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Dear Paul

Railcards

Thank you for your letter dated 19 December 2019 detailing the actions you have taken.

I am pleased to hear that you are refunding passengers who have been charged more than once and providing them with a free railcard. It is not clear, however, how the industry will reimburse passengers who have been charged extra fares as a result of not having a railcard on the date that they travelled. What is RDG's advice to passengers in these circumstances and how are you and train companies publicising it?

Transport Focus is still being contacted by passengers experiencing problems. There appear to be three main issues remaining:

- Logging into accounts on the Railcard website seems to be unreliable. Does RDG fully understand why this is happening and what the solution is? If so, how soon do you expect it to be resolved?
- Passengers who are awaiting a reply to their email (because of the backlog at your contact centre) who are unaware that the problem they experienced is now resolved. What more will RDG do through messaging on the Railcard website and in its auto acknowledgement to emails to help passengers understand what you have fixed – and to encourage them to try again?
- Excessive waiting times for the phone to be answered – we are still hearing of people waiting for over an hour just to get through. I know you have put extra resource into this already, but it appears that more is needed. Will you do this and when do you expect calls to again be routinely answered in an acceptable timescale?

I look forward to hearing from you.

Yours sincerely


Anthony Smith
Chief executive