

Anthony Smith
Chief Executive
Transport Focus
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31 January 2020

Dear Anthony

Thank you for your letter dated 17 January 2020. Firstly and most importantly I want to re-assure you that we are committed to ensure that no customers are out of pocket as a result of the problems encountered when purchasing a railcard and we have committed to this publicly. We have asked for customers who have experienced difficulties to contact us through their preferred method; phone, at a station, email or social media, firstly to resolve their issue and secondly to ensure their travel plans are not disrupted. We also continue to update our website with the latest advice and remind those customers who have purchased, but not received their railcard, they can use the email confirmation and photo ID instead.

To support our customers during this time we have increased the team dealing directly with customer issues by over 200% and implemented 24x7 working. Our technical team and the respective system suppliers continue to focus on resolving the issues quickly and effectively. They are also conducting rigorous testing to ensure any upgrades we release address the issues and provide the experience we want our customers to have when purchasing a railcard.

Picking up on your specific points:

- **Logging into accounts:** We have identified three specific issues when logging into accounts. Two of these issues have been fixed and addressed in an upgrade made on 30th January. This upgrade will reduce issues for most customers who have experienced problems logging in. We are still working with our suppliers on developing a fix for the final issue.
- **Passengers who are awaiting a reply to their email:** We have significantly increased the size and the working hours of the team who are dealing with e-mail correspondence and we are closing over 2000 emails per day. We continue to ensure our teams publish and brief the latest information regarding fixes and have already written to all customers, at will so again once we have further information.
- **Excessive waiting times:** With the continued addition of staff and fixes being released, we are seeing waiting times come down significantly, however they are still higher than we'd like. We have been adding new staff to the team and continue to utilise colleagues from National Rail Enquiries, predominantly using overtime, so as not to affect that service. Call wait times have come down by 300% since mid-December and we expect calls to return to the normal answering time of under 30 seconds on average by the end of February.

Our teams recognise it is very important to provide our key stakeholders like Transport Focus with the latest information, and we will continue to liaise directly with your teams.

Yours sincerely



Paul Plummer
Chief Executive