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# PayPoint unveils initiatives to support retailers during COVID-19 outbreak

**Welwyn Garden City, 11 May 2020:** PayPoint has today announced new measures to support the convenience retail community amid the COVID-19 outbreak. The initiatives include a campaign to celebrate *Retail Heroes*, a £25,000 contribution to the [NFRN COVID-19 Hardship Fund](#), fee increase waivers, service fee changes, and a new partnership with Deliveroo.

PayPoint's *Retail Heroes* is being launched in May with the aim of recognising retailers in the PayPoint network that have gone 'above and beyond' to serve their local communities during the COVID-19 pandemic. The winning retailers will be showcased across PayPoint's social media channels, receive a certificate and a £500 donation to a charity of their choice.

In addition, a donation will be made to the NFRN COVID-19 Hardship Fund, which offers financial assistance to members struggling with cash flow during the coronavirus pandemic. The fund has raised more than £200,000 to date and PayPoint is proud to contribute a further £25,000.

PayPoint is also introducing changes to its service fees and billing process. The first component of this is waiving the yearly inflation increase to service fees, which will remain consistent with last year's amounts. This will be coupled with a permanent move to service fee billing in arrears, benefitting retailers' monthly cash flows, and the option for those forced to close their stores to claim a service fee refund for the closure period.

Finally, PayPoint recently announced an innovative partnership with Deliveroo, the UK's leading online food delivery company. The collaboration allows retailers to apply for fast-track access to the Deliveroo system so members of the local community can order products to be delivered contact-free in as little as 30 minutes.

**Nick Wiles, Executive Chairman of PayPoint**, says: "Now more than ever, we are looking at how we can help our retailers and partners transform convenience and provide significant, safe, and sustainable services to UK communities. We're proud to launch these new partnerships, initiatives, and campaigns to provide assistance during this unique and challenging time."

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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 28,000 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.