

Incident Report

Summary	
Platform(s)	Worldwide Payment Gateway (WPG), Access Worldpay, Sterling File Gateway, Hosted Payment Pages (HPP), LATAM, Worldpay Total (WPT), WPAP, Worldpay Dashboard, NAP PSC, NAP Siebel, SAS, Tokenstore, TRANSAXpay
Service(s) affected	Transaction authorisations, tokenisation
Incident number	INC0538187
Start time	7:31 p.m. UTC – June 23, 2026 3:31 pm ET – June 23, 2026
End time	10:05 p.m. UTC – June 23, 2026 6:06 p.m. ET – June 23, 2026

Details	
Description and impact	Due to a national UK power outage, power was momentarily lost to one of our data centres. This caused the network to restart, which intermittently impacted merchants' transaction authorisations and tokenisation.
Root cause	A national power outage in the UK interrupted power to one of our data centres. The backup power supply to this data centre failed to properly engage, which caused a total loss of power to the facility. This power issue caused network equipment to shut down and then restart. Multiple devices failed to return to normal operation and required manual intervention to restore service. We are continuing to investigate the cause of the backup power issue and will provide additional details as soon as they are available.
What actions did we take to resolve this issue?	Technical teams manually routed traffic away from the impacted data centre as equipment rebooted to another data centre to manage

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	traffic, after which authorisations and tokenisations returned to a normal state.
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Preventative Measures

What actions are we taking to help prevent recurrence?

Our technical teams continue to actively research the root cause and are exploring follow-up measures to help prevent recurrences. We apologise for the inconvenience this caused your business and Customers.