



## **InsureandGo extends PCI Pal<sup>®</sup> payment security solution to Australian operations**

Travel Insurance specialist InsureandGo has completed the implementation of a cloud-based solution for card-not-present payments for its Australian operations. InsureandGo selected the Agent Assist solution from [PCI Pal<sup>®</sup>](#) – the global cloud provider of secure payment solutions for business communications.

Having completed a PCI DSS assessment in the Australian region, InsureandGo identified a need to implement a solution that would support anonymous payment card capture in the contact centre. PCI Pal's Agent Assist uses 'DTMF masking', which intercepts and masks the tones of the keypad and sends the information straight to the Payment Service Provider for processing. This means the data bypasses the contact centre environment and vastly reduces the scope of PCI DSS for InsureandGo Australia.

Raphael Bandeira – Managing Director of InsureandGo Australia “Having seen the results of PCI Pal Agent Assist in some of our peers and correspondents, we like the flexibility and scalability of the solution. It uses DTMF masking technology, which removes any need for our contact centre agents to see, hear or store sensitive payment data. It also enables customers to maintain contact with our agents during the payment process so the call flow is uninterrupted when a payment is made.

“By selecting Agent Assist we have greater PCI DSS compliance rigour, have deployed the cloud-based solution alongside our existing telephony and payment service providers, and provide a seamless payment experience to our customers.”

“We have descoped and payment data is off our network, so the timing has been crucial, as this may not have been possible with our previous arrangement and would have presented us with a significant challenge.”

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 a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

Its mission is to safeguard reputation and trust by providing customers with secure payment solutions for any business communications environment including voice, chat, social, email, and contact centre.

PCI Pal is integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

The entirety of the product-base is available from its global cloud platform hosted in Amazon Web Services ("AWS"), with regional instances across EMEA, North America, and ANZ. PCI Pal products can be used by any size organisation globally, and it is proud to work with some of the largest and most respected brands in the world.

For more information visit [www.pcipal.com](http://www.pcipal.com) or follow the team on LinkedIn: <https://www.linkedin.com/company/pci-pal/>

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