



Worldpay processes over £235 million for Comic Relief in the UK

Working together to achieve great things

Worldpay is Comic Relief's payment partner of choice and here's why...

Offering a reliable and secure transaction process: During the annual televised events, it is essential that donations can be taken quickly and securely as every penny counts! Worldpay's proven capabilities provide Comic Relief with the confidence that every donation will be captured and processed.

A full service proposition: Worldpay is a Primary Payment Service provider for the charity. During the long-standing relationship, Comic Relief has used various Worldpay solutions specifically designed to cope with high volume and velocity transaction peaks. Together with Comic Relief, Worldpay is looking at innovative ways of processing donations further in the future.

Above and beyond customer service: Worldpay process a wide network of web and call centre donations via Comic Relief's Online and BT's MyDonate platforms – taking donations on Red Nose Day and Sport Relief events. Worldpay also provides Comic Relief with access to its own call centre facilities on the night of the big fundraising shows. The Worldpay call centre is staffed by company volunteers, including senior Worldpay executives, helping take calls on behalf of Comic Relief.

Providing innovation for the future of donations: The customer experience team is working with Comic Relief to provide innovative ways to capture donations as the payment landscape evolves. Together, we are making donations faster and more accessible through various on/offline channels, reaching a far greater audience.

What did Comic Relief need?

Comic Relief is one of the UK's leading charities. It is famed for its annual televised events such as Red Nose Day and Sport Relief, raising millions of pounds worth of donations which generate significant transactional velocity and volumes.

Comic Relief needed a payments partner that could provide a completely reliable system to process transactions securely and manage as many as 200 transactions per second during peak times.

The results

Worldpay has processed over £235 million (a fifth of all donations thus far), on behalf of Comic Relief, free of charge. Comic Relief relies on Worldpay, particularly during the televised fundraisers, as this is when the majority of the transactions are processed. The donations support nearly 2,000 UK based projects and 850 internationally, making a difference to lives of people in the UK and in some of the world's poorest communities.

"Comic Relief's annual televised events generate huge volumes of donations every second. We are able to meet this demand, ensuring every donation is captured successfully and safely."

Aneesh Thapa,
Relationship Manager,
Worldpay eCommerce

"Above and beyond the payment processing capabilities Worldpay offers, it's the level of customer service we receive that differentiates our relationship. As well as providing us with a full service proposition, Worldpay has given us access to call centre facilities staffed by company volunteers to support us on our biggest nights of the year."

Derek Gannon,
Chief Operating Officer,
Comic Relief

"We are proud to be able to support the work of Comic Relief by offering our gateway, acquiring and customer support services free of charge. The annual televised events lead to extremely high transaction volumes, our payments technology provides the capabilities needed to meet these demands and ensure all donations are captured efficiently and securely."

James McGurn, VP Growth,
Digital Content and Gaming,
Worldpay eCommerce



About Comic Relief

Comic Relief is a UK charity which aims to create a just world, free from poverty - where everyone is safe, healthy, educated and empowered. Since 1985, Comic Relief has raised over £1 billion. That money has helped, and is helping, people living incredibly tough lives, both at home in the UK and across the world.

For information about Comic Relief and the work it carries out, please visit www.comicrelief.com

Comic Relief, registered charity
326568 (England/Wales);
SC039730 (Scotland).

We would love to hear from you. If you have any questions
worldpay.com