



Business Solutions

Focus on Local Council, Housing Association & Credit Union Payments

How to cut cash collection costs – and increase payment performance

PayPoint's nationwide retail payment network provides a lower-cost alternative to other methods of collecting rent, council tax and credit union payments in cash - and can help improve customer payment performance.

PayPoint – the lower-cost alternative

PayPoint is a purpose-built, more cost-effective channel for collecting cash payments than any other method. A fraction of the cost of door-to-door collections, cash offices, and less expensive than postal payment processing, PayPoint is highly competitive with other over-the-counter payment services. What's more, the smoothness and efficiency of the PayPoint system saves money by minimising administration costs.



PayPoint – reliable and secure

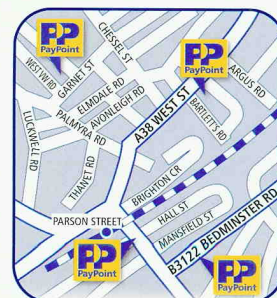
In operation since 1996, the PayPoint system now handles around 4 million customer transactions each week, delivering daily notification of all payments to Clients within 24 hours and guaranteeing the crediting of funds 4 banking days following the payment date. This provides PayPoint's Clients with almost 'real time' visibility of customer payment activity and full financial control.

1 in 5 people prefer cash!

1 in 5 people in the UK do not have a bank account and use cash to pay for local services, household bills and everyday living costs. PayPoint is a convenient, customer friendly but confidential service with over 10,500 payment points in carefully-sited late-opening newsagents, convenience stores, supermarkets and filling stations all over the UK, many open 7 days a week. PayPoint provides ultimate convenience for the regular cash-paying customer. Over 95% of people will find a PayPoint within a mile of their home postcode in urban areas, and within 5 miles in rural locations.

PayPoint – the flexible payment facility

PayPoint offers the potential to customise payment schemes according to individual customer needs and circumstances. Customers can be issued with payment media such as magnetic swipe cards and barcoded payment slips. Payments can be made for any amount between £1.00 and £999.99 giving your customers the flexibility of paying any amount within that range, which the terminal will record.



Although PayPoint retailers extend a friendly and efficient welcome to all bill-payers, anonymity of the customer is ensured.

PayPoint – serving Britain's local and national service providers

PayPoint has already been chosen by over 200 Local Authorities, Housing Association and Credit Unions as well as an extensive portfolio of blue-chip Clients comprising of almost all major UK utility companies and service providers in the energy, telecoms, water, media, social housing and financial sectors.

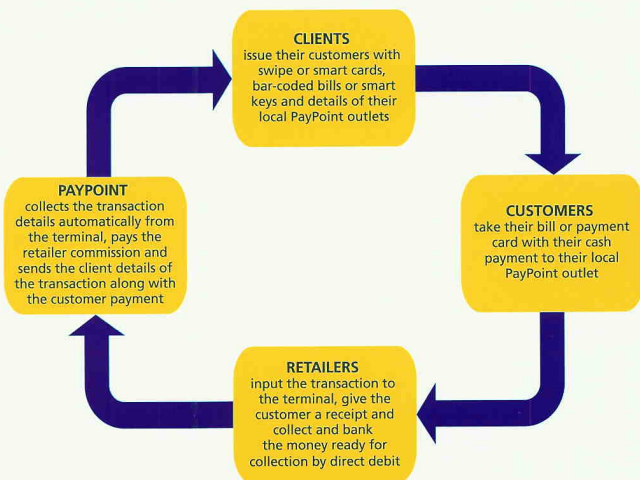


PayPoint – Innovation and quality



In recognition of its achievement in devising, launching and successfully developing Britain's leading branded electronic payments network, PayPoint received a Queen's Award for Enterprise in the Innovation category in 2003.

Part of PayPoint's success lies in its commitment to high standards of service, for both Clients and end-user customers. This was highlighted in a recent independent MORI customer satisfaction survey which found that based on a sample of 1,000 customer users of PayPoint, 97% were satisfied (78% very satisfied) with the service they received at the point of sale.



PAYPOINT KEY FACTS

- 10,500 authorised outlets across the UK
- 95% coverage of all UK households
- Close to people's homes & open long hours
- Over 300 types of payment accepted
- Used by 4 million customers each week
- Over £1.5 billion collected per annum

PayPoint – how it works

- 1) Customer issued with barcoded bill, other document or magnetic swipe card which identifies them and the payment scheme to which they belong.
- 2) Customers take these to any PayPoint outlet together with their payment amount in cash.
- 3) The Retailer scans barcode or swipes card in the PayPoint terminal and enters amount requested and provides a fully-detailed receipt.
- 4) Cash taken is subsequently banked by the retailer.

- 5) Overnight, each day, every PayPoint terminal is polled by the central PayPoint system and the details of the previous day's transactions are captured.
- 6) Details are sorted by Client, and payment files transmitted electronically the same day for immediate updating of customer accounts.
- 7) PayPoint direct debits each retailer with total value of the previous day's transactions.
- 8) Funds are received by PayPoint and settled to Clients via CHAPS on the fourth banking day following the transaction date.



For further information on the PayPoint service and how it could help your business reduce its cash payment collection costs, please contact Mel Kyriakides on 01707 600669 or email melkyriakides@paypoint.co.uk

PayPoint Network Ltd, 1 The Boulevard, Shire Park, Welwyn Garden City, Hertfordshire AL7 1EL
Tel: 01707 600300 Fax: 01707 600333 www.paypoint.co.uk