

**Subject 1:** Urgent: Request for Reconsideration of Compensation Claim.

**Subject 2:** Subject Access Request: For Complete Copies Of Company Specific Insurance Policies.

**From:** Simon Paul Cordell ([re\\_wired@ymail.com](mailto:re_wired@ymail.com))

**To:** Thameslink Customer Relations ([customerservices@thameslinkrailway.com](mailto:customerservices@thameslinkrailway.com))

**Date:** 22 of February 2025.

**Dear Thameslink Customer Relations Team,**

I am writing to request a reconsideration of my compensation claim submitted on **February 12, 2025.** I understand that my claim was initially rejected due to being submitted outside the 28-day window and because the service was affected by planned engineering work. However, I would like to highlight exceptional circumstances and relevant UK laws and regulations that merit a review of my case.

On **January 12, 2025,** I experienced significant delays due to the cancellation of the 12:02 Gatwick service to London Bridge. This resulted in considerable additional expenses and inconvenience.

**Exceptional Circumstances:**

1. **Family Medical Emergency:** During the period of the delays, my mother was in the hospital due to severe kidney failure, with her kidney function falling below 2%. This critical situation necessitated our presence at the hospital to provide emotional support and assist with her medical needs. Given the life-threatening nature of her condition, submitting the compensation claim within the 28-day window was not a priority.
  - **Proof:** Documentation and medical records are available at link to relevant documentation (part 2 covers this aspect). "<https://horrific-corruption-files.webhop.me/PNC66/1.%20PNC-Errors-and-Its-Other-Claims/Letter-24-11-24-Updated30-12-24/>"
2. **Multiple Simultaneous Claims:** While away on holiday, three significant negative events beyond my control occurred, including this compensation claim. Addressing all three complaints simultaneously has been extremely challenging and unfair. The mental and emotional toll of managing multiple claims has further delayed my ability to submit the claim within the required timeframe.
  - **Proof:** Documentation titled "[01. Trip to Turkey to get My Teeth Fixed.docx](#)," provides evidence of the other concurrent issues and their impact on my ability to promptly file the compensation claim.

3. **Technical Issues with Claim Submission**: The incident on **January 12, 2025**, led to an attempted claim submission on **February 9, 2025**. However, the website did not allow for the complete upload of the necessary files to support the claim. This technical issue, partly due to the website's outdated design, hindered the submission process and forced us to resort to email instead.
  - **Proof**: Email correspondence indicating our attempts to submit the claim via the website and the subsequent email submission to Thameslink Customer Relations [**The Email We Had To Use**] "[Customerservices@Thameslinkrailway.Com](mailto:Customerservices@Thameslinkrailway.Com)."
4. **Unforeseen Personal Circumstances**: At the time, I was not expecting to engage in extensive litigation work concerning this matter. Additionally, I was involved in redecorating my flat, which rendered my computer console unusable and prevented me from submitting the claim promptly. The unexpected downtime and additional work further contributed to the delay in claim submission.
  - **Proof**: Documentation titled "[17. Decorating-Updates-29-10-24-till-27-11-24](#)" provides evidence of the ongoing redecoration work and the impact on my ability to access and use my computer for claim submission.

#### **Relevant UK Laws and Regulations:**

1. **Rail Passengers' Rights and Obligations Regulation (EC) No 1371/2007**: This regulation enhances and strengthens the rights of rail passengers, particularly in the areas of information provision, compensation, and assistance. It applies to both international and domestic services in the UK. According to this regulation, passengers are entitled to compensation for delays, cancellations, and disruptions, regardless of the cause.
2. **Consumer Rights Act 2015**: This act provides protection for consumers against unfair treatment and ensures that services are provided with reasonable care and skill. Under this act, passengers have the right to expect that train services will be provided as advertised and that any disruptions will be handled fairly and transparently.
3. **National Rail - Conditions of Travel**: These conditions outline the rights and responsibilities of passengers and train operators. They include provisions for compensation in the event of delays, cancellations, and disruptions. Passengers are entitled to compensation if their journey is delayed by more than a certain amount of time, regardless of the cause.

#### **Addressing Rejection Reasons:**

1. **Scheduled Service Changes Due to Planned Engineering Work**:
  - **Response**: While it is understood that planned engineering work is necessary, the Rail Passengers' Rights and Obligations Regulation (EC) No 1371/2007, Consumer Rights Act 2015, and National Rail Conditions of Travel stipulate that passengers are entitled to compensation for delays, cancellations, and disruptions, **regardless of the cause**. The regulation aims **to protect passengers from undue**

**financial burdens and ensure fair treatment, even during planned engineering works.**

**2. Advance Notice and Information Provided to Passengers:**

- **Response:** While advance notice of service changes is appreciated, the exceptional circumstances I faced, including a **Family Medical Emergency** and **Technical Issues With The Claim Submission Process**, prevented me from accessing and acting on this information promptly. **The Consumer Rights Act 2015** requires that services be provided with reasonable care and skill, and any disruption should be handled fairly and transparently. The technical issues with your website further hindered my ability to submit the claim within the stipulated timeframe.

**Subject Access Requests:**

- **A Complete Copy Of The:** “Delay Repay Scheme Insurance Documents.”
- **A Complete Copy Of The:** “Public Liability Insurance.”
- **A Complete Copy Of Any Other:** “Insurance Policies That May Cover Aspects Of My Claim.”

I intend to file an “**N1**” claim form with the lower courts to request compensation if this matter cannot be addressed satisfactorily to recover my costs and losses internally within the company.

While I understand and agree that maintenance work is essential to keep train services running smoothly, and it is usually scheduled during quieter times like weekends or overnight, I believe that my exceptional circumstances warrant a reconsideration of my claim.

Thank you for your time and assistance.

**Kind regards,**

Simon Paul Cordell

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**Weblink To My Website:** <https://horrificcorruption.com/>.

**Weblink To These Case Files :** <https://horrific-corruption-files.webhop.me/PNC66/1.%20PNC-Errors-and-Its-Other-Claims/05-01-25-till-25-01-25-File-Locked4Sharing/Teeth-14-01-25/>.