03 Aug 2024	286	1768	5060
04 Aug 2024	290	1804	5139
05 Aug 2024	419	1789	5080
06 Aug 2024	389	1779	4038
07 Aug 2024	380	1764	5167
08 Aug 2024	381	1790	4722
09 Aug 2024	306	1769	5002
10 Aug 2024	290	1762	5089
11 Aug 2024	287	1729	5233
12 Aug 2024	435	1815	5134
13 Aug 2024	439	1900	5442
14 Aug 2024	446	1850	5777
15 Aug 2024	399	1782	5257
16 Aug 2024	423	1778	5201
17 Aug 2024	291	1748	4540
18 Aug 2024	289	1687	5302
19 Aug 2024	396	1780	5543
20 Aug 2024	304	1785	4941
21 Aug 2024	382	1786	4973
22 Aug 2024	401	1807	5369
23 Aug 2024	455	1837	5025
24 Aug 2024	293	1754	4918
25 Aug 2024	277	1580	5099
26 Aug 2024	379	1610	4743
27 Aug 2024	435	1694	4963
28 Aug 2024	447	1506	5234
29 Aug 2024	417	1646	5191
30 Aug 2024	336	1703	5116
31 Aug 2024	284	1620	4713
01 Sep 2024	288	1565	4945
02 Sep 2024	512	1662	4994
03 Sep 2024	394	1642	5115
04 Sep 2024	296	1637	5480
05 Sep 2024	401	1641	5146
06 Sep 2024	287	1639	4980
07 Sep 2024	290	1696	7183
08 Sep 2024	271	1631	5788
09 Sep 2024	397	1643	5871
10 Sep 2024	397	1659	6102
11 Sep 2024	368	1631	5684
12 Sep 2024	296	1629	5430
13 Sep 2024	416	1643	5326
14 Sep 2024	301	1591	5597
15 Sep 2024	311	1567	5209
16 Sep 2024	406	1632	4899
17 Sep 2024	385	1627	5966
18 Sep 2024	376	1620	5330

19 Sep 2024	378	1620	4981
20 Sep 2024	446	1646	5267
21 Sep 2024	279	1598	5855
22 Sep 2024	280	1595	5358
23 Sep 2024	299	1667	5349
24 Sep 2024	378	1662	4929
25 Sep 2024	409	1784	5493
26 Sep 2024	421	1845	5712
27 Sep 2024	309	1882	5459
28 Sep 2024	291	1750	5199
29 Sep 2024	286	1782	5224
30 Sep 2024	307	1871	5376

Account information performance

Response time in milliseconds - This information shows how quickly we provided data when we were asked for it by companies you authorised to request it. This is compared to the amount of time it took to access the same information using our digital banking services.

Date	Open Banking Service v3	Barclays app	Barclays Online Banking	Barclaycard Account Servicing
01 Jul 2024	245	1008	3928	3244
02 Jul 2024	239	1026	3967	3798
03 Jul 2024	242	1009	3997	4451
04 Jul 2024	240	999	4188	3503
05 Jul 2024	250	1003	4124	3247
06 Jul 2024	263	958	3613	4415
07 Jul 2024	283	963	5280	3600
08 Jul 2024	274	1005	4152	3735
09 Jul 2024	250	993	4415	3757
10 Jul 2024	250	995	6025	3784
11 Jul 2024	256	1074	4337	4514
12 Jul 2024	260	1012	4276	4362
13 Jul 2024	241	997	4476	2105
14 Jul 2024	242	987	4716	6003
15 Jul 2024	259	1030	4148	4698
16 Jul 2024	263	1042	4055	5038
17 Jul 2024	252	1034	4382	4672
18 Jul 2024	258	1042	4318	2742
19 Jul 2024	256	1045	4191	4298
20 Jul 2024	242	1000	4196	4346
21 Jul 2024	240	1008	4057	3529
22 Jul 2024	255	1043	4271	4969
23 Jul 2024	255	1042	4178	3599
24 Jul 2024	258	993	3971	3730
25 Jul 2024	260	1034	4244	2863
26 Jul 2024	262	1044	4253	3009
27 Jul 2024	245	1003	4308	2225
28 Jul 2024	197	1000	4286	2407
29 Jul 2024	270	1037	4210	3578
30 Jul 2024	274	1072	4358	2575
31 Jul 2024	274	1052	3532	4167
01 Aug 2024	276	1063	4105	3039
02 Aug 2024	273	1031	3960	3224
03 Aug 2024	251	1017	3790	5589
04 Aug 2024	254	1069	3871	3478
05 Aug 2024	268	1062	4038	2888
06 Aug 2024	269	1059	3155	5041
07 Aug 2024	263	1043	4247	4416
08 Aug 2024	263	1055	3864	4152
09 Aug 2024	272	1023	3944	3755
10 Aug 2024	257	1023	3841	5045
11 Aug 2024	252	1008	4072	4108
12 Aug 2024	291	1077	4262	3881
13 Aug 2024	314	1153	4674	2519
14 Aug 2024	322	1125	4905	2146
15 Aug 2024	269	1062	4330	6160
16 Aug 2024	266	1052	4306	3980
17 Aug 2024	254	1007	3508	3052
18 Aug 2024	249	971	4249	3848
19 Aug 2024	264	1046	4390	3747
20 Aug 2024	268	1057	4180	4573
21 Aug 2024	268	1053	4128	3355
22 Aug 2024	295	1084	4524	6929
23 Aug 2024	284	1110	4167	4856
24 Aug 2024	255	1031	3918	5334
25 Aug 2024	306	941	3890	2830
26 Aug 2024	258	967	3887	2729
27 Aug 2024	279	1047	4174	2634
28 Aug 2024	269	838	4367	2634
29 Aug 2024	271	988	4276	4915
30 Aug 2024	266	1025	4236	2395
31 Aug 2024	244	961	3532	4167
01 Sep 2024	236	917	3750	3448
02 Sep 2024	257	989	3974	4371
03 Sep 2024	254	970	4205	3312
04 Sep 2024	252	975	4505	3527
05 Sep 2024	254	975	4209	3605
06 Sep 2024	253	963	4070	3788
07 Sep 2024	236	982	6314	2783
08 Sep 2024	231	938	4441	3317
09 Sep 2024	253	959	4887	3759
10 Sep 2024	268	971	8208	2523
11 Sep 2024	248	951	4601	4920
12 Sep 2024	255	951	4290	4842
13 Sep 2024	257	957	4278	1691
14 Sep 2024	240	920	4528	9859
15 Sep 2024	237	900	3966	3235
16 Sep 2024	253	955	3805	6095
17 Sep 2024	255	957	5256	6292
18 Sep 2024	254	952	4387	1636

19 Sep 2024	255	955	3992	4849
20 Sep 2024	256	966	4212	4118
21 Sep 2024	239	930	3986	3703
22 Sep 2024	286	918	4018	3008
23 Sep 2024	259	963	4190	2342
24 Sep 2024	257	958	4025	2125
25 Sep 2024	270	1016	4598	2896
26 Sep 2024	286	1048	4619	3289
27 Sep 2024	278	1061	4441	1815
28 Sep 2024	260	967	4204	2179
29 Sep 2024	253	998	4144	2240
30 Sep 2024	279	1056	4481	2755

Checking you have enough money available for a payment

Response time in milliseconds - This information shows how quickly a company you used to make a payment was able to check you had enough money available. This is called 'confirmation of funds'.

Date	Open Banking Service v3.1
01 Jul 2024	229
02 Jul 2024	228
03 Jul 2024	224
04 Jul 2024	218
05 Jul 2024	240
06 Jul 2024	223
07 Jul 2024	222
08 Jul 2024	331
09 Jul 2024	233
10 Jul 2024	239
11 Jul 2024	239
12 Jul 2024	240
13 Jul 2024	226
14 Jul 2024	225
15 Jul 2024	254
16 Jul 2024	251
17 Jul 2024	236
18 Jul 2024	232
19 Jul 2024	290
20 Jul 2024	222
21 Jul 2024	223
22 Jul 2024	234
23 Jul 2024	228
24 Jul 2024	243
25 Jul 2024	242
26 Jul 2024	228
27 Jul 2024	219
28 Jul 2024	258
29 Jul 2024	216
30 Jul 2024	224
31 Jul 2024	222
01 Aug 2024	228
02 Aug 2024	225
03 Aug 2024	215
04 Aug 2024	216
05 Aug 2024	236
06 Aug 2024	234
07 Aug 2024	223
08 Aug 2024	230
09 Aug 2024	233
10 Aug 2024	224
11 Aug 2024	222
12 Aug 2024	250
13 Aug 2024	263
14 Aug 2024	269
15 Aug 2024	231
16 Aug 2024	235
17 Aug 2024	230
18 Aug 2024	223
19 Aug 2024	229
20 Aug 2024	236
21 Aug 2024	240
22 Aug 2024	239
23 Aug 2024	242
24 Aug 2024	228
25 Aug 2024	230
26 Aug 2024	224
27 Aug 2024	245
28 Aug 2024	248
29 Aug 2024	235
30 Aug 2024	233
31 Aug 2024	223
01 Sep 2024	219
02 Sep 2024	253
03 Sep 2024	243
04 Sep 2024	247
05 Sep 2024	248
06 Sep 2024	235
07 Sep 2024	200
08 Sep 2024	225
09 Sep 2024	235
10 Sep 2024	241
11 Sep 2024	233
12 Sep 2024	234
13 Sep 2024	234
14 Sep 2024	224
15 Sep 2024	223
16 Sep 2024	239
17 Sep 2024	240
18 Sep 2024	236
19 Sep 2024	234
20 Sep 2024	240
21 Sep 2024	225
22 Sep 2024	228
23 Sep 2024	248
24 Sep 2024	261
25 Sep 2024	238
26 Sep 2024	241
27 Sep 2024	242
28 Sep 2024	228
29 Sep 2024	227
30 Sep 2024	239

Successful requests from other companies

Percentage error rate - 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.

Date	Open Banking Service v3.1
01 Jul 2024	0.1%
02 Jul 2024	0.1%
03 Jul 2024	0.1%
04 Jul 2024	0.0%
05 Jul 2024	0.0%
06 Jul 2024	0.8%
07 Jul 2024	1.5%
08 Jul 2024	0.4%
09 Jul 2024	0.1%
10 Jul 2024	0.1%
11 Jul 2024	0.1%
12 Jul 2024	0.2%
13 Jul 2024	0.1%
14 Jul 2024	0.1%
15 Jul 2024	0.1%
16 Jul 2024	0.2%
17 Jul 2024	0.0%
18 Jul 2024	0.0%
19 Jul 2024	0.1%
20 Jul 2024	0.0%
21 Jul 2024	0.1%
22 Jul 2024	0.1%
23 Jul 2024	0.1%
24 Jul 2024	0.2%
25 Jul 2024	0.1%
26 Jul 2024	0.0%
27 Jul 2024	0.0%
28 Jul 2024	0.1%
29 Jul 2024	0.0%
30 Jul 2024	0.0%
31 Jul 2024	0.0%
01 Aug 2024	0.0%
02 Aug 2024	0.0%
03 Aug 2024	0.0%
04 Aug 2024	0.1%
05 Aug 2024	0.0%
06 Aug 2024	0.0%
07 Aug 2024	0.0%
08 Aug 2024	0.0%
09 Aug 2024	0.0%
10 Aug 2024	0.0%
11 Aug 2024	0.0%
12 Aug 2024	0.1%
13 Aug 2024	0.0%
14 Aug 2024	0.1%
15 Aug 2024	0.0%
16 Aug 2024	0.0%
17 Aug 2024	0.0%
18 Aug 2024	0.0%
19 Aug 2024	0.0%
20 Aug 2024	0.0%
21 Aug 2024	0.0%
22 Aug 2024	0.4%
23 Aug 2024	0.1%
24 Aug 2024	0.0%
25 Aug 2024	0.1%
26 Aug 2024	0.0%
27 Aug 2024	0.1%
28 Aug 2024	0.2%
29 Aug 2024	0.1%
30 Aug 2024	0.1%
31 Aug 2024	0.0%
01 Sep 2024	0.0%
02 Sep 2024	0.1%
03 Sep 2024	0.1%
04 Sep 2024	0.0%
05 Sep 2024	0.1%
06 Sep 2024	0.1%
07 Sep 2024	0.1%
08 Sep 2024	0.0%
09 Sep 2024	0.1%
10 Sep 2024	0.0%
11 Sep 2024	0.0%
12 Sep 2024	0.0%
13 Sep 2024	0.0%
14 Sep 2024	1.1%
15 Sep 2024	0.6%
16 Sep 2024	0.0%
17 Sep 2024	0.0%
18 Sep 2024	0.2%
19 Sep 2024	0.0%
20 Sep 2024	0.0%
21 Sep 2024	0.0%
22 Sep 2024	0.0%
23 Sep 2024	0.0%
24 Sep 2024	0.1%
25 Sep 2024	0.1%
26 Sep 2024	0.1%
27 Sep 2024	0.1%
28 Sep 2024	0.1%
29 Sep 2024	0.1%
30 Sep 2024	0.1%