



Government Agency Payments



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The Customer

Our customer is a Government Agency providing benefit payments to the unbanked members of society in Canada, across geographically diverse regions throughout the country. Many of our customer's recipients live in remote locations where financial services are not accessible, and are not eligible for direct deposit or able to open a bank account.

Our customer thus issues benefit payments to unbanked recipients via paper checks, which often involves substantial administrative costs due to check production and distribution, fraud risk, and staff time to manage and administer benefit payments.

Their Challenge

Government Agencies that issue recurring benefit payments to unbanked recipients require an efficient, secure and low-cost alternative to paper-based check payments and distribution. Paper-based payment methods are inherently insecure, often involve lost check and re-issuance hassles, and are not a cost-effective or efficient disbursement method to reach transient populations or recipients in remote locations.

Additionally, because some unbanked members of society do not deal with traditional financial service providers, they are often reliant on more expensive options to obtain their funds, such as check cashing outlets. Security and theft risks related to carrying cash, and daily budgeting and cash management difficulties are also a common challenge faced by this demographic.

Our Solution

hyperWALLET PIN-protected, reloadable and brandable prepaid debit card programs provide an innovative electronic payment distribution solution for Government Agencies that remit recurring or irregular benefit payments to individuals, providing both the sender and recipient of payments with a cost effective, efficient, and secure alternative to traditional paper-based checks.

Once issued, branded benefit cards can be instantly loaded and re-loaded with funds via hyperWALLET's secure online payment system, providing secure and immediate availability of funds to recipients via any ATM and POS location displaying Interac or Cirrus logos.

hyperWALLET's solution supports spending controls through daily or weekly withdrawal limits, enabling Government Agencies to assist recipients in the management of their funds throughout the benefit period. hyperWALLET's card programs also provide cardholders with access to their own personal transaction history tool via a secure website, to help them track their spending on a daily basis.

Cardholder customer support is handled by hyperWALLET call center representatives, provided free of charge via a toll-free telephone number during regular business hours. Cardholders also have toll-free self-service balance inquiry and lost/stolen card reporting 24 hours per day, 365 days per year.

Finally, hyperWALLET's benefit card programs are highly flexible and configurable, and easily integrate with existing Agency back-end financial systems. The flexible configuration of our solution allows an Agency to set up card programs that fit the requirements of specific benefit types. Whether it is a recurring benefit or emergency benefit, the use of reloadable debit cards as the disbursement method dramatically improves departmental efficiency without sacrificing audit and oversight control.

The Result

hyperWALLET card programs enable Government Agencies to standardize their payment distribution processes using a single payment platform, even for the "unbanked" members of their communities.

This eliminates the costs associated with check production and distribution, while providing instant benefit payment disbursement to unbanked recipients across diverse geographical regions. Furthermore, hyperWALLET card programs can reduce or eliminate Agency costs associated with lost/stolen checks, check re-issuance, check fraud, and a host of other paper-based payment challenges.

hyperWALLET card programs provide recipients with increased convenience via immediate funds access at ATMs and POS, enhanced security via PIN-protected debit cards, and facilitate better money management through Agency spending controls, recipient website & IVR balance and transaction history tools.

Our card programs also meet and exceed industry standards and regulatory requirements, providing Government Agencies with increased operational efficiency, audit and oversight control of their benefit payment programs.

As a result, hyperWALLET card programs enhance existing benefit payment processes for both Agencies and benefit payment recipients, providing a cost-effective, secure and efficient way for Governments to remit benefit payments to the unbanked, without using checks.



About *hyper*WALLET

*hyper*WALLET delivers secure, global-grade payment technologies to organizations who require a simplified way to access or leverage the global financial network.

Since 2000, we have become a leading provider of online and mobile payment, international payments, card products and financial technology solutions to world-class customers in Canada, the U.S. and internationally.

With hundreds of customers (including more than 200 credit unions) that touch millions of users, our clients span numerous sectors including financial services, business and government.

As a leading-edge payments technology company committed to your needs, you can count on *hyper*WALLET to deliver the solution you need, the way you need it, when you need it.

Our Philosophy

Innovate, Partner, Deliver.

These three words form the basic core of our company. It's what we do best, and it's how we empower your organization to connect to and leverage the global financial network.

Innovate

Innovation is a factor in everything we do. We are continually refining, enhancing, and evolving our global-grade payment platform in order to better serve you, our clients and your customers. We're also adept at thinking outside the box, helping organizations realize and develop innovative new business and revenue opportunities through strategic partnerships.

Partner

We have a history of partnering with top-tier, world-class organizations thanks in part to our technology, history, and expertise in the payments industry. Through these mutually beneficial, sustainable and profitable partnerships, we ensure satisfying your requirements always remains our number one priority.

Deliver

We deliver on our promises and go the extra mile for all of our clients. We are proud to provide high-quality payment solutions, and we work with you every step of the way to integrate, deploy, and support our technology.

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