

npower renews online card payment processing contract with NEOVIA for all 6.8 million energy customers

NEOVIA Payment Suite reduces fraud and improves customer experience

Wednesday, 4th November 2009 - NEOVIA Financial Plc (LSE: NEO), the independent global online payments business, announces that its contract with npower has been renewed and that it will continue to be the only provider of debit/credit payment processing services to all of npower's 6.8 million residential and small/medium enterprise customers paying via telephone or online.

Martin McHale, Cash Operations Manager at npower, confirmed the announcement: "We are delighted to continue our relationship with NEOVIA, as it provides an efficient and cost effective service and is very responsive in dealing with any requests for system changes to meet our business needs."

McHale continued: "Working with NEOVIA and its partner Opex Hosting with the enhanced new payment platform has also improved management reporting for npower, and given us extra functionality to manage fraud by blocking accounts and preventing the use of stolen cards."

npower is an integrated energy business, generating electricity and supplying gas, electricity and related services to residential and business customers across the UK. It uses the NEOVIA Payment Suite, which features the NETBANX international payments gateway and Net+TM cards. NETBANX allows merchants to accept card and non-card payments through multiple channels including online, contact centres, mail order and via automated phone systems. The NETELLER e-wallet allows consumers to spend securely online as well as allowing merchants to increase customer lifetime value. Net+ cards allow merchants to extend customer loyalty and lifetimes. As well as cards, the NEOVIA Payment Suite supports online payments direct from consumers' online bank accounts.

Dan Starr, Executive Vice President of Sales, Marketing and Products at NEOVIA, said: "We are delighted that npower has renewed its contract with us and all its 6.8 million energy customers continue to have a secure and easy way to pay. Over the past twelve months we have made continued improvements to the service we provide, including an enhanced IVR platform with Opex Hosting. This has resulted in over 40% of customers using the debit card payment option and taking advantage of NEOVIA Payment Suite, avoiding the need to talk to a customer service advisor."

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About NEOVIA Financial

Trusted by consumers and merchants in over 160 countries to move and manage billions of dollars each year, NEOVIA Financial Plc (formerly NETELLER Plc) operates the world's leading independent online payments business. Through the NEOVIA Payment SuiteT, featuring NETELLER®, NETBANX®, Net+T and 1-PAYT brands, NEOVIA Financial specialises in providing innovative and instant payment services where money transfer is difficult or risky due to identity, trust, currency exchange, or distance. Being independent has allowed the company to support thousands of retailers and merchants in many geographies and across multiple industries.

NEOVIA Financial Plc quoted on the London Stock Exchange's AIM market, with a ticker symbol of NEO. Subsidiary company NETELLER (UK) Ltd is authorised by the Financial Services Authority (FSA) to operate as a regulated e-money issuer. For more information about NEOVIA Financial visit www.neovia.com or subscribe at <http://www.neovia.com/feeds/>

About npower

npower, a RWE company, is an integrated energy business, generating electricity and supplying gas, electricity and related services to customers across the UK. It operates and manages flexible, low-cost coal, oil and gas-fired power stations - generating over 10.3 GW of electricity. It serves around 6.8 million customer accounts and produce more than 10% of the electricity used in England and Wales.