

4 Aug 2015

# PayPoint launches new programme of service improvements

## **PAYPOINT'S DOMINIC TAYLOR ANNOUNCES NEW PROGRAMME OF RETAIL SERVICE IMPROVEMENTS, STARTING WITH NEW FREEPHONE CALL CENTRE NUMBER**

**Welwyn Garden City, 3 August 2015:** PayPoint today announced the first of a number of new initiatives aimed at helping independent convenience retailers. From the end of August, the company's retailer facing call centre will move onto a new freephone number. The new move follows the in-depth consultation that PayPoint has been undertaking with independents and trade groups looking into potential improvements in the light of recent reductions to the commission cap. PayPoint's call centres handle half a million calls per annum so the changes should make a big difference.

Dominic Taylor, Chief Executive of PayPoint plc commented "It is of critical importance to me personally and to the PayPoint business that our interests and those of our retailers are fully aligned. We have been keen to engage and have listened very carefully to our retailers and are determined to ensure that we communicate better and operate in a supportive way to front line retail requirements. This important call centre change is the first of a number of new initiatives which we have in the pipeline to address directly the concerns and opportunities raised by retailers.

PayPoint is proven to deliver strongly to the profits of participating retailers and this is why we have such strong retail demand. However, we do not take this for granted and we will continue to invest millions every year in new technology and services for the convenience retail sector many of which are focused on the needs of independents. Our retail partners have my personal commitment that this investment will continue and that we will work very hard to deliver more and better. We will also improve our customer service to retailers and make sure we are well tuned in to their issues."

END

### **Enquiries:**

#### **Steve O'Neill**

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

#### **PayPoint Press Office**

Karla Winch/Cathy Donald

Brands2Life

[PayPoint2@brands2life.com](mailto:PayPoint2@brands2life.com)

020 7592 1200 / 07821 571296

Charlotte Whitley

Finsbury

+44(0)207 251 3801

## **NOTES TO EDITORS**

### **ABOUT PAYPOINT**

PayPoint is an international leader in payment technologies, its solutions transforming payments for everyone from consumer and financial services companies to retailers, utilities, media, e-commerce, gaming and government clients.

PayPoint delivers payments and services through its unique combination of local shops, mobile and online distribution channels, delivered both through its owned businesses and by integrating the best services from more specialised suppliers. It handles almost £14 billion from over 812 million transactions annually for more than 5,500 clients and merchants.

With the backing of 24/7 operations centres with dual site processing, PayPoint is widely recognised for its leadership in payment systems, smart technology and service.

#### **Retail networks**

The PayPoint retail network across the UK numbers over 27,800 local shops (including Co-op, Spar, McColls, Costcutter, Sainsbury's Local, Tesco Express, One Stop, Asda, Londis and thousands of independents), where it processes energy meter pre-payments, bill payments, benefit payments, mobile phone top-ups, transport tickets, BBC TV licences, cash withdrawals and a range of other transactions. In Romania, the retail network numbers over 9,200 terminals in local shops, helping people to make cash bill payments, money transfers, road tax payments and mobile phone top-ups. In the Republic of Ireland, over 500 terminals in shops and credit unions process mobile top-ups and bill payments.

Collect+, a joint venture with Yodel, provides a parcel drop-off and pick-up service at more than 5,800 PayPoint retailers. PayPoint's ATM network numbers more than 4,000 'LINK' branded machines across the UK, and 9,800 PayPoint terminals enable retailers to accept credit and debit cards.

#### **Mobile and Online**

PayPoint Mobile and Online (formerly trading as PayPoint.net, PayByPhone and Adaptis) handles over 145 million payments for parking, payments and consumer services. In major cities in the UK, Canada, USA, France, Switzerland and Australia, its parking solutions make it easy for people to pay for parking by mobile, as well as providing electronic parking permits, automatic number plate recognition systems for car parks and penalty charge notices.

PayPoint's core online payments platform is linked to 16 major acquiring banks in the UK, Europe and North America, delivering secure credit and debit card payments for almost 4,600 online merchants. Its suite of products ranges from transaction gateway to a bureau service, in addition to value-added services such as FraudGuard, an advanced service that mitigates the risk of fraud in card not present transactions, Cardlock, an innovative solution for PCI compliance, PayCash through the PayPoint network and Cashier, one of the most advanced hosted digital payment solutions.

