

How did you hear about Delay Repay?

We're working hard to raise awareness about Delay Repay. Please help us to improve by telling us how you heard about it:

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Announcement | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Poster | <input type="checkbox"/> Member of staff |
| <input type="checkbox"/> Website | <input type="checkbox"/> Leaflet |
| <input type="checkbox"/> On Track App | <input type="checkbox"/> Other |



Dont forget Your Delay Repay Checklist

To return the form, wet the edge and seal the envelope.

- Have you provided proof of your ticket details?
- Made sure the date and train times are correct?
- Have you correctly completed your contact details?

Contact us

Southeastern Customer Services
PO Box 10422
Unit 16 Coalfield Way
Ashby-de-la-Zouch
LE65 9EL

Telephone 0345 322 7021
(calls are charged at local rate and may be recorded)

Text Relay number 18001 0345 322 7021

Every effort is made to ensure the information shown here is correct at the time of going to print (November 2020)

About compensation

If you arrive late at your destination by 15 minutes or more as a result of a delay or cancellations to a Southeastern service, you can claim compensation.

You can claim up to 28 days after your journey, so that we can process your claim, please provide either:

- Your original Daily or Weekly ticket
- A journey statement/receipt if you use an Oyster contactless
- Your Season Ticket number and photocard number if you have a Monthly or longer Season Ticket or your Key card number

The amount of compensation paid is based on the cost of your ticket and the length of the delay.

The table below shows the amount of compensation available to you:

Ticket type	Length of delay			
	15 to 29 minutes	30 to 59 minutes	1 hr to 1 hr 59 minutes	2 hours or more
Single	25% of ticket price	50% of ticket price	100% of ticket price	100% of ticket price
Return	12.5% of ticket price	25% of ticket price	50% of ticket price	100% of ticket price

For Weekly and longer Season Tickets

As Season Tickets are valid for a period of time we calculate the journey value as:

Season Ticket type	Journey rate
Annual	Price/464
Quarterly	Price/120
Monthly	Price/40
Weekly	Price/10

Ticket type	Length of delay			
	15 to 29 minutes	30 to 59 minutes	1 hr to 1 hr 59 minutes	2 hours or more
Season	25% of journey rate	50% of journey rate	100% of journey rate	Return journey rate

We will issue compensation up to £50 as a voucher, which you can exchange for cash at a Southeastern station ticket office within 28 days, or you can use them to buy rail tickets with any train operating company in Great Britain (including Season Tickets) for up to 12 months of being issued. Please provide photo ID when exchanging the vouchers so that we can make sure we are paying the vouchers to the right person.

If the compensation is over £50 we pay it by cheque or PayPal. To be paid via PayPal simply provide your email address linked to your account.

You have a legal right to receive your compensation using the same means of payment as you used to pay for your ticket. However, you are free to choose from any of the options on this form. Additional options are available on our website at southeasternrailway.co.uk/delay-repay.

Please note we will not make a payment to a third party on your behalf.

If you make a fraudulent claim, you may be prosecuted.

For more help call us on 0345 322 7021.

Freeport RTSK-BXJE-CCHL
Southeastern Delay Repay
ASHBY DE LA ZOUCH
LE65 9EL



Delay Repay

15 mins

Compensation claim form
November 2020



Moisten along this edge, fold and stick down

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

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) / /

Your journey details

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

Train time (24 hrs) :

From:

To:

Length of delay:

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

Did you abandon your journey? Yes No

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

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

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

What type of ticket did you have?

- Paper Season
- Paper Single / Return
- Smartcard Season
- Smartcard Single / Return
- Oyster / Contactless (Season/ Single/ Return)

Start date: / /

Expiry date: / /

Photocard number

Ticket number / Key card number

Cost of your ticket £

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

The information in this leaflet was correct at the time of printing (November 2020).

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