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Robin Hood Energy expand customer payment options with PayPoint's MultiPay platform

Welwyn Garden City, 26 June 2017: PayPoint today announced a new partnership with Robin Hood Energy. The UK's first local authority owned energy supply company has implemented PayPoint's integrated payments platform, MultiPay, giving customers the choice to pay bills online, by phone or in-store.

Launched by Nottingham City Council in 2015, Robin Hood Energy prides itself on providing low and competitive energy tariffs to all households across England, Scotland and Wales. Rob Purdon, Contracts Manager at Robin Hood Energy commented: "As a not for profit company, we are proud to do energy differently. It is very important to us that we are not only competitive, but that we ensure our customers have the best possible experience. PayPoint's MultiPay platform has enabled us to provide our customers with the flexibility to pay, at a time that's convenient for them, wherever they are."

As a leader in payment technologies PayPoint is well placed to offer an integrated solution across multiple channels. MultiPay gives organisations the ability to offer a wide range of payment options spanning online, app, text, phone and cash in-store. Being totally modular, organisations have the flexibility to pick and choose the channels best suited to their customers.

Lewis Alcraft, Commercial Director at PayPoint, added: "We are delighted to announce a partnership with Robin Hood Energy. Our MultiPay platform combines a full range of digital payment options with our unrivalled retail network, meaning organisations such as Robin Hood can be accessible to their customers, wherever they are; at home or on the move. Alcraft continued: "With consumer behaviour shifting, we believe businesses do best when they embrace technology and evolve to keep modern life moving."

This agreement adds to the portfolio of energy suppliers who are already using PayPoint's MultiPay to drive their businesses forward. For more on MultiPay visit www.paypoint.com/multipay

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NOTES TO EDITORS

ABOUT PAYPOINT

We operate market leading national networks across 40,400 convenience stores in the UK and Romania so that our customers are always close to a PayPoint store. At these locations, as well as at home or on the move, people use us to better control their household finances, make essential payments and use in-store services, like parcel drop and collect.

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 recently launched PayPoint One platform offers EPoS, card payments and PayPoint services, and is designed to help retailers run their whole store from one device.

Coupled with our industry-leading solutions, we provide a first class service to the customers of over 1,500 clients - utility companies, retailers, transport firms, 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

MultiPay is our multichannel payment service, offering consumer service providers a ready-made solution for their full range of payments via app, web, phone, text and IVR, complementing our cash in store services.

Clients benefit from streamlining their consumer payment processing and transaction routing in a seamlessly integrated and cost effective solution. The services are available either as a full portfolio or by the client's choice of preferred channels, including our app which has a 4 star rating on the Google Play and Apple App Stores. Clients can choose to access our services as a full outsourced model or by linking their own digital solutions to our MultiPay payment suite.

MultiPay is particularly targeted to serve the rollout of smart meters within the energy market. For example, our service has helped Utilita to become the fastest growing, challenger prepay energy supplier and we have also signed several other energy companies, including SSE, our first Big 6 energy client. Among other relevant sectors, MultiPay is available to the local authority and social housing sectors through a framework with Procurement for Housing.

Retail networks

In the UK, our network includes over 29,200 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 ticket payments, TV licence payments, cash withdrawals and more.

Our Romanian network continues to grow profitably. We have more than 11,300 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 over 6,100 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 4,100 LINK branded ATMs, and 10,000 of our terminals enable retailers to accept debit, credit and contactless payments, including Apple Pay. We operate over 4,100 Western Union agencies in the UK and Romania for international and domestic money transfers.