



Department  
for Transport

From the Parliamentary  
Under Secretary of State  
**Paul Maynard MP**

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Dear Colleague,

27 February 2017

I am writing to you today further to Chris Grayling's letter of 2 December 2016, where Chris announced that tens of thousands of Southern rail passengers are to be repaid the equivalent of a month's travel for the extraordinary disruption they have suffered.

To qualify, customers must have held at least 12 weeks' worth of season tickets between 1 April and 31 December 2016.

I want to try and ensure as many of your constituents benefit from this compensation as possible.

Southern Railway have been managing the process of identifying and contacting tens of thousands of customers who registered their contact details. However this is a complex process and there will be people eligible for compensation who have not been contacted, because they have changed postal or email address or their contact information was not held. Southern are now asking anyone who has not been contacted and believed they may be eligible for compensation to get in touch via an [online claim form on their website](#)<sup>1</sup>.

The final deadline for submitting applications is 30 April, so please remind them to submit their claim in time. If they have problems with submitting their claim online, there is a dedicated helpline, they can call on 0345 647 0745.

**PAUL MAYNARD**

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<sup>1</sup> [https://delayrepay.southernrailway.com/compensation?\\_ga=1.95487322.790026196.1484926818](https://delayrepay.southernrailway.com/compensation?_ga=1.95487322.790026196.1484926818)