

Case Update – We have requested a response from the Service Provider - R170175

From: Rail Ombudsman (noreply@railombudsman.org)

To: re_wired@ymail.com

Date: Tuesday 5 August 2025 at 12:16 BST

Dear Simon cordell,

Based on our initial review of your application, we are satisfied that your claim has aspects that fall within the remit of the Rail Ombudsman. We have requested a response from the Rail Service Provider and will be in touch in due course with more information.

Please note that a response can take up to 14 working days to receive. Following this, we will review the information and evidence provided by both parties. We will advise both Parties of the next steps following this.

You do not have to do anything further at this stage.

System Message

Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire. SG1 2AD

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