

Historical payments services availability and outages

Quarter 4, 2021

Availability of payments services to individuals and businesses
provided by Bankwest

	Service availability %	Significant outages due to problems at Bankwest (in hours:minutes)	Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)
Withdraw/deposit cash at an ATM	100%	0:00	0:00
Transact over-the-counter in a branch	100%	0:00	0:00
Make card payments (cardholders)	100%	0:00	0:00
Accept card payments (businesses)	100%	0:00	0:00
Access accounts using online banking (web browser or mobile device app)	100%	0:00	0:00
Make/receive account transfers – fast payments	100%	0:00	0:00
Make/receive account transfers – next business day	100%	0:00	0:00

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	Service availability %	Significant outages due to problems at Bankwest (in hours:minutes)	Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)
Withdraw/deposit cash at an ATM	100%	0:00	0:00
Transact over-the-counter in a branch	100%	0:00	0:00
Make card payments (cardholders)	99.84%	3:38	0:00
Accept card payments (businesses)	99.50%	11:06	0:00
Access accounts using online banking (web browser or mobile device app)	99.83%	3:40	0:00
Make/receive account transfers – fast payments	99.76%	5:19	0:00
Make/receive account transfers – next business day	100%	0:00	0:00