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Dear Andrew

First Great Western Performance and Fares Increases

Thank you for your letter dated 21 December.

I will not hide that I am disappointed by your response. Of course we welcome your commitment to introduce a general season ticket direct debit scheme. However, the fact remains that the overall impact of the fares increases remains simply unfair. I think you have missed an opportunity to demonstrate First's commitment to its customers.

Yours sincerely



Colin Foxall
Chairman