

24 Jul 2018

Statement regarding Treasury Committee letter

PayPoint can confirm that it has received a letter this morning from the Treasury Committee which we will be responding to in due course. As has been reported we experienced a technical issue affecting PayPoint transactions in certain stores impacting around one third of our retail network on Saturday 21 July. We worked very hard throughout the day to support retailers and to resolve the problem as quickly as possible. Whilst any interruption of service is significant, the majority of our network remained fully operational throughout the day, providing very good local coverage with over 98% of households within close proximity to a fully operating store. All services in impacted stores were back to normal by late afternoon. We again apologise for this rare disruption of service, which we believe was a one off isolated event and are undertaking a thorough review to minimise the risk of reoccurrence.