

# Historical payments services availability and outages

Availability of payments services to individuals and businesses provided by Bankwest.

## Quarter 4, 2023

<b>Payment service</b>	<b>Service availability %</b>	<b>Significant outages due to problems at Bankwest (in hours:minutes)</b>	<b>Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)</b>
<b>Withdraw/deposit cash at an ATM</b>	100%	0:00	0:00
<b>Transact over-the-counter in a branch</b>	100%	0:00	0:00
<b>Make card payments (cardholders)</b>	99.94%	1:15	0:00
<b>Accept card payments (businesses)</b>	100%	0:00	0:00
<b>Access accounts using online banking (web browser or mobile device app)</b>	99.95%	1:09	0:00
<b>Make/receive account transfers – fast payments</b>	100%	0:00	0:00
<b>Make/receive account transfers – next business day</b>	100%	0:00	0:00

## Quarter 3, 2023

<b>Payment service</b>	<b>Service availability %</b>	<b>Significant outages due to problems at Bankwest (in hours:minutes)</b>	<b>Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)</b>
<b>Withdraw/deposit cash at an ATM</b>	100%	0:00	0:00
<b>Transact over-the-counter in a branch</b>	100%	0:00	0:00
<b>Make card payments (cardholders)</b>	99.97%	0:45	0:00
<b>Accept card payments (businesses)</b>	100%	0:00	0:00
<b>Access accounts using online banking (web browser or mobile device app)</b>	99.93%	1:27	0:00
<b>Make/receive account transfers – fast payments</b>	100%	0:00	0:00
<b>Make/receive account transfers – next business day</b>	100%	0:00	0:00

## Quarter 2, 2023

<b>Payment service</b>	<b>Service availability %</b>	<b>Significant outages due to problems at Bankwest (in hours:minutes)</b>	<b>Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)</b>
<b>Withdraw/deposit cash at an ATM</b>	100%	0:00	0:00
<b>Transact over-the-counter in a branch</b>	100%	0:00	0:00
<b>Make card payments (cardholders)</b>	100%	0:00	0:00
<b>Accept card payments (businesses)</b>	100%	0:00	0:00
<b>Access accounts using online banking (web browser or mobile device app)</b>	99.97%	0:40	0:00
<b>Make/receive account transfers – fast payments</b>	99.35%	13.07	0:53
<b>Make/receive account transfers – next business day</b>	100%	0:00	0:00

## Quarter 1, 2023

<b>Payment service</b>	<b>Service availability %</b>	<b>Significant outages due to problems at Bankwest (in hours:minutes)</b>	<b>Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)</b>
<b>Withdraw/deposit cash at an ATM</b>	100%	0:00	0:00
<b>Transact over-the-counter in a branch</b>	100%	0:00	0:00
<b>Make card payments (cardholders)</b>	100%	0:00	0:00
<b>Accept card payments (businesses)</b>	100%	0:00	0:00
<b>Access accounts using online banking (web browser or mobile device app)</b>	99.73%	5:54	0:00
<b>Make/receive account transfers – fast payments</b>	99.94%	1:14	0:00
<b>Make/receive account transfers – next business day</b>	100%	0:00	0:00

## Quarter 4, 2022

<b>Payment service</b>	<b>Service availability %</b>	<b>Significant outages due to problems at Bankwest (in hours:minutes)</b>	<b>Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)</b>
<b>Withdraw/deposit cash at an ATM</b>	100%	0:00	0:00
<b>Transact over-the-counter in a branch</b>	100%	0:00	0:00
<b>Make card payments (cardholders)</b>	100%	0:00	0:00
<b>Accept card payments (businesses)</b>	100%	0:00	0:00
<b>Access accounts using online banking (web browser or mobile device app)</b>	99.89%	2:20	0:00
<b>Make/receive account transfers – fast payments</b>	99.53%	2:40	7:44
<b>Make/receive account transfers – next business day</b>	100%	0:00	0:00

## Quarter 3, 2022

<b>Payment service</b>	<b>Service availability %</b>	<b>Significant outages due to problems at Bankwest (in hours:minutes)</b>	<b>Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)</b>
<b>Withdraw/deposit cash at an ATM</b>	100%	0:00	0:00
<b>Transact over-the-counter in a branch</b>	100%	0:00	0:00
<b>Make card payments (cardholders)</b>	100%	0:00	0:00
<b>Accept card payments (businesses)</b>	100%	0:00	0:00
<b>Access accounts using online banking (web browser or mobile device app)</b>	99.97%	0:35	0:00
<b>Make/receive account transfers – fast payments</b>	99.60%	8:52	0:00
<b>Make/receive account transfers – next business day</b>	100%	0:00	0:00

## Quarter 2, 2022

<b>Payment service</b>	<b>Service availability %</b>	<b>Significant outages due to problems at Bankwest (in hours:minutes)</b>	<b>Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)</b>
<b>Withdraw/deposit cash at an ATM</b>	100%	0:00	0:00
<b>Transact over-the-counter in a branch</b>	100%	0:00	0:00
<b>Make card payments (cardholders)</b>	99.90%	2:06	0:00
<b>Accept card payments (businesses)</b>	100%	0:00	0:00
<b>Access accounts using online banking (web browser or mobile device app)</b>	99.73%	5:06	0:00
<b>Make/receive account transfers – fast payments</b>	100%	0:00	0:00
<b>Make/receive account transfers – next business day</b>	100%	0:00	0:00

## Quarter 1, 2022

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



## Quarter 4, 2021

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

## Quarter 3, 2021

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