

Date: 11/04/2025

Subject: Response to Compensation Offer – Updated Submission

Dear Ahmed,

Thank you for your email and the revised compensation offer of £111.80. I appreciate your acknowledgment of the oversight and your willingness to address aspects of my claim.

However, I must respectfully emphasise that the offered amount does not sufficiently account for the stress-related compensation and direct expenses incurred due to the disruption. Additionally, while legal fees have been frozen to facilitate resolution internally, I will pursue full recovery of these costs if external escalation, such as involving the Ombudsman, becomes necessary.

Stress-Related Compensation Details

Stress-related compensation began on **12 March 2025**, the date of my 10th email submission outlining the disruption's full impact. Compensation has been calculated at **“£50/day”** over a **“31-day period,”** ending on **11 April 2025**:

- £50/day × 31 days = £1,550.00.

Updated Compensation Breakdown

1. **Direct Expenses:**

- Train Tickets: **£23.80 (£11.90 × 2)**
- Missed Cab Booking: **£51.50**
- Bus Fares: **£3.50**
- Alternative Cab Fare: **£13.00**
- Dinner Expenses: **£25.00**
- Lost Business Productivity: **£80.00**
- **Subtotal (Excluding Stress Compensation & Legal Fees): £196.80**

2. **Stress-Related Compensation:**

- £50/day × 31 days (12 March – 11 April 2025): **£1,550.00**

3. **Legal Fees and Additional Costs:**

- Quarter Solicitor Fee: £10,095.00
- Legal Expenses: £149.28
- Covered Period: 12 January – 12 March 2025 (frozen thereafter).
- **Subtotal (Legal Fees): £10,244.28**

4. **Grand Total Claimed (Excluding Frozen Legal Fees):**

- Stress Compensation (£1,550.00) + Expenses (£196.80): **£1,746.80**

5. **Total Amount Outstanding (Including Frozen Legal Fees):**

- Stress Compensation (£1,550.00) + Expenses (£196.80) + Legal Fees (£10,244.28): **£11,991.08.**
- Adjusted for Offered Compensation (£111.80): **£11,879.28.**

Legal Context

The “**Consumer Rights Act 2015**” stipulates that services must be provided with reasonable care and skill, and passengers are entitled to remedies for consequential losses resulting from service disruptions. The “**Rail Passengers' Rights and Obligations Regulation (EC) No 1371/2007**” **further** strengthens passengers' rights to compensation for delays, cancellations, and disruptions, regardless of the cause.

Given these legal protections, I believe the stress-related compensation and expenses directly reflect the financial and emotional toll of the disruptions experienced on **12 January 2025**.

Request for Reconsideration

I kindly urge you to reconsider excluding stress-related compensation and direct expenses in your revised offer. While legal fees remain frozen, I will pursue their full recovery through external avenues should resolution not be reached internally. The attached receipt provides detailed evidence supporting each aspect of my claim.

Preferred Payment Method

Regarding the offered £111.80, I would like to confirm my payment details as follows:

- Name on Account: **MR SP CORDELL**
- Sort Code: **Details**
- Account Number: **Details**

Thank you for your time and understanding. I remain hopeful for a fair and prompt resolution. Please feel free to contact me if further clarification or supporting documentation is required.

Best regards, Simon Paul Cordell

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