

Compensation for a delay

Claim form

To help us process your claim for compensation please provide the following details about your delayed Great Western Railway journey. Please send your ticket when you contact us, as we are unable to process your claim without it. Please use **BLOCK CAPITALS** and black ink.

Send your filled in form and tickets to:
Freepost GREAT WESTERN RAILWAY CUSTOMER SUPPORT

FREEPOST envelopes are available at staffed stations.
You can address your own envelope, you do not need to use a stamp.

Your details

Title	Mr	<input type="text"/>	Mrs	<input type="text"/>	Miss	<input type="text"/>	Ms	<input type="text"/>	Other	<input type="text"/>	
First name	<input type="text"/>										
Last name	<input type="text"/>										
Address	<input type="text"/>										
	<input type="text"/>										
	<input type="text"/>										
	<input type="text"/>								Postcode	<input type="text"/>	
Phone	<input type="text"/>										
Email	<input type="text"/>										

Journey

Type of ticket	<input type="text"/>									
Cost of ticket	£	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>	<input type="text"/>			
Travelling from	<input type="text"/>									
Travelling to	<input type="text"/>									
Date of journey	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Timetabled departure time	<input type="text"/>									
Timetabled arrival time	<input type="text"/>									
Length of delay	<input type="text"/>									

Signature

Date

Please select one of the payment options below:

(if no selection is made this will delay the processing of your claim)

Payment to credit/debit card

Cheque

Rail Travel Voucher

E-voucher (which will show as a credit on your online GWR account)

Cash

Please tick this box if you do not want to receive information about services or special offers

We may share your personal information with other FirstGroup companies.
If at any time you want us to stop sending you information please contact us at:
MH101, Great Western Railway, Milford House, 1 Milford Street, Swindon SN1 1HL

Your personal information will be held by Great Western Railway, a First company, for research and analysis purposes.