

Staysure™



Case study

# Staysure

How Barclaycard built a system that works for Staysure's call centre agents and their customers.

## How Staysure stay ahead

Staysure offer specialist insurance for the over 50s. They've increased in size by 30% every year for the past six years, and have an annual turnover of £100m. With a large customer base that's continually growing, they need a payment solution that's reliable and ready for anything. That's why they chose Barclaycard.

## Feeling secure

Before Barclaycard came along, they were getting a lot of customer complaints about their payment system. And in an industry like Staysure's, a positive customer experience is the key to success. They needed a stable and secure service they could rely on – and expert support at the end of a phone from their dedicated relationship manager whenever it was needed.

“ The Barclaycard team went out of their way to work together with us to make sure the payment system worked correctly and wouldn't fail. We have massive confidence in Barclaycard. ”

**Julian Kearney**  
CEO, Staysure

## The right cover

Our team worked long and hard to make the solution quick and easy. Martin White, our Corporate Sales Manager, collaborated closely onsite with Staysure to make sure he fully understood how their business worked, what they wanted to do in the future, and exactly what they needed from a payment provider.

Then our team of specialists, including Liz Cooke, our Senior eCommerce Product Consultant, and eCommerce Technical Consultant Tom Beach, added their expertise and knowledge to develop the perfect solution for Staysure. They ran extensive pilot and stress tests to make sure the system worked for Staysure – and their customers – across all payment channels. They were there every step of the way during integration to make sure it was seamless.



The Barclaycard team (Tom Beach, Liz Cooke and Martin White) with Staysure (Lindsey Howsam, Julian Kearney and Jonathan Cattle)

## Not just customers feeling the benefit

The payment gateway – Smartpay – was successfully launched, and followed up with regular checks from the Barclaycard team. Our expertise and experience mean we can do things like this – for all kinds of businesses.



**95%** of Staysure card payments are now processed by Barclaycard



**9** customer service awards won since switching to Barclaycard

## It doesn't end there

Smartpay was an immediate hit with Staysure staff – and continues to be popular. They find that reporting is better than ever, and the system's stability is a big plus. Taking payments over the phone is now speedy and simple – and customer complaints are few and far between.

In fact, Staysure had so much confidence in Barclaycard and were so pleased with what we gave them that they also decided to add our AUS service and tokenisation services too.



**Highly commended**  
Travel Insurance Provider



**Winner**  
Best Travel Insurance Provider



**One to Watch**  
Accreditation



**Shortlisted**  
Insurance Broker of the Year and Customer Care Award



**Winner**  
Personal Lines Broker of the Year



**Silver Award Winner**  
Insurance Customer Service



**Winner**  
Personal Lines Broker and Broker Innovation



**Winner**  
Business of the Year



**Winner**  
Travel Insurance Provider

» To see how your business could benefit from our payment acceptance solutions speak to your Barclaycard Relationship Manager today or call us on **0800 096 8199**.

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