



## **Al Rayan Bank Digital Banking Performance 01/07/2021 to 30/09/2021**

To allow our Members and Third Parties to understand the relative performance of our **Digital Banking** available to them, we are required to publish the comparative performance of our **Digital Banking (Payment Service User Interface)**.

We will publish this data quarterly and the next set of data covering Oct 2021 to Dec 2021 will be published in Jan 2022. If you have any questions, please contact us at 0800 4086 407

## Daily Performance Data

Response time in milliseconds - This information compares the amount of time it took for a company to make an Digital Banking payment that would be authorised to the amount of time it took using our digital banking services.

| Date       | Uptime | Downtime | Response(milliseconds) |
|------------|--------|----------|------------------------|
| 01/07/2021 | 99.54  | 0.46     | 29                     |
| 02/07/2021 | 99.29  | 0.71     | 14                     |
| 03/07/2021 | 100.00 | 0.00     | 14                     |
| 04/07/2021 | 99.89  | 0.11     | 21                     |
| 05/07/2021 | 100.00 | 0.00     | 17                     |
| 06/07/2021 | 98.85  | 1.15     | 16                     |
| 07/07/2021 | 99.66  | 0.34     | 20                     |
| 08/07/2021 | 99.17  | 0.83     | 28                     |
| 09/07/2021 | 99.60  | 0.40     | 12                     |
| 10/07/2021 | 99.36  | 0.64     | 14                     |
| 11/07/2021 | 99.35  | 0.65     | 20                     |
| 12/07/2021 | 99.56  | 0.44     | 20                     |
| 13/07/2021 | 99.43  | 0.57     | 14                     |
| 14/07/2021 | 99.45  | 0.55     | 24                     |
| 15/07/2021 | 99.52  | 0.48     | 23                     |
| 16/07/2021 | 99.67  | 0.33     | 14                     |
| 17/07/2021 | 100.00 | 0.00     | 14                     |
| 18/07/2021 | 99.69  | 0.31     | 19                     |
| 19/07/2021 | 99.61  | 0.39     | 17                     |
| 20/07/2021 | 99.67  | 0.33     | 20                     |
| 21/07/2021 | 99.70  | 0.30     | 17                     |
| 22/07/2021 | 99.83  | 0.17     | 13                     |
| 23/07/2021 | 99.64  | 0.36     | 13                     |
| 24/07/2021 | 99.99  | 0.01     | 14                     |
| 25/07/2021 | 97.34  | 2.66     | 22                     |
| 26/07/2021 | 98.77  | 1.23     | 18                     |
| 27/07/2021 | 99.60  | 0.40     | 17                     |

|            |       |      |    |
|------------|-------|------|----|
| 28/07/2021 | 99.60 | 0.40 | 15 |
| 29/07/2021 | 99.13 | 0.87 | 12 |
| 30/07/2021 | 99.45 | 0.55 | 18 |
| 31/07/2021 | 98.47 | 1.53 | 13 |
| 01/08/2021 | 98.31 | 1.69 | 18 |
| 02/08/2021 | 98.78 | 1.22 | 16 |
| 03/08/2021 | 99.01 | 0.99 | 20 |
| 04/08/2021 | 99.52 | 0.48 | 13 |
| 05/08/2021 | 98.96 | 1.04 | 21 |
| 06/08/2021 | 99.66 | 0.34 | 13 |
| 07/08/2021 | 99.45 | 0.55 | 12 |
| 08/08/2021 | 99.91 | 0.09 | 12 |
| 09/08/2021 | 99.30 | 0.70 | 24 |
| 10/08/2021 | 99.72 | 0.28 | 12 |
| 11/08/2021 | 99.61 | 0.39 | 17 |
| 12/08/2021 | 99.07 | 0.93 | 13 |
| 13/08/2021 | 99.70 | 0.30 | 11 |
| 14/08/2021 | 99.99 | 0.01 | 12 |
| 15/08/2021 | 99.35 | 0.65 | 18 |
| 16/08/2021 | 99.48 | 0.52 | 23 |
| 17/08/2021 | 99.67 | 0.33 | 17 |
| 18/08/2021 | 99.30 | 0.70 | 12 |
| 19/08/2021 | 99.43 | 0.57 | 13 |
| 20/08/2021 | 99.24 | 0.76 | 14 |
| 21/08/2021 | 99.99 | 0.01 | 13 |
| 22/08/2021 | 99.72 | 0.28 | 19 |
| 23/08/2021 | 99.32 | 0.68 | 13 |
| 24/08/2021 | 99.36 | 0.64 | 20 |
| 25/08/2021 | 99.28 | 0.72 | 24 |
| 26/08/2021 | 99.09 | 0.91 | 20 |
| 27/08/2021 | 98.27 | 1.73 | 14 |
| 28/08/2021 | 99.43 | 0.57 | 14 |
| 29/08/2021 | 99.60 | 0.40 | 14 |
| 30/08/2021 | 99.80 | 0.20 | 14 |
| 31/08/2021 | 99.15 | 0.85 | 17 |
| 01/09/2021 | 99.58 | 0.42 | 18 |
| 02/09/2021 | 99.38 | 0.62 | 20 |

|            |       |      |    |
|------------|-------|------|----|
| 03/09/2021 | 99.47 | 0.53 | 13 |
| 04/09/2021 | 99.91 | 0.09 | 13 |
| 05/09/2021 | 99.86 | 0.14 | 13 |
| 06/09/2021 | 99.18 | 0.82 | 19 |
| 07/09/2021 | 99.59 | 0.41 | 13 |
| 08/09/2021 | 99.15 | 0.85 | 16 |
| 09/09/2021 | 99.37 | 0.63 | 13 |
| 10/09/2021 | 99.40 | 0.60 | 12 |
| 11/09/2021 | 99.61 | 0.39 | 13 |
| 12/09/2021 | 98.99 | 1.01 | 26 |
| 13/09/2021 | 98.99 | 1.01 | 19 |
| 14/09/2021 | 99.34 | 0.66 | 17 |
| 15/09/2021 | 99.15 | 0.85 | 14 |
| 16/09/2021 | 99.19 | 0.81 | 16 |
| 17/09/2021 | 99.33 | 0.67 | 14 |
| 18/09/2021 | 99.24 | 0.76 | 18 |
| 19/09/2021 | 98.26 | 1.74 | 26 |
| 20/09/2021 | 98.10 | 1.90 | 20 |
| 21/09/2021 | 98.59 | 1.41 | 27 |
| 22/09/2021 | 99.28 | 0.72 | 20 |
| 23/09/2021 | 99.31 | 0.69 | 19 |
| 24/09/2021 | 99.68 | 0.32 | 13 |
| 25/09/2021 | 99.54 | 0.46 | 14 |
| 26/09/2021 | 99.40 | 0.60 | 17 |
| 27/09/2021 | 98.64 | 1.36 | 20 |
| 28/09/2021 | 99.19 | 0.81 | 14 |
| 29/09/2021 | 98.77 | 1.23 | 12 |
| 30/09/2021 | 98.0  | 2.0  | 15 |