



Treasury Committee

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Dear Mr Taylor

I am writing about the Paypoint service failure on 21 July, which left thousands of households – many of them financially vulnerable – without gas or electricity.

I would be grateful if you could provide answers to the following questions on the disruption, by 5pm Friday 27 July.

- When did PayPoint first become aware of the failure, and when were you personally informed of it?
- For how long were you aware of the system failure before issuing your first public statement on the incident? As of the morning of 23 July I have been unable to identify any statements regarding the system failure on your website.
- For how many hours were services unavailable, either wholly or partially?
- How many and what proportion of merchants and customers were affected by the system failure?
- How many and what proportion of transactions could not be completed during the period of system failure, broken down by the type of transaction?
- What was the cause of the failure?
- What controls were in place to mitigate against such a failure, and why did these controls fail to prevent the failure?
- Will customers or merchants be entitled to compensation from PayPoint?
- What steps will you be taking to ensure such similar system failures do not happen again?
- Can you provide me with a list of all the unplanned outages in the past three years?

I will be place this letter, and in due course your response, in the public domain.

Yours Sincerely
Nicky

Rt Hon Nicky Morgan MP
Chair of the Treasury Committee