23 Jul 2018

Statement regarding weekend outage

We can confirm that we experienced a technical issue affecting PayPoint transactions in certain stores within our network on Saturday 21 July.

We appreciate that up-time and continuity of service is paramount for a business of our nature and 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.

The issue was not as widespread as reported; impacting around a third of our retail network. All services in impacted stores were back to normal by late afternoon.

We apologise for this rare disruption of service, which we believe was a one off isolated event. We are undertaking a thorough review to minimise the risk of reoccurrence.