

Re: Follow-Up on Previous Correspondence – Action Required! "Awaiting Your Response".
From: Rewired Rewired (re_wired@ymail.com)
To: info@railombudsman.org; ahmed.jama@gt railway.com
Date: Tuesday 25 March 2025 at 11:09 GMT
Subject: "Urgent Request for Response, Case Handler Assignment, and Insurance Policies!"

Dear Ombudsman and Ahmed,
I hope this message finds you well.

To Ahmed: I am writing to kindly request your prompt response to the matters discussed regarding my compensation claim for the disrupted journey on **12th of January 2025**. Given the complexities involved, your timely input is essential to moving this matter forward.

To the Ombudsman: I would appreciate it if you could provide the name of a case handler to ensure that this claim is managed adequately and efficiently. Having a dedicated point of contact is crucial in achieving a fair and timely resolution.

To Both: I also respectfully request the following insurance-related documents, which are relevant to my understanding of the policies that may apply to this case:

1. A complete copy of the **"Delay Repay Scheme Insurance Documents."**
2. A complete copy of the **"Public Liability Insurance."**
3. Copies of any additional **"Insurance Policies"** that may pertain to my claim.

It is important to emphasize that this claim has caused significant inconvenience and financial impact, in addition to the time I've spent pursuing resolution. Resolving this matter promptly would demonstrate a commitment to fairness and customer satisfaction, which I trust are values upheld by your organisations.
I sincerely hope for your cooperation and a constructive outcome. Please feel free to contact me should you require any further information or clarification.
Thank you for your time and attention to this matter. I look forward to your responses.

Kind regards, Simon Paul Cordell

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On Thursday 20 March 2025 at 14:51:46 GMT, Support <info@railombudsman.org> wrote:

##- Please type your reply above this line -##

Thank you for your email, one of our advisors will be responding to your enquiry, in the meantime visit our website on www.railombudsman.org where you can find our frequently asked questions.

[K444LW-71W75]