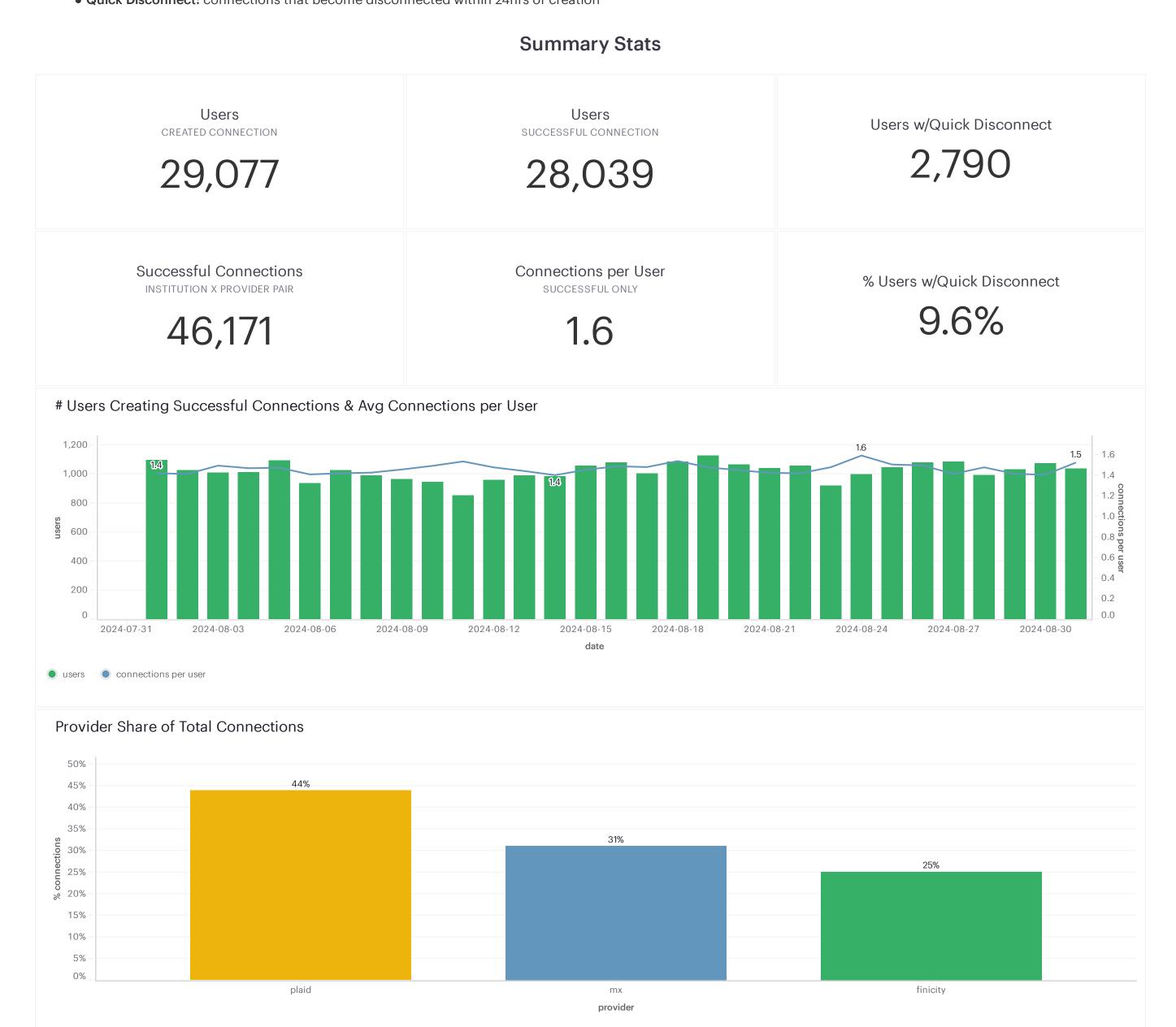
Josh Erickson | Jan 23, 2025

Connections Created

Terminology

- institution: the bank the user is linking (e.g. Chase, Wells Fargo) • provider: the data aggregator used to link the institution to Monarch (e.g. Plaid)
- connection created: user links their institution via provider to Monarch. Unique at the institution x data provider level • successful connection: a link between Monarch and the institution that is connected for >= 24hrs without disconnection
- First Connection Success Rate: total # successful connections / connections created • Quick Disconnect: connections that become disconnected within 24hrs of creation



Successful Connections

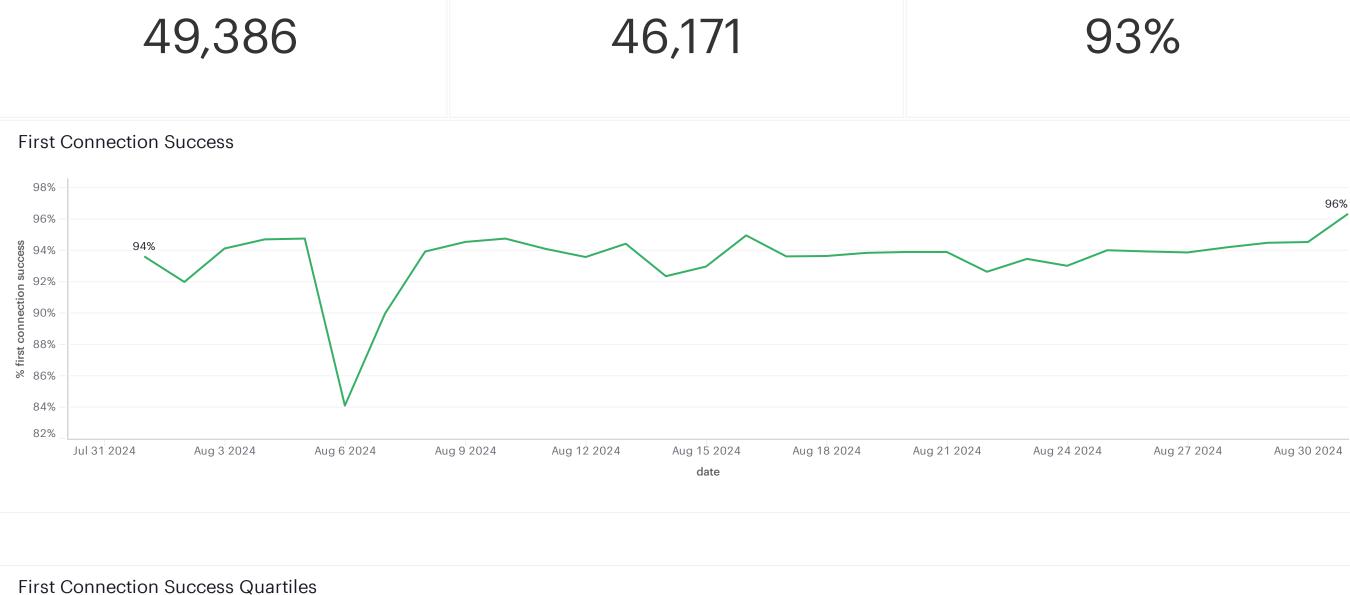
First Connection Success Rate (FCS)

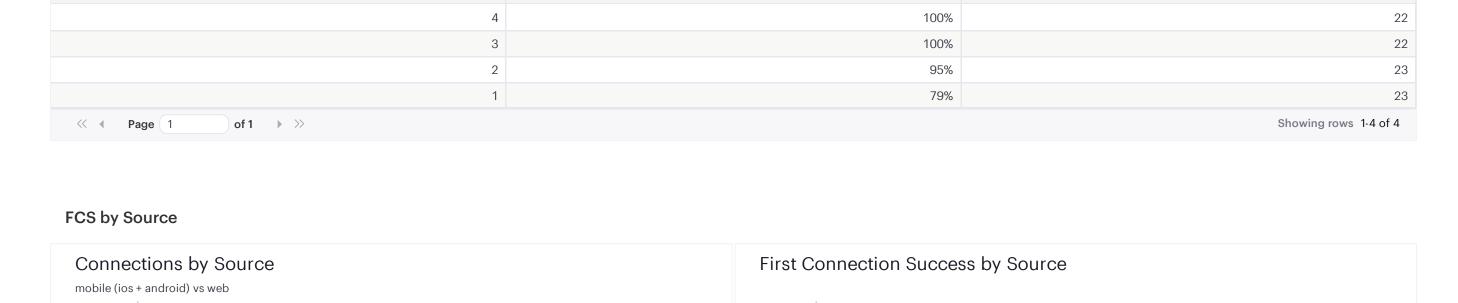
First Connection Success

92%

96%

94%





27,196

110% 100%

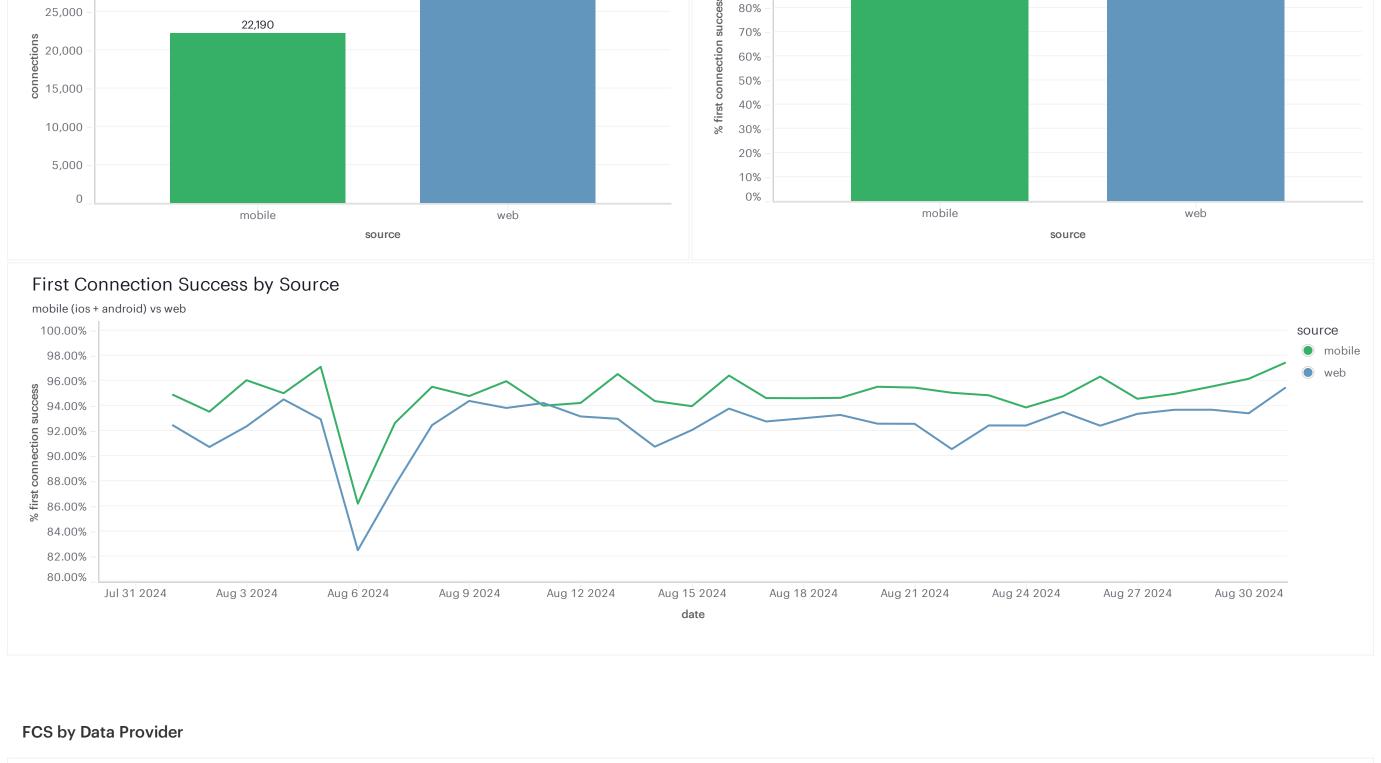
90%

▼ institutions

95%



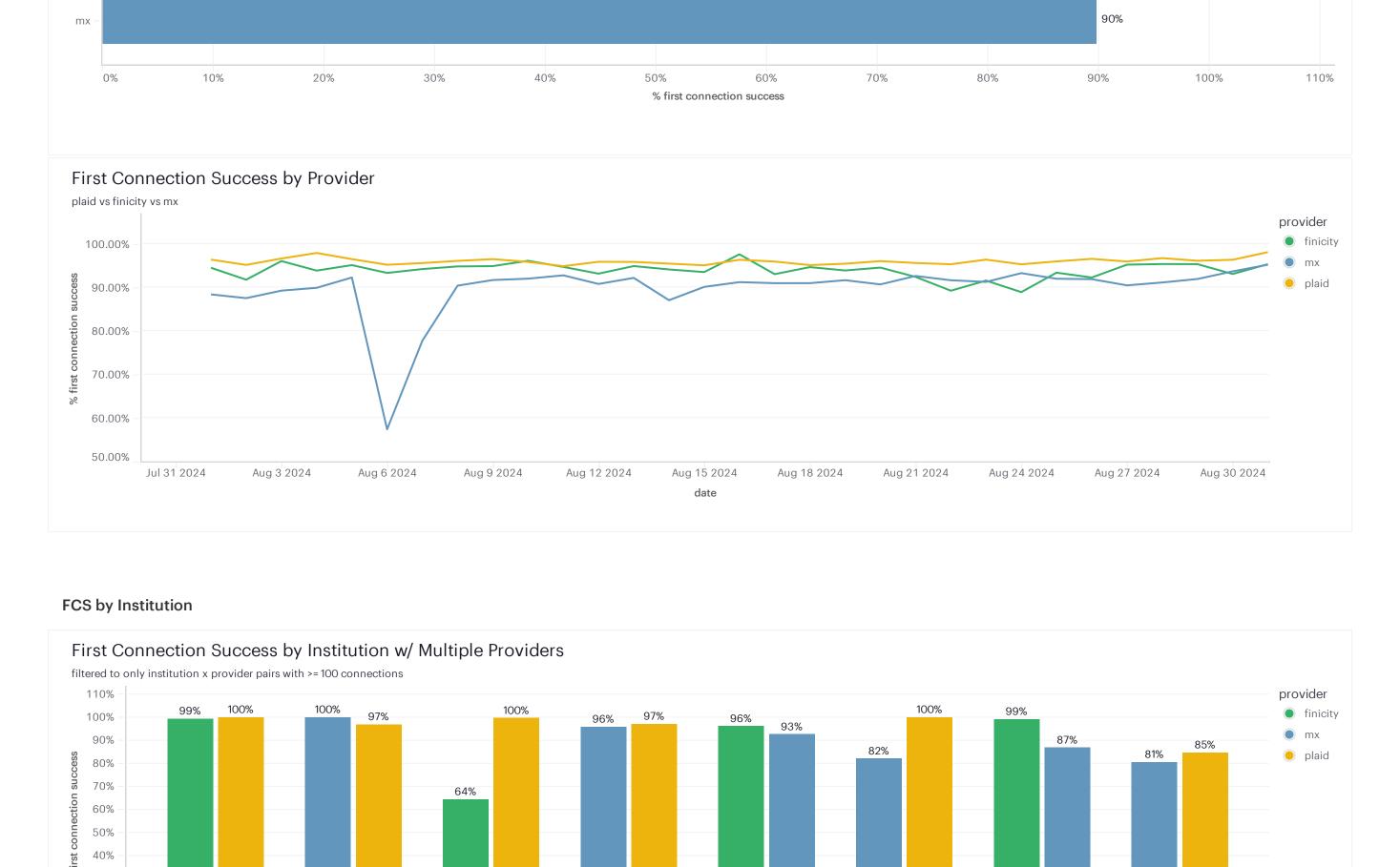
35,000





plaid

First Connection Success by Provider





100%

45%

40%

35%

30%

15%

5% 0%

Data Validation

AGG(% retry)

First Connection Success by Institution

aggregate across providers and sources

Harmony Financial Services

Edgewood Financial

89% %06 %06 North Point Savings

92%

91%

Elmwood Credit Union

94%

institution

93% 93% Infinite Trust Co.

Harborstone Financial

Peakstone Bank

source mobile

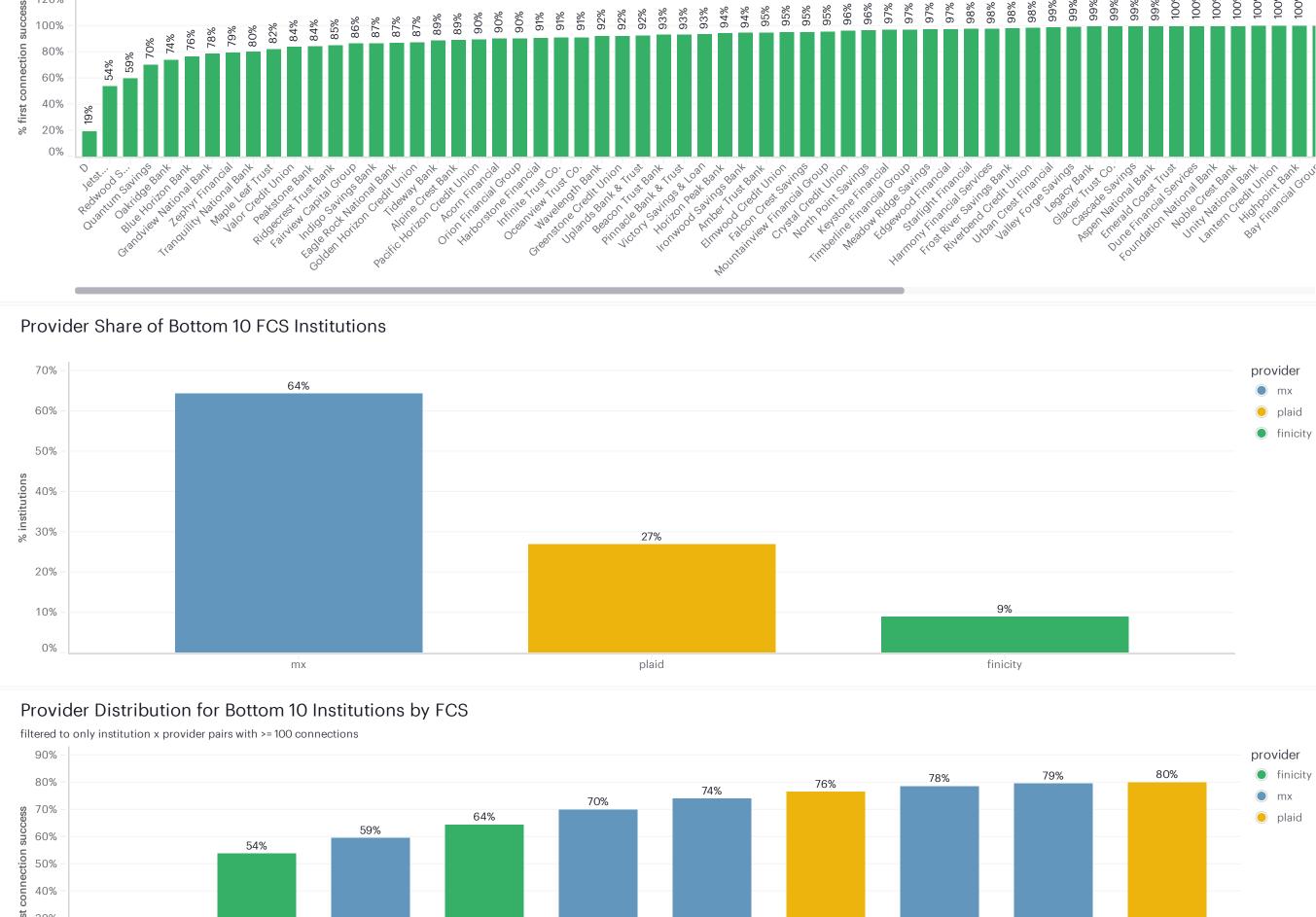
web

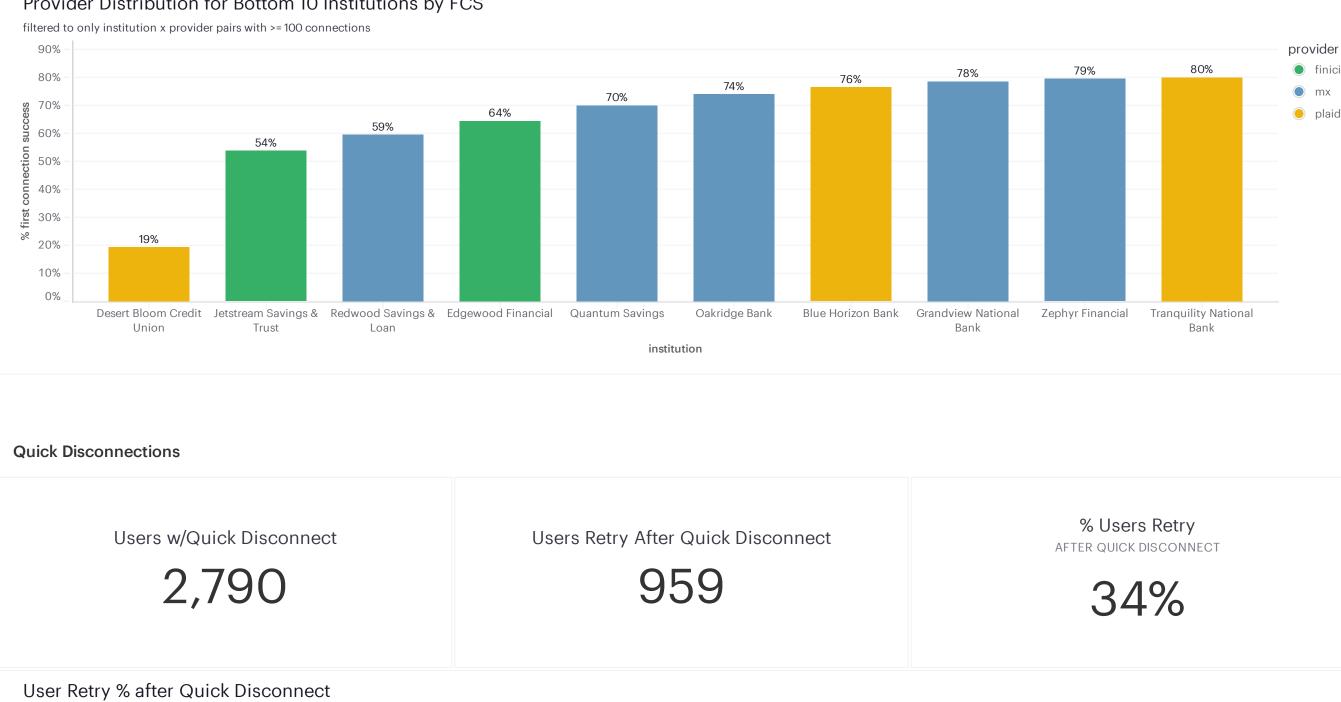
Showing rows 1-3 of 3

% Disconnected Events to Disregard

88%

30% 20%





37%

web

• Are there any duplicated event_id's within each table? Data Validation

• Are there any events within a given table that are missing values for the field `type`?

30%

mobile

type ▼	events	distinct_events *	null_rows •
connect	94,233	94,233	0
created	83,054	83,054	0
disconnected	152,168	152,168	0

source

Disregarded Disconnected Events

W/ NO CREATED EVENT

133,801

Page 1

of 1 \rightarrow \Rightarrow

Total Disconnected Events

152,168