

# Passenger's Charter Claim Form

Please help us process your claim for compensation by providing the following details about your delayed Great Western Railway journey. Please submit 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 completed form and tickets to:  
Great Western Railway, Customer Support, FREEPOST RSKT-AHAZ-SLRH,  
Plymouth, PL4 6AB

FREEPOST envelopes are available at staffed stations - or just fill out your own.

## Personal Details

Title	Mr	<input type="checkbox"/>	Mrs	<input type="checkbox"/>	Miss	<input type="checkbox"/>	Ms	<input type="checkbox"/>	Other	<input type="text"/>
First name	<input type="text"/>									
Last name	<input type="text"/>									
House number/name	<input type="text"/>									
Street	<input type="text"/>									
Town/City	<input type="text"/>									
County	<input type="text"/>							Postcode	<input type="text"/>	
Telephone	<input type="text"/>									
Email	<input type="text"/>									

## Journey Details

Ticket type	<input type="text"/>									
Cost of ticket	£	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>	<input type="text"/>			
From	<input type="text"/>									
To	<input type="text"/>									
Date of outward 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"/>
Scheduled departure time	<input type="text"/>									
Length of delay	<input type="text"/>									
Date of return 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"/>
Scheduled departure time	<input type="text"/>									
Length of delay	<input type="text"/>									

Signed	<input type="text"/>	Date	<input type="text"/>
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**Unless specified, compensation will be paid in cash via a cheque.**  
If you would prefer to receive your compensation another way,  
please select one of the options below:

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

Rail Travel Vouchers

Please tick this box if you do not wish to receive service information or special offers

We may share your personal information with other FirstGroup companies, but with no other third parties. If at any time you wish 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.