



20250224-730595

From: Ahmed Jama (ahmed.jama@gtrailway.com)

To: re_wired@ymail.com

Date: Friday 28 February 2025 at 16:41 GMT

Dear Simon,

I am writing in response to your recent email in relation to your journey on 12 January 2025. I am sorry to hear that you experienced issues with your journey and are unhappy with the response received. I understand that you would like your claim to be reviewed outside of the 28 day timescale due to exceptional circumstances.

The 28 day time limit provided is for Delay Repay claims and any other requests are not subject to a 28 day timescale to submit a claim. I understand that you have requested reimbursement of train tickets, bus fares, cab fare, missed cab fare, dinner bill and loss of downtime. We are able to look into your request at any point and it is only the Delay Repay compensation scheme you need to submit an application for within 28 days.

Although a claim was not submitted within 28 days for the train tickets through Delay Repay, I'll be happy to look into your claims for all costs. At this stage, I will investigate each aspect of your claim further and may need some additional information to ensure I have understood each part of your journey correctly.

Before I go further, I can see that you are making a Subject Access Request for insurance documents. Requests through a Subject Access Requests are provided for information we hold about individual customers. However, as we don't have any insurance documents recorded against your personal records, there isn't any information to supply.

You stated that you took a coach from Gatwick Airport station which had taken 45 minutes to reach an alternative station. Can you please confirm the train station you travelled to and the departure time of the train taken?

Kind Regards,

Ahmed Jama

Customer Relations Advisor
Govia Thameslink Railway (GTR)

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Govia Thameslink Railway Limited

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