

19 May 2014

# PayPoint and LINK come together to install free-to-use ATM in Grangetown, Middlesbrough

**Welwyn Garden City, 14 February 2014:** LINK welcomes the installation of a free-to-use cash machine in Grangetown, Middlesbrough.

After Ian Swales, MP for Redcar, highlighted the area as having little or no free access to cash on behalf of consumers in the area, PayPoint has installed a free ATM at the Heron Food Store on Birchington Avenue with the support of the LINK Financial Inclusion Programme.

John Howells, LINK CEO mentioned:

*"LINK has a very clear consumer remit and free access to cash features highly on that agenda. Seeing the ATM industry pull together to improve access to cash for consumers is encouraging, and reconfirms the vital role cash plays in our daily lives."*

Ian Swales MP commented:

*"I originally raised this issue with LINK some time ago when I learned that my constituents in Grangetown did not have free or easy access to cash machine facilities. I was determined that this should change."*

*"Having worked for so long on this, I am grateful that LINK, PayPoint and Heron Foods have come together and a machine has finally been installed. In this day and age, access to facilities like this is a vital part of everyday life and I really hope that this machine will be a positive improvement for my constituents in Grangetown."*

Seamus Smith, Managing Director of PayPoint UK, adds:

*"We are delighted that Heron Foods has not only installed a PayPoint terminal at its store on Birchington Avenue but supported our plan for a free-to-use ATM in the store as well. PayPoint services are highly valued by local communities and this free-to-use ATM will provide a much-needed improvement in the lives of people living in the area through free, easy and convenient access to their cash."*

Mike Igoe, Heron Foods' Commercial Director, says:

*"Heron Foods is all about quality and value and we know that offering a great customer experience is not just about great products and prices. Services are increasingly important to our customers so having PayPoint and a free-to-use ATM in our new store in Grangetown is central to our commitment to the local community."*

Photo (l to r): Mike Igoe, Commercial Director of Heron Foods; Ian Swales, MP; Peter Brooker, Head of Corporate Affairs, PayPoint.

Consumers can check where their nearest machine is using the ATM Locator at [www.link.co.uk](http://www.link.co.uk). If you can think of an area that would benefit from the installation of an ATM, you can go on to the LINK website and suggest a site.

ENDS

### **Notes to editors**

For more information, please contact the LINK press office at:

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### **About LINK**

LINK is the UK's cash machine network. Virtually every cash machine in the UK (free-to-use and pay-to-use) is connected to LINK.

### **LINK's Consumer Council**

LINK's Consumer Council has been established to represent the interests of consumers and to advise LINK Scheme Members on consumer issues that relate to the LINK ATM network and LINK Scheme rules.

The Council is not responsible for individual cardholder complaints. These should be addressed to the relevant card issuer, cash machine operator or LINK Scheme as set out above. The Council may, however, choose to raise with LINK and its Members concerns evident from consumer complaints. Members of the public or any interested body may draw an issue to the attention of the Council by contacting the LINK Scheme Executive through the LINK website at: [www.link.co.uk/Pages/ContactForm.aspx](http://www.link.co.uk/Pages/ContactForm.aspx) or by telephone at 01423 356205.