

# Delay Repay Customer Compensation claim form

## Information for you

With our Delay Repay scheme, if your train is delayed by 15 minutes or more you can claim compensation.

- If your train is delayed by 15 to 29 minutes you will be entitled to 25% of the cost of your single ticket or 12.5% of the cost of your return ticket.
- If your train is delayed by 30 to 59 minutes you will be entitled to 50% of the cost of your single ticket or 25% of the cost of your return ticket.
- If you are delayed between 60 and 119 minutes you will be entitled to 100% of the cost of your one way ticket or 50% of the cost of your return ticket.
- If you are delayed by 120 minutes or more you will be entitled to 100% of the cost of your ticket whether single or return.

If you choose to claim your compensation securely via debit or credit card you will need to complete the compensation form online at [greateranglia.co.uk/delayrepay](http://greateranglia.co.uk/delayrepay)

We must receive your claim within 28 days of the delay.

We will not normally accept a claim if you were told about the delay (before you bought your ticket).

If an emergency timetable has been introduced, compensation will be based on that emergency timetable.

If your delay was on a train run by another train company you need to claim from that company.

Full details of our commitments to customers are set out in the Passenger's Charter, which you can get from stations or by visiting our website at [greateranglia.co.uk/passengerscharter](http://greateranglia.co.uk/passengerscharter) For more information about the Delay Repay scheme visit [greateranglia.co.uk/delayrepay](http://greateranglia.co.uk/delayrepay)

To view our privacy policy and how we use your data, visit [greateranglia.co.uk/privacypolicy](http://greateranglia.co.uk/privacypolicy)

## Your details

We only keep these details to process your claim.

Mr  Mrs  Ms  Miss  Mx  Other

Surname

First name

Address

Postcode

Daytime telephone number

Email

Photocard number

## Your compensation payment

So we get your claim processed as swiftly as possible please select one of the available tick box options for Delay Repay. If you paid in cash for your ticket and wish to receive your compensation this way then please speak to our Customer Relations team about your claim.

How do you want to receive your compensation?

BACS  National rail vouchers  PayPal

Credit/debit card  Amazon vouchers  Argos vouchers

Charity donation (The Samaritans)

Email address for BACS, PayPal† or credit/debit card payments

Date of application

\* Do not include credit/debit card or bank information on this form.  
† Registered PayPal email.

Applicant's signature

## Journey 1 – Ticket details

Cost of your ticket £

Length of delay  
15 to 29 mins  30 to 59 mins  60 to 119 mins  120 mins or more

Date of journey  Timetabled departure time

Station you travelled from

Station you travelled to

What type of ticket did you have? (Please tick)

Season ticket  (Enclose a photocopy)

Start date  End date

Single or return ticket  (Enclose the ticket)

E-ticket  (Enclose the ticket)

M-ticket/Smart Card  Reference number

## Journey 2 – Ticket details

Cost of your ticket £

Length of delay  
15 to 29 mins  30 to 59 mins  60 to 119 mins  120 mins or more

Date of journey  Timetabled departure time

Station you travelled from

Station you travelled to

What type of ticket did you have? (Please tick)

Season ticket  (Enclose a photocopy)

Start date  End date

Single or return ticket  (Enclose the ticket)

E-ticket  (Enclose the ticket)

M-ticket/Smart Card  Reference number

## Journey 3 – Ticket details

Cost of your ticket £

Length of delay  
15 to 29 mins  30 to 59 mins  60 to 119 mins  120 mins or more

Date of journey  Timetabled departure time

Station you travelled from

Station you travelled to

What type of ticket did you have? (Please tick)

Season ticket  (Enclose a photocopy)

Start date  End date

Single or return ticket  (Enclose the ticket)

E-ticket  (Enclose the ticket)

M-ticket/Smart Card  Reference number