

**PRESS RELEASE**  
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## **Waltham Forest Council implements PCI Pal's Agent Assist to secure cardholder-not-present payments**

PCI Pal®, the global provider of secure payment solutions, has announced that Waltham Forest Council has successfully implemented its Agent Assist payment solution to secure all telephone-based payments, and ensure continued compliance with data and payment security standards.

The Council was keen to identify a way for its Resolution Centre staff to guide citizens through the process of paying over the phone, while also maintaining complete privacy of cardholder data.

PCI Pal's partner Civica recommended and implemented PCI Pal's Agent Assist as it uses Dual-Tone Multi-Frequency (DTMF) masking technology so agents can maintain conversations and guide callers through the payment process. The agents have no visibility of payment card details as callers enter their data using a telephone keypad, therefore descoping the Council's data and voice network from PCI DSS.

In addition, due to the current global pandemic, PCI Pal's solution has been activated to ensure Waltham Forest Council's homeworking staff can continue taking PCI compliant payments on both inbound and outbound telephone calls.

Marcus Power, Resident Financial Services Manager, Waltham Forest Council said, "As well as aiding compliance, the implementation of PCI Pal serves to strengthen local residents' trust in the Council's governance. It demonstrates to residents that the Council is taking data security seriously at all times. We care about our citizen's data and protecting their payments and information."

Dominic Newman, Channel Sales Director of PCI Pal said, "We are delighted to support Waltham Forest Council with its payment security requirements via our partner Civica. Due to the current global situation, we have also extended this service to enable the council's homeworkers are able to continue handling payments in a secure and compliant way."

For more information on PCI Pal visit [www.pcipal.com](http://www.pcipal.com), call +44 207 030 3770 to arrange a demonstration or follow PCI Pal on [Twitter](#).

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**Notes to Editors:**

**About PCI Pal**

PCI Pal® is the global provider of secure payment solutions. PCI Pal's cloud platform empowers organisations to take payments securely without bringing their environments into scope of PCI DSS and other card payment data security rules and regulations.

With the entire product portfolio served from PCI Pal's cloud environment, integrations with existing telephony, payment, and desktop environments are simple and light-touch, ensuring no degradation of service while achieving security and compliance.

PCI Pal has offices in London, Ipswich (UK) and Charlotte NC (USA). For more information visit [www.pcipal.com](http://www.pcipal.com) or follow the team on Twitter: <https://twitter.com/PCIPAL>

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