



**No time to get to the postbox?  
Claim easily and quickly  
online**

[southeasternrailway.co.uk/delay-repay](http://southeasternrailway.co.uk/delay-repay)



## Your details

Title Mr  Mrs  Ms  Other

First name(s)

Surname

Address

Postcode

Best contact number

Email (linked to your PayPal account if that's how you want to receive your compensation)

Signature

Date (DD/MM/YY)  /  /

## How would you like to receive your compensation?

For data protection reasons, we only list secure payment methods on this form. More payment options, including the choice to be paid directly to your bank account can be selected via our secure online claim form at: [southeasternrailway.co.uk/delay-repay](http://southeasternrailway.co.uk/delay-repay)

Paid into your PayPal account

Cashable vouchers – you can take these to any Southeastern ticket office to get your money back, or use towards your next ticket purchase.

Cheque

## About your ticket



- 1** Valid from and to stations
- 2** Your photocard number
- 3** The cost of your ticket
- 4** Your Season Ticket number

Please visit our website for a full list of FAQs:  
[southeasternrailway.co.uk/compensation](http://southeasternrailway.co.uk/compensation)

**We aim to respond to all claims within two weeks**

For office use only  Sundry claim

The information in this leaflet was correct at the time of printing (September 2019).

## Your ticket and journey details

### Journey 1

What type of ticket did you have?

- Single  Return
- Oyster Card
- Season Ticket / The Key (Weekly, Monthly, Annually or other)

You can claim up to two delayed journeys with this form.

Start date  /  /  Expiry date  /  /

Photocard number

Season Ticket number / Key card number

Cost of your ticket £

Date of travel (DD/MM/YY)  /  /

From

To

Timetabled departure time (24 hrs)  :

Length of delay 15-29 mins  30-59 mins   
1hr-1:59 mins  2 hours +

Did you abandon your journey? Yes  No

### Journey 2

What type of ticket did you have?

- Single  Return
- Oyster Card
- Season Ticket / The Key (Weekly, Monthly, Annually or other)

Start date  /  /  Expiry date  /  /

Photocard number

Season Ticket number / Key card number

Cost of your ticket £

Date of travel (DD/MM/YY)  /  /

From

To

Timetabled departure time (24 hrs)  :

Length of delay 15-29 mins  30-59 mins   
1hr-1:59 mins  2 hours +

Did you abandon your journey? Yes  No

southeastern

## The Key



## Your contactless smart ticket

Buy and download single, return and season tickets at home, fast-track through the station and avoid the queues. It's also easy to claim compensation under the Delay Repay scheme.

Order a Key smartcard today at [southeasternrailway.co.uk/thekey](http://southeasternrailway.co.uk/thekey)

Moisten along this edge, fold and stick down

Moisten top/bottom edges, fold and stick to form a pocket. Place ticket(s) inside the pocket.