PCI Pal® announced as finalist in Insurance Times Tech & Innovation Awards

PCI Pal®, the global provider of secure payment solutions, has been announced as a finalist in the Insurance Times's Tech & Innovation Awards 2020, for its work with Verex Group, in securing its contact centre payments processes.

Announced as a finalist in the 'Best Use of Technology for Customer Experience – General' category, the nomination focused on how PCI Pal's Agent Assist solution is supporting Verex Group in providing an improved customer experience during the payments process.

As well as descoping the insurance provider's environment from the requirements of PCI compliance, the organisation has also seen a reduction in call duration times and a significant decrease in dropped call rates at the point of payment, having switched to the PCI Pal solution from an automated payment system.

The Insurance Times Tech & Innovation Awards recognise the very finest in the UK general insurance technology and innovation arena, such as individuals and teams embracing emerging opportunities and leading the charge for a better customer experience. Winners will be announced on September 17th

Talking about the shortlisting, James Barham, CEO, PCI Pal said, "We are delighted to be recognised by the judges for the work we are doing with Verex to ensure all its contact centre payments are handled in a seamless and efficient way. Since using PCI Pal's Agent Assist, Verex has seen call drop-out rates decrease, call durations shorten, and payments handled more efficiently and faster.

"Importantly, the agents remain in constant contact with the customer, providing a personable and attentive experience. We are proud to have been announced as finalists in the Insurance Times Tech & Innovation awards."

For further details regarding the Insurance Times Tech & Innovation Awards, visit: http://awards.insurancetimes.co.uk/tech-awards-20/.

For more information on PCI Pal visit 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 for contact centres and businesses. PCI Pal's globally-accessible cloud platform empowers organisations to take Cardholder Not Present payments securely without bringing their environments into scope of PCI DSS and other card payment data security rules and regulations.

With products in the cloud and served from PCI Pal's cloud environment integrations with existing telephony, payment, and desktop environments are flexible and proven, ensuring no degradation of service while achieving security and compliance.

PCI Pal provides a true omnichannel solution so payments can be managed securely via telephone, IVR or across any digital channel, including Webchat, Whatsapp, Social Media, Email and SMS.

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

Editor's Contact:
Peppa Sheridan
Peptalk Communications
+ 44 (0)7725 121189 // peppa@peptalkpr.co.uk