

Re: 20250224-730595
From: Rewired Rewired (re_wired@ymail.com)
To: ahmed.jama@gtrailway.com
Date: Saturday 1 March 2025 at 11:27 GMT

Subject: Follow-Up on Compensation Claim for Journey on 12 January 2025

Dear Ahmed Jama,

Thank you for your detailed response to my email and for your willingness to review my compensation claim despite all the exceptional circumstances that delayed my submission.

I appreciate the clarification regarding the 28-day submission limit for the Delay Repay scheme and the distinction between this and other reimbursement claims. Based on your explanation, I understand that my compensation request for train tickets, bus fares, cab fare, missed cab fare, dinner bill, and loss of downtime can still be considered, even though my Delay Repay claim was not submitted within the 28-day window. Your email implies that Thameslink is willing to review and potentially compensate me for the various costs I incurred under your broader **Customer Service and Goodwill Policies**, and/or the specific **Delay Repay Scheme**.

To assist you in your investigation, please find the following details of my journey and the additional expenses incurred:

1. **Train Tickets:** As prior Invoiced!
2. **Bus Fares:** As prior Invoiced!
3. **Cab Fares:** As prior Invoiced!
4. **Missed Cab Fare:** As prior Invoiced!
5. **Dinner Bill:** Misplaced!
6. **Loss of Downtime:** As prior Invoiced!

Regarding the Subject Access Request for insurance documents, I appreciate your explanation that such documents are not recorded against my personal records. However, I kindly request information on Thameslink's compensation and liability policies, including the Delay Repay Scheme Insurance Documents and Public Liability Insurance. This information will greatly help in understanding the extent of coverage and support available for passenger's experiencing disruptions. Although I understand that Thameslink is a private company and not subject to the Freedom of Information Act (**FOIA**), I believe that transparency in these matters is important for passengers seeking compensation. I would greatly appreciate your cooperation in providing this information or guiding me on how I might access these documents through formal channels.

Additionally, in response to your query, I confirm that after taking a coach from Gatwick Airport station, I traveled to **East Grinstead** and was to take the train departing at **12:32 PM Southern train from East Grinstead to London Bridge**, until the delays held us back.

Thank you for your continued assistance in this matter. I look forward to your prompt response and resolution of my compensation claim. Please feel free to contact me if you require any further information or clarification.

Kind regards,

Simon Paul Cordell

Address: 109 Burncroft Avenue, Enfield, London, EN3 7JQ

Email: Re_Wired@Ymail.com

Tel: +447864217519

On Friday 28 February 2025 at 16:41:37 GMT, Ahmed Jama <ahmed.jama@gtrailway.com> wrote:

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)

Email: ahmed.jama@gtrailway.com



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