

FREEPOST RSCZ-UXZJ-EHHE Greater Anglia Contact Centre Norwich Railway Station Station Approach Norwich NR1 1EF



Delay Repay

Customer Claim Form



Information for you

Greater Anglia operate a Delay Repay scheme whereby if you hold a single or return ticket you will be able to make a claim for compensation for delays to your journey of over 30 minutes regardless of the reason. Consequently you will be entitled to the following compensation:

- 30-59 minute delay = 50% of a single ticket or 25% of a return ticket.
- Over 60 minute delay = 100% of a single ticket or 50% of a return ticket.

Tickets for your journey must be enclosed with your claim form but if you hold a Weekly or longer period Season Ticket, the compensation amount will be calculated using the proportional daily cost of the price of the ticket. In this case, please provide a photocopy of your ticket. This is not necessary for Season Ticket holders who have purchased a ticket from Greater Anglia or are Season Direct customers.

Compensation will be provided in National Rail Travel Vouchers which can be used to buy tickets on any National Rail company, and are valid for 12 months. Season Direct customers will be compensated through their Season Direct account. All claims must be made within 28 days of the delay. We will not normally accept a claim if you were advised in advance of your journey of the delay before you purchased your ticket. In the event that an emergency timetable is introduced, compensation entitlements will be based on that emergency timetable.

Delays for other train companies should be referred to the respected operator but if delays on Greater Anglia cause a subsequent journey to be delayed please provide a covering letter with full details.

If your journey was covered by an Oyster card, please enclose a printed statement which shows the date of travel in question. These are available on request from the Oyster Help Desk or your station.

Your details We only keep these details to process your claim.

Mr		Mrs		Ms	ľ	Viss		Other			
Surname											
First name											
Home/registered Season Ticket address											
Town											
County											
Post	code										
Contact telephone number											
Email											

Single	Return	Weekly						
For Season Ticket holders (monthly or longer period): Have you bought your ticket directly from Greater Anglia?								
Ticket start date		Ticket expiry date						
D D M N	ЛҮҮ	D D M M Y Y						
Season Ticket nu	mber							
Photocard numb	er							
I notocara namo								
Oyster card num	ber – delete as app	propriate						
Season Direct nur	mber							
Your delayed journey details								
To be completed by all ticket holders.								
How much did you pay for your ticket?								
£								
Length of delay	30-59 mins 6	60 mins and over						
Date of journey Scheduled departure time (24hr clock)								
D D M M Y Y H H M M								
Origin (station name)								
Destination (station name)								
Did you travel on:								
Greater Anglia Other (please specify)								
Date of application								
D D M M Y Y								
Applicant's signature								
Full details of our commitments to customers are set out in the Passenger's Charter, which can be obtained from stations or visiting our website								

Ticket details Non Season Ticket holders: Please cross 'X' one hoy

Charter, which can be obtained from stations or visiting our website greateranglia.co.uk/passengerscharter