

Marcus Clements
Head of Consumer Policy
Office of Rail and Road
One Kemble Street
London, WC2B 4AN

20th February 2019

Dear Marcus

I write in response to your letter dated 05 February 2019.

We fully accept that consistent performance in the payment of compensation to our customers is important, and it is something we work hard to achieve.

We have established that the reports that have been submitted each period, from which the average compliance figure of 70.3% was determined, were incorrect against the guidance issued by ORR in April 2018.

The reports submitted measured the time from the point at which the claim was received by SWR to payment reconciliation (payment closure), rather than payment to the customer. As a result of the time associated with the reconciliation of the payment with the banks, this elongated the 'time to close' we were reporting for each claim.

The proportion of compensation claims closed within 20 working days when considering actual payment to the customer is below (also referencing the incorrectly submitted figures):

FY 2018/2019

Description	P1	P2	P3	P4	P5	P6	P7
% closed within 20 working days (OLD DATA)	45.19%	67.30%	97.54%	98.87%	62.40%	78.51%	76.78%
% paid within 20 working days (NEW DATA)	96.60%	97.50%	99.80%	99.70%	97.40%	99.80%	99.90%
% difference	51.41%	30.20%	2.26 %	0.83%	35.00%	21.29%	23.12%

As you can see, the correct compliance figures demonstrate a much-improved situation with the actual result for period 1-7 being 98.33% (average), compared to the 70.3% figure previously published.

In Spring we are moving to an Automatic Delay Repay offer for those customers using our Smartcard product for season tickets or Advance tickets purchased using SWR sales channels. For customers that subscribe to this service, it will offer significant improvements in assessing a delay claim and ultimately speed up the payment to customer process. Customer

feedback has been integral in shaping our Automatic Delay Repay proposition and will continue to influence the development of the system.

We trust that this provides the necessary comfort that we are meeting our compensation payment performance obligations.

Yours sincerely,



Alan Penlington
Customer Experience Director