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 card
• Your Season Ticket number and photo card 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:

<table>
<thead>
<tr>
<th>Length of delay</th>
<th>Ticket type</th>
<th>Season Ticket type</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 to 29 minutes</td>
<td>Single ticket price</td>
<td>Price/464</td>
</tr>
<tr>
<td>30 to 59 minutes</td>
<td>Return ticket price</td>
<td>Price/120</td>
</tr>
<tr>
<td>1 hr to 1 hr 59 minutes</td>
<td>Return ticket price</td>
<td>Price/40</td>
</tr>
<tr>
<td>2 hours or more</td>
<td>Return ticket price</td>
<td>Price/10</td>
</tr>
</tbody>
</table>

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.

Contact us
Southeastern Customer Services
PO Box 10422
Unit 16 Coalfield Way
Ashby-de-la-Zouch
LE65 9EL
Telephone 0345 332 7021
(kids are charged at another rate and may be recorded)
Textphone 0800 783 4548
(for the hearing impaired)

Every effort is made to ensure the information shown here is correct at the time of going to print (September 2019).

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.

- Announcement
- Poster
- Website
- On Track App
- 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?

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

<table>
<thead>
<tr>
<th>Season Ticket type</th>
<th>Journey rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual</td>
<td>Price/464</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Price/120</td>
</tr>
<tr>
<td>Monthly</td>
<td>Price/40</td>
</tr>
<tr>
<td>Weekly</td>
<td>Price/10</td>
</tr>
</tbody>
</table>

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 (excluding 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.

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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 (used to pay your PayPal account if that's how you want to receive your compensation)

Signature
Date (DD/MM/YY)

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

Ticket number
SEASON-01M00D

Price
CLY4906S

Photocard number
1980527030

Valid until
21-MAY-19

Start date
22-APR-19

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

Did you abandon your journey? Yes No

Mail this form to the address on the reverse

How would you like to receive your compensation?
Paid into your PayPal account
Can be selected via our secure online claim form at:
southeasternrailway.co.uk/delay-repay

About your ticket

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)

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
1hr–1:59 mins
30–59 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
1hr–1:59 mins
30–59 mins
2 hours +

Did you abandon your journey? Yes No

We aim to respond to all claims within two weeks

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

Please visit our website for a full list of FAQs:
southeasternrailway.co.uk/compensation

southeasternrailway.co.uk/delay-repay

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

southeasternrailway.co.uk/thekey

It’s quick. Switch today.
The Key’s a safe, sturdy and speedy alternative to your paper Season Ticket.

Switch today at:
southeasternrailway.co.uk/thekey

switch today at: