



# Confirmation of Payee

Case Study Telleroo



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### What was the challenge?

Telleroo is a payment automation platform that caters to thousands of B2B customers throughout the UK. Thanks to its intuitive and versatile platform, Telleroo's ability to help clients across different sectors manage payments 24/7 has seen it grow exponentially. However, like many businesses, Telleroo became increasingly aware of the rise of Authorised Push Payment (APP) fraud and, despite having numerous checks in place to prevent fraud and support clients, sought a watertight solution from a trusted Confirmation of Payee (CoP) provider.

### What was the solution?

The core requirement for Telleroo was to find a partner that could easily integrate into the business's own software quickly. Once terms were agreed, PayPoint's CoP solution was integrated into Telleroo's business platform in just over a week. In the first eight days of CoP being integrated the Telleroo team were able to flag 2,500 'high risk' payments to clients including 1,200 no-matches.

### The results

As well as providing heightened protection against APP fraud, the implementation of CoP has meant Telleroo can focus on additional products and services to complement growth, such as the integration of foreign currency payments.

*"Confirmation of Payee was not available directly to our business. PayPoint came to us with a solution and we couldn't have accessed the scheme without their assistance. There has been a shift in what people are willing to accept as customers. While many are moving away from traditional banks, they also want the full range of safeguards that they provide when making payments. Implementing Confirmation of Payee into our business has not only been welcomed by customers, it has also enabled us to go head-to-head with bigger competitors."*

*"Our core purpose is to speed up and de-risk the payments process for businesses. We're now at a point where our growth is exponential and with that comes the responsibility to ensure we offer all the same checks and balances as a mainstream bank. Confirmation of Payee is fundamental to that growth and service provision. Without PayPoint's partnership we wouldn't have been able to provide the unequivocal peace of mind that CoP offers to customers, which is now protecting their payments every day."*

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