



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		Pingit app	
	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
01 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
02 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
03 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
04 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
05 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
06 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
07 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
08 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
09 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
10 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
11 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
12 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
13 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	99.8%	0.2%
14 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
15 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
16 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
17 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
18 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
19 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
20 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
21 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
22 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
23 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
24 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
25 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
26 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
27 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
28 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
29 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
30 Apr 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
01 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
02 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
03 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
04 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
05 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
06 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	99.8%	0.2%
07 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
08 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
09 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
10 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
11 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
12 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
13 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
14 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
15 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
16 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
17 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
18 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
19 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
20 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
21 May 2020	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
22 May 2020	100.0%	0.0%	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 v3.1	Barclays app	Barclays Online Banking	Pingit app
01 Apr 2020	986	2544	3563	2563
02 Apr 2020	991	2378	3660	2508
03 Apr 2020	959	2315	2956	2523
04 Apr 2020	987	2410	2821	2468
05 Apr 2020	982	2568	2251	2441
06 Apr 2020	1063	2798	2297	3082
07 Apr 2020	1064	3303	2301	2897
08 Apr 2020	1071	3113	2801	2413
09 Apr 2020	1069	3275	2928	2428
10 Apr 2020	1031	3186	2220	2341
11 Apr 2020	977	3245	2217	2353
12 Apr 2020	1005	3296	2785	2328
13 Apr 2020	990	3240	2644	2372
14 Apr 2020	1065	3271	2691	2423
15 Apr 2020	1030	3268	2208	2412
16 Apr 2020	985	3412	2936	2409
17 Apr 2020	994	2545	2294	2419
18 Apr 2020	986	2463	2637	2364
19 Apr 2020	987	2404	2728	2346
20 Apr 2020	1073	2491	2277	2407
21 Apr 2020	1130	2449	2690	2410
22 Apr 2020	1142	2453	2691	2412
23 Apr 2020	1150	2482	2724	2400
24 Apr 2020	1088	2336	2797	2501
25 Apr 2020	1091	2223	2692	2384
26 Apr 2020	1104	2242	2806	2574
27 Apr 2020	1220	2573	2839	2676
28 Apr 2020	1205	2665	2881	2673
29 Apr 2020	1196	2607	2835	2666
30 Apr 2020	1101	3061	2975	2959
01 May 2020	1165	3406	3506	3434
02 May 2020	1093	2575	2872	2697
03 May 2020	956	2637	2817	2670
04 May 2020	1054	2626	2946	2742
05 May 2020	966	2227	2918	2811
06 May 2020	1023	2549	3622	2720
07 May 2020	1104	2603	3715	2729
08 May 2020	1201	2546	3597	2689
09 May 2020	1101	2542	3739	2685
10 May 2020	1079	2525	3791	2711
11 May 2020	1123	2724	3817	2733
12 May 2020	1105	2808	3599	2734
13 May 2020	1081	2827	3559	2730
14 May 2020	1103	2844	3636	2749
15 May 2020	1060	2858	3678	2817
16 May 2020	1044	2791	3669	2740
17 May 2020	1067	2760	3633	2719
18 May 2020	1062	2813	3609	2831
19 May 2020	1065	2765	3543	2734
20 May 2020	1053	2757	3559	2744
21 May 2020	1106	2675	3662	2738
22 May 2020	1108	1953	3800	2750
23 May 2020	1125	1937	3652	2746
24 May 2020	1045	1847	3614	2695
25 May 2020	1059	1866	3578	2717
26 May 2020	1052	1956	3600	2771

Date	Open Banking Service v3.1	Barclays app	Barclays Online Banking	Pingit app
27 May 2020	369	1950	3545	2770
28 May 2020	613	1926	3574	2867
29 May 2020	1140	2022	3766	2859
30 May 2020	1054	1871	3669	6272
31 May 2020	1016	2135	3615	2722
01 Jun 2020	978	2627	3803	2853
02 Jun 2020	962	2710	3789	2866
03 Jun 2020	964	736	3785	2789
04 Jun 2020	929	2616	3628	2793
05 Jun 2020	920	2634	3705	2848
06 Jun 2020	890	2538	3712	2800
07 Jun 2020	773	2395	3555	3218
08 Jun 2020	894	2555	5221	3358
09 Jun 2020	936	2599	3907	2732
10 Jun 2020	973	2607	3874	2715
11 Jun 2020	922	2703	3932	2764
12 Jun 2020	935	2592	4041	2732
13 Jun 2020	856	2570	3818	2647
14 Jun 2020	834	2432	3730	2601
15 Jun 2020	809	2572	3844	2643
16 Jun 2020	871	2591	3894	2629
17 Jun 2020	831	2454	3742	2634
18 Jun 2020	820	2471	3750	2683
19 Jun 2020	818	2476	3893	2644
20 Jun 2020	1013	2508	3922	2824
21 Jun 2020	822	2419	3925	2641
22 Jun 2020	840	2557	3939	2718
23 Jun 2020	867	2537	3919	2718
24 Jun 2020	851	2516	4533	2707
25 Jun 2020	842	2540	3930	2740
26 Jun 2020	880	2586	4031	2891
27 Jun 2020	858	2505	3876	2674
28 Jun 2020	823	2546	3926	2861
29 Jun 2020	919	2611	4041	3031
30 Jun 2020	891	2608	4066	2874

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 v3.1	Barclays app	Barclays Online Banking	Barclaycard Account Servicing	Pingit app
01 Apr 2020	614	1818	2261	4794	1234
02 Apr 2020	599	1668	2399	3062	1228
03 Apr 2020	595	1593	1646	3522	1234
04 Apr 2020	589	1754	1573	3931	1222
05 Apr 2020	654	1942	1038	4501	1186
06 Apr 2020	653	2146	1066	4022	1787
07 Apr 2020	631	2645	1031	4412	1598
08 Apr 2020	625	2457	1561	4641	1163
09 Apr 2020	639	2595	1646	3376	1167
10 Apr 2020	592	2537	1006	3839	1173
11 Apr 2020	581	2602	980	3743	1154
12 Apr 2020	578	2663	1800	4419	1124
13 Apr 2020	593	2598	1522	4461	1142
14 Apr 2020	634	2626	1480	3702	1172
15 Apr 2020	623	2634	1055	3610	1155
16 Apr 2020	634	2771	1769	5439	1145
17 Apr 2020	624	1899	1037	2839	1153
18 Apr 2020	615	1835	1429	2819	1127
19 Apr 2020	607	1773	1502	2443	1107
20 Apr 2020	629	1837	1094	1794	1134
21 Apr 2020	625	1796	1474	4306	1143
22 Apr 2020	646	1804	1485	3618	1146
23 Apr 2020	663	1850	1530	3339	1142
24 Apr 2020	675	1664	1502	4392	1230
25 Apr 2020	1347	1602	1547	2716	1146
26 Apr 2020	1141	1582	1646	3600	1261
27 Apr 2020	1193	1875	1571	3492	1312
28 Apr 2020	676	1966	1599	4607	1321
29 Apr 2020	700	1910	1591	4173	1330
30 Apr 2020	681	2198	1650	4425	1559
01 May 2020	707	2461	2078	3828	1955
02 May 2020	611	1897	1574	3170	1295
03 May 2020	618	1888	1525	4289	1262
04 May 2020	634	1860	1627	5641	1305
05 May 2020	643	1453	1602	3829	1379
06 May 2020	644	1773	2284	4390	1319
07 May 2020	631	1830	2315	4768	1304
08 May 2020	617	1773	2291	3213	1308
09 May 2020	610	1759	2426	4112	1307
10 May 2020	603	1732	2476	4406	1298
11 May 2020	621	1962	2467	4661	1299
12 May 2020	635	2048	2247	4130	1312
13 May 2020	621	2055	2303	2960	1311
14 May 2020	612	2083	2342	4362	1302
15 May 2020	617	2099	2308	5156	1369
16 May 2020	607	2036	2378	4274	1314
17 May 2020	583	1991	2344	3219	1295
18 May 2020	591	2043	2321	4001	1387
19 May 2020	590	1990	2267	4312	1314
20 May 2020	591	1972	2281	5637	1316
21 May 2020	594	1917	2417	3390	1308
22 May 2020	596	1177	2486	3897	1313
23 May 2020	582	1163	2348	4090	1330
24 May 2020	568	1089	2349	3812	1297
25 May 2020	583	1110	2341	3123	1304
26 May 2020	605	1189	2353	3677	1333

Date	Open Banking Service v3.1	Barclays app	Barclays Online Banking	Barclaycard Account Servicing	Pingit app
27 May 2020	595	1194	2327	4951	1327
28 May 2020	621	1139	2324	2704	1346
29 May 2020	603	1199	2326	5151	1331
30 May 2020	561	1083	2405	3930	4899
31 May 2020	562	1303	2338	3889	1294
01 Jun 2020	581	1789	2396	4536	1317
02 Jun 2020	595	1833	2388	3868	1326
03 Jun 2020	585	452	2368	4391	1312
04 Jun 2020	576	1772	2270	5043	1303
05 Jun 2020	590	1787	2300	3809	1413
06 Jun 2020	587	1694	2322	4108	1325
07 Jun 2020	587	1674	2310	2881	1867
08 Jun 2020	601	1772	3915	9702	1942
09 Jun 2020	604	1826	2621	4079	1318
10 Jun 2020	616	1836	2595	3422	1304
11 Jun 2020	620	1956	2646	4228	1318
12 Jun 2020	626	1857	2697	3831	1319
13 Jun 2020	613	1899	2594	3723	1298
14 Jun 2020	569	1718	2567	2774	1258
15 Jun 2020	585	1785	2613	3711	1264
16 Jun 2020	600	1752	2737	2843	1253
17 Jun 2020	608	1659	2625	5643	1265
18 Jun 2020	607	1679	2551	5433	1311
19 Jun 2020	609	1694	2673	4336	1279
20 Jun 2020	997	1702	2671	6098	1278
21 Jun 2020	607	1585	2672	1237	1245
22 Jun 2020	603	1738	2710	4045	1283
23 Jun 2020	637	1723	2675	3386	1282
24 Jun 2020	628	1704	3317	4507	1268
25 Jun 2020	665	1732	2724	4228	1277
26 Jun 2020	653	1779	2727	5496	1404
27 Jun 2020	637	1704	2628	4529	1241
28 Jun 2020	610	1712	2745	1032	1275
29 Jun 2020	621	1780	2752	6654	1481
30 Jun 2020	623	1787	2740	3739	1193

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 Apr 2020	817
02 Apr 2020	765
03 Apr 2020	822
04 Apr 2020	718
05 Apr 2020	793
06 Apr 2020	756
07 Apr 2020	787
08 Apr 2020	775
09 Apr 2020	861
10 Apr 2020	777
11 Apr 2020	740
12 Apr 2020	770
13 Apr 2020	807
14 Apr 2020	870
15 Apr 2020	792
16 Apr 2020	789
17 Apr 2020	877
18 Apr 2020	800
19 Apr 2020	922
20 Apr 2020	768
21 Apr 2020	910
22 Apr 2020	891
23 Apr 2020	936
24 Apr 2020	914
25 Apr 2020	839
26 Apr 2020	868
27 Apr 2020	898
28 Apr 2020	919
29 Apr 2020	954
30 Apr 2020	999
01 May 2020	999
02 May 2020	798
03 May 2020	796
04 May 2020	825
05 May 2020	832
06 May 2020	844
07 May 2020	843
08 May 2020	822
09 May 2020	841
10 May 2020	821
11 May 2020	863
12 May 2020	895
13 May 2020	801
14 May 2020	779
15 May 2020	817
16 May 2020	741
17 May 2020	734
18 May 2020	758
19 May 2020	808
20 May 2020	752
21 May 2020	777
22 May 2020	794
23 May 2020	740
24 May 2020	702
25 May 2020	734
26 May 2020	805

Date	Open Banking Service v3.1
27 May 2020	817
28 May 2020	826
29 May 2020	835
30 May 2020	786
31 May 2020	716
01 Jun 2020	784
02 Jun 2020	779
03 Jun 2020	810
04 Jun 2020	830
05 Jun 2020	772
06 Jun 2020	789
07 Jun 2020	771
08 Jun 2020	773
09 Jun 2020	769
10 Jun 2020	777
11 Jun 2020	754
12 Jun 2020	775
13 Jun 2020	734
14 Jun 2020	733
15 Jun 2020	771
16 Jun 2020	756
17 Jun 2020	720
18 Jun 2020	749
19 Jun 2020	713
20 Jun 2020	793
21 Jun 2020	807
22 Jun 2020	768
23 Jun 2020	849
24 Jun 2020	816
25 Jun 2020	812
26 Jun 2020	789
27 Jun 2020	790
28 Jun 2020	775
29 Jun 2020	776
30 Jun 2020	784

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
01 Apr 2020	0.1%
02 Apr 2020	0.1%
03 Apr 2020	0.1%
04 Apr 2020	0.1%
05 Apr 2020	0.7%
06 Apr 2020	0.2%
07 Apr 2020	0.1%
08 Apr 2020	0.2%
09 Apr 2020	0.1%
10 Apr 2020	0.1%
11 Apr 2020	0.1%
12 Apr 2020	0.1%
13 Apr 2020	0.1%
14 Apr 2020	0.2%
15 Apr 2020	0.1%
16 Apr 2020	0.1%
17 Apr 2020	0.1%
18 Apr 2020	0.4%
19 Apr 2020	0.9%
20 Apr 2020	0.3%
21 Apr 2020	0.1%
22 Apr 2020	0.1%
23 Apr 2020	0.1%
24 Apr 2020	0.1%
25 Apr 2020	0.6%
26 Apr 2020	0.3%
27 Apr 2020	0.2%
28 Apr 2020	0.1%
29 Apr 2020	0.1%
30 Apr 2020	0.1%
01 May 2020	0.2%
02 May 2020	0.1%
03 May 2020	0.2%
04 May 2020	0.1%
05 May 2020	0.1%
06 May 2020	0.3%
07 May 2020	0.2%
08 May 2020	0.1%
09 May 2020	0.1%
10 May 2020	0.1%
11 May 2020	0.1%
12 May 2020	0.2%
13 May 2020	0.1%
14 May 2020	0.1%
15 May 2020	0.1%
16 May 2020	0.1%
17 May 2020	0.1%
18 May 2020	0.0%
19 May 2020	0.0%
20 May 2020	0.1%
21 May 2020	0.1%
22 May 2020	0.1%
23 May 2020	0.1%
24 May 2020	0.1%
25 May 2020	0.1%
26 May 2020	0.0%

Date	Open Banking Service v3.1
27 May 2020	0.1%
28 May 2020	0.1%
29 May 2020	0.2%
30 May 2020	0.1%
31 May 2020	0.1%
01 Jun 2020	0.1%
02 Jun 2020	0.1%
03 Jun 2020	0.1%
04 Jun 2020	0.1%
05 Jun 2020	0.2%
06 Jun 2020	0.1%
07 Jun 2020	0.4%
08 Jun 2020	0.1%
09 Jun 2020	0.1%
10 Jun 2020	0.3%
11 Jun 2020	0.2%
12 Jun 2020	0.3%
13 Jun 2020	0.3%
14 Jun 2020	0.1%
15 Jun 2020	0.1%
16 Jun 2020	0.1%
17 Jun 2020	0.1%
18 Jun 2020	0.2%
19 Jun 2020	0.1%
20 Jun 2020	3.3%
21 Jun 2020	3.2%
22 Jun 2020	0.1%
23 Jun 2020	0.3%
24 Jun 2020	0.2%
25 Jun 2020	0.3%
26 Jun 2020	0.1%
27 Jun 2020	0.2%
28 Jun 2020	0.2%
29 Jun 2020	0.1%
30 Jun 2020	0.2%