PRESS RELEASE
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Chill Out, Relax, Take It Easy:

PCI Pal® removes the PCI compliance worry from Chill Insurance

PCI Pal, (LON:PCIP) – the global provider of cloud-based secure payment solutions – has upgraded Chill Insurance's payment security solution to aid secure and compliant payment card transactions, regardless of whether contact centre agents are working onsite or remotely from home.

During the pandemic, most agents transitioned to working remotely, which spurred the decision to implement a more robust payment security process to ensure that PCI DSS compliance was maintained regardless of agent location.

Chill Insurance also required a solution that would easily integrate with its existing communications Genesys PureConnect platform, managed by contact centre specialist Wren Data, and which would make the payment process seamless for customers.

Chill Insurance selected PCI Pal Agent Assist, buoyed by its ease of use, integration with Genesys PureConnect and its ability to be deployed via the cloud.

John Riordan, Chief Information Officer for Chill Insurance, said, "We had been using a solution whereby our agents paused call and screen recordings during dialogue with customers at the point where the customers were providing their card payment details. We wanted to update our contact centre payment processes to reinforce our PCI DSS compliance and embrace remote working, without breaking the conversation between our contact centre staff and customers."

In contrast to the previous method used, PCI Pal Agent Assist allows conversations between callers and contact centre agents to continue uninterrupted, so that if customers have any difficulty while inputting their card details, the advisor can talk them through the process and provide assistance where required.

Concludes John, "With a new system going live you prepare yourself for an initial learning curve, however I was really pleased of just how smoothly this went. When looking at our metrics, there

was no negative impact on call times or sales conversions. In fact, the overall feedback is that it's now a far cleaner process between the agent and the customer.

"Our objective from the outset was to reinforce our PCI compliance and to update our operation from a manual process and replace it with a more systematic solution that provides assurance that calls and information coming through are being handled in a compliant way. That objective has been achieved and it's working well."

For more information on Chill Insurance visit www.chill.ie, or for more details regarding 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 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. PCI Pal's 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 PCI Pal's 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 or LinkedIn: https://www.linkedin.com/company/pci-pal/.

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