



COMPENSATION CLAIM FORM

All fields marked* are mandatory.

Please note this form is for compensation only. If you did not travel, you need to apply for a refund instead of compensation. Refunds should be requested from where you bought your ticket. If your ticket was purchased from Lumo you can claim for a refund online at lumo.co.uk/help/refunds-and-ticket-changes

Has your ticket been used to travel?*

Yes No (please tick)

COMPENSATION METHOD (PLEASE TICK)

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 portal. It's the most secure way for us to receive your payment details and is quick and easy to complete. To submit your claim online, go to lumo.co.uk/help/delay-repay

If you wish to submit your claim using this form please send it to:

FREEPOST LUMO DELAY REPAY

Important: This is a Freepost address so you must address the envelope exactly as indicated above. Do not add any additional addresses. No stamp is required.

We can offer compensation via a cheque, or e-voucher - please indicate your preference below*. Lumo E-vouchers can be used when purchasing tickets online for Lumo account holders (to set up an account online please visit www.lumo.co.uk).

Cheque Lumo E-voucher

PERSONAL DETAILS

Please use BLOCK CAPITALS in black ink.

Title*: Mr Mrs Miss Ms Other

First name*:

Last name*:

Address*:

Postcode*:

Email*:
(Your email address is only used to communicate about your claim.)

Phone number:

TICKET AND JOURNEY DETAILS

Ticket type*: Single Return Season Flexi
Other

Ticket price*:

Departing station*:

Arrival station*:

Changing at (if applicable):

Length of delay*: 60+ mins

Timetabled departure date*:

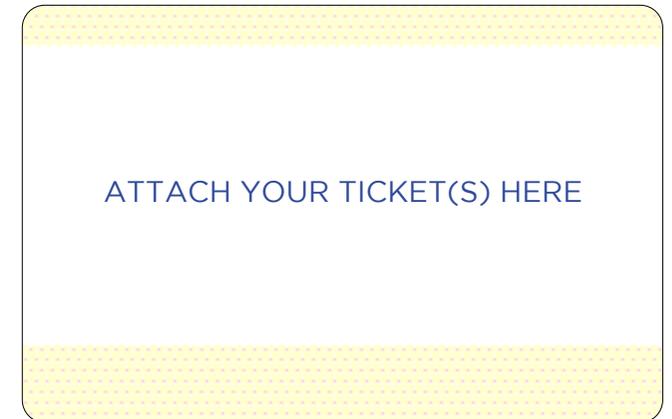
Scheduled departure time (24hrs)*:

Timetabled arrival time (24hrs)*:

Actual arrival time (24hrs)*:

Delay reason*: Delayed departure Delayed en route
Missed connection Other
Train cancelled (see next section)

If your train was cancelled we'll look at the contingency plan which was available to you. Please note any additional information about your journey which will help us understand your delay below:



Please sign to confirm the information is correct and your journey was delayed. If we find your claim is fraudulent, we will take action which could lead to prosecution.

Signature*:

Date*:

Note: You must not seek to recover the same money twice. However, claiming compensation using our reclaims process does not affect any additional statutory rights you may have, for example under the Consumer Rights Act 2015 where we as a company are at fault.

For more information on the Consumer Rights Act and how it applies to the railway industry please see the FAQ produced by National Rail, which also contains a link to the National Rail Conditions of Travel: www.nationalrail.co.uk/CRA_Customer_FAQs_2018.pdf

The personal data supplied on this form will be used in accordance with our Privacy Policy, which can be found at www.lumo.co.uk