





## Delay Repay Claim form

Delay Repay is a scheme to help you claim compensation simply and quickly. If your journey on a London Midland train is delayed by 30 minutes or more just fill in this form within 28 days of the delay. Once we've checked your claim against our train running information we'll send you the appropriate compensation.

### You can select from one of four methods of payment:

- If you are a regular traveller, the quickest and easiest way of getting your cash is by requesting National Rail travel vouchers. Once received you can either swap your vouchers for at any London Midland manned station, or use it at any manned UK Rail Station as payment towards any rail ticket, including season tickets.
- We can make a BACS transfer if you provide your account number and sort code.
- We also offer payment through Paypal for anyone with an active Paypal account. You will need to provide the email address linked to your Paypal account.
- If you wish to receive a cheque, we will raise this and send it to your home address.

### What compensation are you entitled to?

Delays of 30 to 59 minutes	Delays of one hour to one hour 59 minutes	Delays of two hours or more
50% of the cost of a single ticket 25% of the cost of a return ticket	The full cost of a single ticket 50% of the cost of a return ticket	The full cost of a single ticket The full cost of a return ticket

### What about season tickets?

If you have a season ticket (including nNetwork and nTrain season tickets within the West Midlands area), you are entitled to the same scale of compensation, based on the daily cost of your ticket. For more details see the London Midland Passenger's Charter leaflet.

The total compensation you can claim is capped:

- For single/return ticket holders the compensation available is capped at 100% of the price of the ticket(s) purchased for that journey.
- For season ticket holders, compensation is calculated on a proportional basis (as per our Passenger's Charter), and is capped at 200% of this proportion of the face value of the ticket per day, which will usually equate to two journeys per day.

You can only claim for either a journey you caught that was delayed or the first train you intended to catch that was cancelled. In simple terms, this means:

- If the 7.30am was delayed by thirty minutes but you arrived at the station to catch the 8.15am train that was on time, you couldn't get the delayed 7.30am train and claim for the 30 minute delay.

### Where do I send this form?

When you have filled in the form send it to:  
Customer Relations, London Midland, PO BOX 4323, Birmingham, B2 4JB

You need to send either your original ticket, proof of purchase or a copy of your season ticket with this form.

If you want more information phone us on 0344 811 0133 (calls are charged at the local rate from a BT landline. Charges from other operators and mobile phones may be different).

We will only use the details provided on this form for the purposes of resolving your complaint, processing your claim or as otherwise specified in our Privacy policy  
[www.londonmidland.com/Privacy](http://www.londonmidland.com/Privacy)

