

What compensation am I entitled to?

From December 1st 2017, if your journey has been delayed by 15 minutes or more, we'll provide compensation under our Delay Repay scheme. The amount of compensation you are entitled to is as follows:

Length of delay (minutes)	Amount of compensation available for tickets purchased		
	Single ticket	Return ticket	Season ticket
15-29 (for travel from 1 Dec 2017)	25%	12.5%	25%
30-59	50%	25%	50%
60-119	100%	50%	100%
120 or more	100%	100%	100%
	Of the cost of the single ticket	Of the cost of the return ticket	Of the value of the delayed journey

If you have a season ticket your compensation will be based on the daily cost of your ticket. There is more information on the Delay Repay scheme in our Passenger Charter, available at all staffed South Western Railway stations or online at www.southwesternrailway.com.

How to claim?

To make your claim you should fill in this form or the online version. The easiest and quickest way to receive compensation is to apply online at southwesternrailway.com. You need to make your claim within 28 days of your delay and include one of the following:

- Your original ticket
- A ticket receipt (this is usually issued with your ticket)
- A copy of your season ticket
- A scan or photograph of your season ticket and photocard is required for ALL season ticket claims
- If you are a registered Oyster PAYG or Contactless user, a journey print-out showing where you touched in and out and the cost of your journey. If your card is registered, you can obtain a statement by visiting tfl.gov.uk
- If you have an Oyster season ticket, please provide a receipt showing the date of purchase, the price you paid and the zones covered by your Oyster card
- For all other smartcard users, please complete this form, adding your smartcard number a journey print-out showing where you touched in and out and the cost of your journey
- As detailed in the National Rail Conditions of Travel, Train Operating Companies are not liable for any consequential losses incurred due to train delays.

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SWR20817

Freepost SWR DELAY REPAY

Delay Repay 15

Passenger claim form

December 2017

South Western
Railway

All fields marked * are mandatory

You should complete the form below only if you traveled. If you did not travel, you need to apply for a refund rather than compensation. Refund requests should be made to the retailer from which your original ticket purchase was made. If your ticket was purchased from South Western Railway, information for refunds is available on our website or at staffed stations.

Your details

Title* Mr Mrs Miss Ms Other Address* [Redacted]

First name* [Redacted] Town/City* [Redacted]

Last name* [Redacted] Email* [Redacted]

Phone number [Redacted]

For office use only [Redacted]

Ticket and journey details

Ticket type* Single Return Oyster/contactless Weekly Monthly Annual Smartcard Other

Oyster/contactless/smartcard number: [Redacted]

Ticket price* [Redacted]

Departing Station* [Redacted]

Arrival Station* [Redacted]

Changing at (if applicable) [Redacted]

Compensation method*

You have a statutory right to receive your compensation in the same way you paid for your ticket. More payment options, including the choice to be paid directly to your nominated bank account or to your credit/debit card can be selected via our secure online claim form at www.southwesternrailway.com.

Our online form is the most secure way for us to receive your payment details and is quick and easy to do.

If you wish the repayment option available by printed claim form please tick the box below:

Please send me National Rail Vouchers which may be exchanged for travel at any staffed ticket offices or any staffed UK Rail Station as payment towards any rail ticket, including season tickets.

Timetabled departure date* D D M M Y Y

Timetabled departure time (24hrs)* H H M M

Timetabled arrival time (24hrs)* H H M M

Delay reason* Delayed departure Delayed en route Missed connection Other

Train cancelled (see below)

If your train was cancelled we'll work out the next available train you could have taken, unless you provide more information below.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Length of delay (mins)* 15-29 30-59 60-119 120+

If we find your claim is fraudulent, we will take action which could lead to prosecution

Signature*: [Redacted]

Please sign to confirm the information is correct and your journey was delayed

Date*: D D M M Y Y

If we find that another train operating company is responsible for your delay, we will forward your claim to them on your behalf, informing you when we have done this. Please tick this box if you **DO NOT** want us to forward your claim.

