



Make one-off cost-of-living payments to residents

According to the Office of National Statistics (ONS), nearly half of adults in Great Britain find paying energy bills difficult. With many people feeling the strain on household budgets, offering efficient financial support is more important than ever.

Councils have been rolling out financial support schemes with Government funding. However, they are often announced at short notice, so councils need to work quickly to get the money to their residents.

Getting these payments to customers quickly, securely and cost-effectively can be complex, especially when bank details are not readily available. Traditionally, cheques have been a common way of making a payout, but these are expensive to process and rely on the recipient cashing the cheque in at the bank. This process could take at least 10 days before a resident has the money in their bank account.

Payouts Automation is a simple and secure way to make one-off payments directly into residents' bank accounts without needing to know or store their account details. Set up is easy. We'll host an interactive, secure payment capture form for your customers, significantly reducing the complexity of integration and internal development. When the form is populated, Confirmation of Payee (CoP) checks the details to ensure the payment is made to the right person. Each payment batch can be checked for duplicates and against denylists to highlight any potential issues to those responsible for authorising payments. Reconciliation is also simple, with CSV download, API or Callbacks to update your hostsystems automatically.

"The first Payouts Automation project for a cost-of-living payment was a big success with an 83% uptake from 9,167 letters. That is a lot of payments made in a zero-touch manner." Sue Jones, Operational Manager Exchequer Services, The Vale of Glamorgan

For further information on the Payouts Automation solution, **please click here** or **contact your Account Manager.**

Contact Us

Benefits



Ensures residents receive their money faster – choose between Bacs (3 days) or Faster Payments (1 day)



Improves efficiency by allowing residents to add their bank account details through user-friendly branded web pages



Removes the need to manage Personally Identifiable Data (PII) such as sort code, bank account number and postal address



Reduces the risk of unpaid funds or payment fraud by using Confirmation of Payee (CoP)



Lowers the cost of processing by offering an alternative to cheques.



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Corporate Headquarters

100 International Drive, Suite 200
Portsmouth, NH 03801
United States of America

Phone: +1 603-436-0700
Toll-free: +1 800-243-2528
info@bottomline.com