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# PayPoint to launch 2020 retailer survey

**Welwyn Garden City, 24 August 2020:** PayPoint is set to launch a survey of its network of 27,000 convenience retailers on 1<sup>st</sup> September. The survey will provide the opportunity for PayPoint's retailer partners to feedback on what could be improved, what works well and how they find overall performance, at a time when business models across all sectors have faced their sternest challenge.

The survey, independently conducted by Savanta, will take five minutes to complete and offers retailers the opportunity to win one of 20 £100 Amazon vouchers in return for their time.

Ben Ford, PayPoint's Retail Services Director – who joined the company in July this year – said: “It's really important that we understand how PayPoint can best serve the retailers within our network. This year, more than ever, convenience stores are facing unprecedented challenges and that's why we're particularly keen to gather feedback on our performance. We encourage everyone to take part to help us improve our service.”

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## ABOUT PAYPOINT

In thousands of retail locations, at home and on the move, we make life more convenient for everyone.

For retailers, we offer innovative and time-saving technology that empowers convenience retailers in the UK and Romania to achieve higher footfall and increased spend so they can grow their businesses profitably. Our innovative retail services platform, PayPoint One, is now live in over 16,000 stores in the UK and offers everything a modern convenience store needs, from parcels and contactless card payments to EPoS and bill payment services. Our technology helps retailers to serve customers quickly, improve business efficiency and stay connected to their stores from anywhere.

We help millions of people to control their household finances, make essential payments and access in-store services, like parcel collections and drop-offs. Our UK network of 27,000 stores is bigger than all banks, supermarkets and Post Offices together, putting us at the heart of communities nationwide.

For clients of all sizes we provide cutting-edge payments technologies without the need for capital investment. Our seamlessly integrated multichannel payments solution, MultiPay, is a one-stop shop for customer payments. PayPoint helps over 500 consumer service providers to save time and money while making it easier for their customers to pay – via any channel and on any device.