

**Paul Jackson**  
Head of Business Development  
Hull Trains

05 February 2019

**Marcus Clements**  
Head of Consumer Policy  
Directorate of Railway Markets and Economics  
Office of Rail and Road

Dear Marcus

**Re: Hull Trains – compensation**

Thank you for your letter earlier today concerning the recent publication of train operators' performance in the payment of passenger claims for delay compensation.

In response to the points raised in your letter, I would acknowledge that we have fallen below the standard that we would normally afford to our customers, however as I shared with your Consumer Policy team following our meeting on 23<sup>rd</sup> January 2019 we have experienced a period of unprecedented disruption to our services caused by both internal fleet failures and external factors beyond our control. These incidents have created unprecedented levels of customer correspondence which has taken us longer to resolve.

As you point out, customers should expect to receive compensation in a prompt and timely manner and this is something which we are committed to providing, albeit more recently we have been unable to do so as quickly as we would like. To resolve the issues we have had, we have transformed our approach to compensation claim handling and are now using an industry leading system to process claims. Furthermore, as per my improvement plan submitted to yourself on 30<sup>th</sup> January 2019 concerning complaints handling, we have taken a series of actions including an investment in temporary resources to deal with claims faster. Indeed, I believe that we will be in compliance with our 20 working days CHP target in the next few days which demonstrates that the efforts that we are making are effectively bringing us back within our agreed response timeframes.

I would therefore refer you to my email dated 30<sup>th</sup> January 2019 with regards to the plan we have put in place.

Should you require any further information, please do not hesitate to contact me.

Yours sincerely



Paul Jackson  
Head of Business Development