

20 Apr 2017

# E opts for PayPoint's multi-channel payments platform

*MultiPay from PayPoint enables E customers to pay for energy with an app, online, text message, phone or in-store*

**Welwyn Garden City, 20<sup>th</sup> April 2017:** PayPoint today announced a partnership with E, a British owned supplier of gas and electricity to prepayment energy customers. E has implemented PayPoint's fully integrated payments solution, MultiPay, making it possible for its customers to pay for energy via a range of convenient payment channels; with an app, online, text message, phone or in-store.

Launched in 2014, E provides gas and electricity to over 200,000 prepayment customers across the country. Claudia Proffitt, Operations Director at E commented: "Our focus is on keeping costs down so our customers pay less; E is all about saving money whilst providing excellent service. We want to make it as easy and as convenient as possible for our customers to manage their energy and PayPoint's MultiPay makes that a possible, enhancing our customer's experience. Our customers can choose to top-up when, where and how they like, whether that's from the comfort of their own home, on the go or at their local store."

As a payment industry expert, PayPoint is well placed to offer an integrated solution across multiple payment channels to help service providers such as E evolve and meet the growing demands of customers who want flexibility in how and where they pay.

Lewis Alcraft, Commercial Director at PayPoint, added: "Our MultiPay platform caters for continual evolving customer behavior. By offering a full range of digital channels, as well as an unrivalled retail network of over 29,000 convenience stores, we are able to handle both cash and digital payments, enhancing customer choice and experience." Alcraft continued: "In addition, by choosing our MultiPay platform, service providers also save time spent on administration and can substantially reduce their payment collection costs."

MultiPay has been developed with flexibility in mind, offering service providers the opportunity to pick and choose specific payment channels as needed. For more on MultiPay visit [www.paypoint.com/multipay](http://www.paypoint.com/multipay)

**-END-**

## **Enquiries:**

**Steve O'Neill**

Group Marketing Director  
+44(0)1707 600 440  
[steveoneill@paypoint.com](mailto:steveoneill@paypoint.com)

**PayPoint Press Office**

Bell Pottinger

paypoint@bellpottinger.com

+44 20 3772 2543

## **NOTES TO EDITORS**

### **ABOUT PAYPOINT**

We support market leading national networks across 39,000 convenience stores in the UK and Romania so that our customers are always close to a PayPoint store. In thousands of locations, as well as at home or on the move, people use us better to control their household finances, essential payments and in-store services, like parcels. Our UK network contains more branches than all banks, supermarkets and Post Offices together, putting us at the heart of communities for over 10 million regular weekly customers.

We have a proven track record of decades of tech-led innovation, providing retailers with tools that attract customers into their shops. Our industry-leading payments systems give first class service to the customers of over 1,500 clients - utility companies, retailers, transport firms and mobile phone providers, government and more.

We are on and offline; providing for payments by cash, card including contactless; retail, phone and digital; at home, work and whilst out and about from Land's End to the highlands and islands – helping to keep modern life moving.

### **Multichannel payments**

We offer clients streamlined consumer payment processing and transaction routing in one, seamlessly integrated solution, through MultiPay. This gives customers the flexibility to pay in the way that best suits them; including mobile app, online, text, phone/IVR and cash in-store.

MultiPay is live with Utilita, a fast growing challenger energy supplier. We have signed several other energy companies, a framework agreement with Procurement for Housing and, significantly, Scottish and Southern Energy, our first Big 6 energy client

### **Retail networks**

In the UK, our network includes over 29,000 local shops including Co-op, Spar, Sainsbury's Local, Tesco Express and thousands of independent outlets. These outlets are quick and convenient places to make energy meter prepayments, bill payments, benefit payments, mobile phone top-ups, transport tickets, TV licences, cash withdrawals and more.

Our Romanian network continues to grow profitably. We have more than 10,200 local shops, helping people to make cash bill payments, money transfers, road tax payments and mobile phone top-ups. Our clients include all the major utilities and telcos and many other consumer service companies.

In the UK, our Collect+ network offers parcel collection and return services in nearly 6,000 convenient outlets. Customers use Collect+ for their parcels from major retailers including Amazon, eBay, ASOS, New Look, John Lewis, House of Fraser, M&S and Very. The Collect+

brand is jointly owned with Yodel.

The UK network also includes over 4,200 LINK branded ATMs, and 10,000 of our terminals enable retailers to accept debit, credit and contactless payments, including Apple Pay.

We operate over 3,000 Western Union agencies in the UK and Romania for international and domestic money transfers.