

# Historical payments services availability and outages

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

## 2024

### Quarter 3, 2024

Payment service	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)	99.87%	2:57	0:00
Make/receive account transfers – fast payments	99.97%	0:44	0:00
Make/receive account transfers – next business day	100%	0:00	0:00

## Quarter 2, 2024

<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>
Withdraw/deposit cash at an ATM	100%	0:00	0:00
Transact over-the-counter in a branch	99.70%	1:16	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	99.69%	6:45	0:00
Make/receive account transfers – next business day	100%	0:00	0:00

## Quarter 1, 2024

<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>
Withdraw/deposit cash at an ATM	100%	0:00	0:00
Transact over-the-counter in a branch	99.75%	1:03	0:00
Make card payments (cardholders)	99.92%	1:46	0:00
Accept card payments (businesses)	100%	0:00	0:00
Access accounts using online banking (web browser or mobile device app)	99.77%	4:57	0:00

<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>
Make/receive account transfers – fast payments	99.66%	7:20	0:00
Make/receive account transfers – next business day	100%	0:00	0:00

## 2023

### 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>
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)	99.94%	1:15	0:00
Accept card payments (businesses)	100%	0:00	0:00
Access accounts using online banking (web browser or mobile device app)	99.95%	1:09	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

### 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>
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)	99.97%	0:45	0:00
Accept card payments (businesses)	100%	0:00	0:00
Access accounts using online banking (web browser or mobile device app)	99.93%	1:27	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

## 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>
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)	99.97%	0:40	0:00
Make/receive account transfers – fast payments	99.35%	13.07	0:53

Make/receive account transfers – next business day	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>
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)	99.73%	5:54	0:00
Make/receive account transfers – fast payments	99.94%	1:14	0:00
Make/receive account transfers – next business day	100%	0:00	0:00

## 2022

### 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>
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)	99.89%	2:20	0:00
Make/receive account transfers – fast payments	99.53%	2:40	7:44
Make/receive account transfers – next business day	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>
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)	99.97%	0:35	0:00
Make/receive account transfers – fast payments	99.60%	8:52	0:00
Make/receive account transfers – next business day	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>
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)	99.90%	2:06	0:00
Accept card payments (businesses)	100%	0:00	0:00
Access accounts using online banking (web browser or mobile device app)	99.73%	5:06	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

## 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>
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)	99.76%	5:06	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
--	------	------	------

## 2021

### 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>
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

### 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>
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